

**ROYAL BOROUGH OF WINDSOR & MAIDENHEAD
PLANNING COMMITTEE**

WINDSOR URBAN DEVELOPMENT CONTROL PANEL

31 January 2018

Item: 1

Application No.:	17/03665/FULL
Location:	35 - 37 Peascod Street Windsor
Proposal:	Demolition of existing 3 storey buildings across 35-37 Peascod Street containing ground floor retail and ancillary offices above to create a new part 3 part 4 storey building with new retail space on the ground floor and offices above (detailed amendments to previous planning approval ref 16/02134/FULL)
Applicant:	Mr c/o agent
Agent:	Mr Ben Willcox
Parish/Ward:	Windsor Unparished/Castle Without Ward

If you have a question about this report, please contact: Adam Jackson on 01628 796660 or at adam.jackson@rbwm.gov.uk

1. SUMMARY

- 1.1 The proposal is to make amendments to the previous consented scheme (16/02134) for a part 3, part 4 storey building with retail at ground floor and offices above, following the demolition of the existing 3 storey building across 35 – 37 Peascod Street. The main changes are to the doors and windows and the creation of 2 retail units at ground floor instead of just 1. The changes to the windows give the building a more regular appearance as the windows on the consented scheme are of varying shapes and sizes whereas the design, size and positioning of the windows on the proposed scheme are more standard and regimented. The changes at ground floor include the creation of 2 separate shopfronts giving the building at ground floor the appearance of 2 narrower units in keeping with the plot width of the majority of other shops and ground floor units along Peascod Street. The changes are considered acceptable and the building remains of good quality design.

It is recommended the Panel grants planning permission with the conditions listed in Section 10 of this report.

2. REASON FOR PANEL DETERMINATION

- The Council's Constitution does not give the Head of Planning delegated powers to determine the application in the way recommended; such decisions can only be made by the Panel.

3. DESCRIPTION OF THE SITE AND ITS SURROUNDINGS

- 3.1 This 0.04 ha site is an amalgam of no's 35-37 Peascod Street. It has a frontage onto Peascod Street but no rear access. The site has, for some years, been split into two units: 35-36 comprises a retail unit on the ground floor (Robert Dyas), with two floors of office/storage space above while no. 37 trades as 'The Works' as retail on the ground floor with a single floor of accommodation over, and a pillar and beam framework above to bring the façade to three storey height. Both units have standard full-glazed modern shopfronts, heavy fascias carrying bold advertising, and are in medium to poor repair.
- 3.2 Peascod Street is known to have formed one of the routes leading south west from the Castle since early medieval times, and is currently a principal retail thoroughfare for the town. It is pedestrianised for much of the day with deliveries only permitted later in the afternoon. The street is level-paved and its non-vehicular nature is emphasised by street furniture and some tree planting.

- 3.3 Irregular plot shapes along the south eastern side of Peascod Street mean that on the street frontage the site is flanked by the modern Post Office Building to the south west, and to the north east by the unlisted late 19th century no. 34. Further back into the site the plot abuts the rear part of no. 33, which is a Grade II Listed Building and the curtilage of no.32 (also Listed Grade II) where planning permission has recently been granted – and not yet built – for a residential development of flats, although this relationship is not obvious on the Peascod frontage. The streetscape shows a transitional arrangement, in a downhill direction from Peascod Place, from four storeys at no. 31, then the three storey no.32, the two-and-a-half storey no. 33 (Claire’s), the brick three-storey gabled unlisted no. 34 (Thornton’s) and then the horizontally-emphasised block of no’s 35-36 and no. 37 at three storeys.
- 3.4 The 1960’s/70’s Post Office building to the south west of no. 37, which is allocated in the adopted Local Plan as a redevelopment site, continues the horizontal characteristic over three storeys, then at the end of the terrace, the more recent development of 40-41 Peascod Street, returning on the junction with William Street, takes the roofscape up to four storeys, albeit in a top-floor set- back format.
- 3.5 On the opposite side of the street from the site, no’s 107 – 111 Peascod Street comprise a late 20th century brick redevelopment of four storeys. Other modern units of varying width, height and fenestration pattern continue north eastwards from this point, including the ‘Daniels’ building.
- 3.6 At the north eastern end of Peascod Street the Castle terminates this long irregularly framed vista. The buildings on both sides of Peascod Street channel this uphill view between a variety of eaves heights, storey levels, fenestration details, building materials and roof heights, but with a generally smooth (although not straight) building line. Numerous alleys and side streets punctuate the street, but are only clearly perceived at the point of their junction. In the view from the Castle, buildings fronting Peascod Street form a general stepping down arrangement in which even the taller structures still accord with the pattern of gradual descent, beyond which the trees of the Great Park form a backdrop.
- 3.7 Although cut off by other development from the network of routes to the south east of the site, the rear of the property does, and will continue to have, a partial visual relationship with other built forms and open spaces on the approach to Peascod Street from the Library, along Sun Passage, and through the current car park area towards Peascod Place. From this position the rear elevations of Peascod Street properties present a relatively poor aesthetic, although newer units such as that near the junction of Mellor Walk and Sun passage have made significant improvements to the area.

4. DESCRIPTION OF THE PROPOSAL AND ANY RELEVANT PLANNING HISTORY

- 4.1 The application has been submitted to make amendments to the previous consented scheme (16/02134) for a part 3, part 4 storey building with retail at ground floor and offices above, following the demolition of the existing 3 storey building across 35 – 37 Peascod Street. The application proposes to split the ground floor of the unit into 2 separate residential units as opposed to the 1 larger ground floor unit proposed in the consented scheme (16/02134). The larger of the 2 units will be approximately 160sqm with the smaller being approximately 125sqm. The remainder of the space at ground floor level (45sqm) will be used for access to the offices above, including space for cycle storage and a lift. Each unit will be provided with a separate shop front with access being via single doors at either end of the building frontage with display windows between.
- 4.2 The floors above will be unaltered internally, however, the design, size and position of windows have been altered. All windows are now long, vertical and rectangular. This gives the building a simpler and cleaner appearance. In certain areas windows have been removed entirely or new windows added, however, the level of glazing overall is comparable to the consented scheme. The Design and Access Statement states that the main part of the building will now be a light buff brick rather than mixed buff, however, as with the consented application it is suggested that a condition is imposed requiring full details of the materials to be submitted. The building itself is unchanged in terms of its size, scale and positioning.

- 4.3 Access arrangements will remain as present, with staff access, deliveries and collections from the site all operated from Peascod Street. Both cycle parking and refuse/recycling storage will be accommodated within the building. No vehicle parking is proposed to serve the development.
- 4.4 While no firm details are supplied, air conditioning and other extraction venting arrangements for the shop and offices are to be positioned on the roof of the building, rather than on any elevation where this may cause disturbance or nuisance to neighbouring occupiers.

5. MAIN RELEVANT STRATEGIES AND POLICIES RELEVANT TO THE DECISION

Planning (Listed Buildings and Conservation Areas) Act 1990 (as amended)

- 5.1 Sections 16, 66 and 72 of the Act are relevant to the assessment of this proposal.

Historic England Guidance

- 5.2 The following HE guidance is also pertinent: Conservation Principles – 2008; Setting of Heritage Assets – 2011; Managing Significance in Decision-taking in the Historic Environment – 2015, and Making Changes to Heritage Assets 2016.

National Planning Policy Framework 2012

- 5.3 Of relevance to this application are paragraphs 6 and 7 (detailing the presumption in favour of sustainable development, incorporating its three aspects: economic, social and environmental) together with the core planning principles set out in paragraph 17. The proposal is also assessed against the thematic guidance in sections 1 (Building a strong, competitive economy), 2 (Ensuring the vitality of town centres), 4 (Promoting sustainable travel), 7 (Requiring good design), (11 Conserving and enhancing the natural environment) and 12 (Conserving and enhancing the historic environment) of the NPPF 2012.
- 5.4 The scheme is considered to comprise sustainable development, for which there is a simple presumption in favour expressed in the NPPF. There are no material considerations that indicate otherwise.

Royal Borough Local Plan

- 5.5 The main strategic planning considerations applying to the site and the associated policies are:

Within settlement area	Heritage and townscape	Highways and Parking	Environment	Infrastructure
E1, S1 and WTC1	CA1, CA2, LB2, ARCH3, ARCH4, DG1, E10, SF1	P4, T5	N6, F1, NAP3	IMP1

These policies can be found at

https://www3.rbwm.gov.uk/downloads/download/154/local_plan_documents_and_appendices

Borough Local Plan: Submission Version

Issue	Local Plan Policy
Within settlement area	TR2
Heritage and townscape	SP2, SP3, HE1, HE2, HE3
Highways and parking	IF2
Environment	NR2, EP2, EP3, EP4
Infrastructure	IF1

The NPPF sets out that decision-makers may give weight to relevant policies in emerging plans according to their stage of preparation. The Borough Local Plan Proposed Submission Document was published in June 2017. Public consultation ran from 30 June to 27 September 2017. Following this process the Council will prepare a report which summarises the issues raised in the representations and sets out its response to them. This report, together with all the representations received during the representation period, the plan and its supporting documents will then be submitted to the Secretary of State for examination by the Planning Inspectorate. In this context, the Borough Local Plan: Submission Version is a material consideration, but limited weight is afforded to this document at this time.

This document can be found at:

<http://rbwm.moderngov.co.uk/documents/s14392/Appendix%20A%20-%20Borough%20Local%20Plan%20Submission%20Version.pdf>

Other Local Strategies or Publications

5.6 Supplementary planning documents adopted by the Council relevant to the proposal are:

1. Windsor Town Centre Conservation Area Appraisal
2. RBWM Parking Strategy
3. RBWM Townscape Assessment
4. Shopfronts and Advertisement in Windsor Town Centre Conservation Area

More information on these documents can be found at:

https://www3.rbwm.gov.uk/info/200414/local_development_framework/494/supplementary_planning

6. EXPLANATION OF RECOMMENDATION

6.1 The key issues for consideration are:

- i Principle of the development
- ii Character and appearance
- iii Movement, safety and convenience; and
- iv Environmental impacts

Principle of development

6.2 The site lies within the Primary shopping core of the town, and within its Commercial Centre. The redevelopment of the site to provide upgraded retail and expanded business floor space complies with the purpose of policies E1, E10, S1 and WTC1 of the Local Plan, and with the guidance of the NPPF in terms of enhancing the economic well-being of the town centre.

Character and appearance

6.3 The impact of the development on the character of the area has been considered in depth under the consented scheme (16/02134). Special regard to the desirability of preserving or enhancing the character of the conservation area and the desirability of preserving the setting of listed buildings in accordance with section 16, 66 and 72 of the Planning (Listed Buildings and Conservation Areas) Act 1990 (as amended) was also given. The consented scheme was considered to be of high quality design with distinctive architecture that had a beneficial impact on the character and appearance of the public realm. The building in terms of scale, height and position is unchanged from this application. However the design approach to the fenestration has been amended. The windows at first floor and above have been altered in terms of design, size and position and all windows are now long, vertical and rectangular, giving the building a more standardised, simpler and cleaner appearance. In certain areas some windows have been removed entirely or new windows added, however, the level of glazing overall is comparable to

consented scheme. Timber louvres have been added in front of a number of windows and light buff brick is now proposed instead of mixed buff brick on the main part of the building, otherwise the materials are unchanged. A condition is recommended to secure full details of the proposed materials (see recommended condition 2 in section 10 of this report).

- 6.4 At ground floor there is a rationalisation of the principal street façade with a separate entrance into each of the proposed retail units at either end of the shop frontage. Between these entrances will be a display window for each unit. The changes to the shopfront represent a simplification in design that creates a more cohesive building with two clear shopfronts. Each shopfront would be of a width in keeping with the majority of shops and other ground floor units within Peascod Street.
- 6.5 The changes proposed to the buildings design are considered acceptable and the building would remain of good quality design. The building would not cause harm the character and appearance of the area or the nearby designated heritage assets.

Movement safety and convenience

- 6.6 The site has no car parking associated with it, nor is any proposed. Its location within the Town Centre is well served by public transport (bus and train services), and as cycle parking is also to be provided within the building (full details requested – see recommended condition 5 in section 10 of this report) the scheme is considered to have a satisfactory impact on highways in terms of the movement of staff and customers to and from the site. Refuse storage and collection management for future users of the building can be secured via condition, prior to the occupation of the relevant floors (see recommended condition 6 in section 10 of this report). The design notes level access into and around the building, including lift access to all office floors.

Environmental impacts

- 6.7 It is considered that the proposal would have an acceptable impact on the environment in terms of amenity, land and water resource protection and bio-diversity. Its form and position in relation to other existing and now permitted developments nearby would allow adequate light and open aspect for the residential units at the rear of number 32 (which are yet to be built), and details of any extraction plant, which may produce noise and other emissions from the shop or offices, can be controlled by condition (see suggested condition 4 in section 10 of this report). Similarly safeguards in relation to any land contamination issues can be controlled through a precautionary condition (see suggested condition 12 in section 10 of this report).
- 6.8 The scheme would not increase the impermeable area of the site, being a replacement of the existing building footprint with another, albeit with additional storeys. Any piling operations will need to ensure that no sub-surface sewerage infrastructure is damaged or compromised. The demolition and construction operations can be controlled in terms of noise, dust and smoke through the recommended conditions and informatives. (see suggested conditions and informatives in section 10 of this report).
- 6.9 As demolition of a roof space is proposed, the site was subject of an ecological survey and assessment, finding that the property was not likely to host a bat population. The scheme would have no negative effect on wildlife or other landscaping. Tree Protection details for off-site trees have been requested as per the Tree Officers recommendation for the consented scheme (16/02134) (see suggested condition 3 in section 10 of this report)

7. COMMUNITY INFRASTRUCTURE LEVY (CIL)

- 7.1 The proposed shop floor area is not considered to be a large retail warehouse. Consequently the scheme would make no CIL payment as rates for offices and for general retail are set a £0

8. CONSULTATIONS CARRIED OUT

Comments from interested parties

25 occupiers were notified directly of the application.

The planning officer posted a notice advertising the application at the site on 12.12.2017 and the application was advertised in the Maidenhead & Windsor Advertiser on 07.12.2017

No comments were received as a result of the consultation carried out.

Statutory consultees

Consultee	Comment	Where in the report this is considered
Highway Authority	Recommends conditions relating to construction management, cycle parking and refuse storage should the application be approved.	Paragraph 6.6
Lead Local Flood Authority	Objects as no details are submitted of the management of surface water or any evidence that the development does not increase flood risk to the surrounding area.	Paragraph 6.8
Conservation Officer	Raises no objections as the changes will help enhance the conservation area.	Paragraph's 6.3 – 6.5

Other consultees

Consultee	Comment	Where in the report this is considered
Trees	Raises no objections as the proposal relates to the building only rather than any outdoor space.	Paragraph 6.9
Environmental Protection	Recommends informatives relating to hours of operation and dust control.	Paragraph 6.8
Archaeology	Recommends a condition to secure the implementation of a programme of archaeological work in accordance with a written scheme of investigation as the site lies in an area of high archaeological potential.	n/a – Condition has been included
Ecology	Recommends a condition to secure bio-diversity enhancements. No evidence of bats or breeding birds has been recorded at site.	Paragraph 6.9

9. APPENDICES TO THIS REPORT

- Appendix A - Site location plan and site layout
- Appendix B – Approved and proposed plans

10. CONDITIONS RECOMMENDED FOR INCLUSION IF PERMISSION IS GRANTED

- 1 The development hereby permitted shall be commenced within three years from the date of this permission.
Reason: To accord with the provisions of Section 91 of the Town and Country Planning Act 1990 (as amended).
- 2 No development shall commence until details and samples of the materials to be used on the external surfaces of the development have been submitted to and approved in writing by the Local Planning Authority. Development shall be carried out in accordance with the approved details and maintained thereafter.

Reason: In the interests of the visual amenities of the area. Relevant Policies - DG1, CA2 and E10 of the Local Plan and guidance contained within the NPPF 2012.

- 3 No development, including works of demolition, shall commence until a management plan showing how demolition and construction traffic, (including cranes), materials storage, facilities for operatives and vehicle parking and manoeuvring will be accommodated during the works period shall have been submitted to and approved in writing by the Local Planning Authority. Where there is a risk that trees may be adversely affected, the submitted details shall include the nature and extent of protection of such trees, in accordance with the recommendations set out in BS5837:2012. The plan shall be implemented as approved and maintained for the duration of the works or as may be agreed in writing by the Local Planning Authority.
Reason: In the interests of highway safety and the free flow of traffic, and of the protection of trees which contribute to the character and appearance of the Conservation Area. Relevant Policies - Local Plan CA2, N6 and T5 and guidance contained within the NPPF 2012.
- 4 No part of the development shall be first occupied until details of any plant, machinery or equipment in relation to air conditioning of the building, including details of appearance, housing and sound insulation measures, and a maintenance schedule for it, have been submitted to and approved in writing by the Local Planning Authority. Any such plant, machinery or equipment shall be housed either within the envelope of the building as approved or be located on its roof, and shall be installed and operated only in accordance with the approved details.
Reason: To protect the amenity of nearby residents and other business occupiers and in the interests of the character and appearance of the Conservation Area. Relevant Policies - Local Plan CA2, DG1, E10, N6 and NAP3 and guidance contained within the NPPF 2012.
- 5 No part of the development shall be occupied until secure cycle parking, lockers and showering facilities have been provided within the building in accordance with details that have first been submitted to and approved in writing by the Local Planning Authority. These facilities shall thereafter be kept available for use by staff employed within the development at all times.
Reason: To ensure that the development is provided with adequate parking and personal facilities in order to encourage the use of unpowered modes of transport, in the interests of the sustainability of the development and its impact on the environment. Relevant Policies - DG1, E10 and T7 of the Local Plan, and guidance contained within the NPPF 2012
- 6 No part of the development shall be occupied until a refuse bin storage area and recycling facilities have been provided in accordance with details that have first been submitted to and approved in writing by the Local Planning Authority. These facilities shall be kept available for use in association with the development at all times.
Reason: To ensure that the development is provided with adequate facilities that allow it to be serviced in a manner which would not adversely affect the free flow of traffic or highway safety and to ensure the sustainability of the development. Relevant Policies - Local Plan T5, DG1 and guidance contained within the NPPF 2012.
- 7 No development shall take place until the implementation has been secured of a programme of archaeological work (which may comprise more than one phase of investigation) in accordance with a written scheme of investigation, which has been submitted to and approved by the Local Planning Authority.
Reason: The site lies in an area of high archaeological potential, in relation to the important medieval settlement of Windsor. A programme of works is required to mitigate the potential impacts of development and to record any surviving remains to advance the understanding of their significance in accordance with Paragraph 141 of the NPPF and policies ARCH 3 and ARCH 4 of the Local Plan.
- 8 No piling shall take place until a piling method statement (detailing the depth and type of piling to be undertaken and the methodology by which such piling will be carried out, including measures to prevent and minimise the potential for damage to subsurface sewerage infrastructure, and the programme for the works) has been submitted to and approved in writing by the local planning authority in consultation with Thames Water. Any piling must be undertaken in accordance with the terms of the approved piling method statement.
Reason: The proposed works will be in close proximity to, and has the potential to damage,

underground sewerage utility infrastructure. Relevant policies are E10 and DG1 of the Local Plan and guidance contained within the NPPF 2012.

- 9 The flat roof area of the ground floor part of the development hereby approved shall not be used as a balcony, roof garden or outdoor amenity area without the prior written approval of the Local Planning Authority.
Reason: To prevent overlooking and loss of privacy to neighbouring occupiers. Relevant Policies - Local Plan E10 and guidance contained within the NPPF 2012.
- 10 No development shall take place until drawings (elevations, plans and sections) at a scale of not less than 1:20, of full architectural detailing of the following matters have been submitted to and approved in writing by the Local Planning Authority: shopfront; fenestration (including reveals, dressings, glazing bar profiles, opening mechanism) doors; railings; balcony barriers; rainwater goods; parapet and plat band profiles; vents; and pigeon-deterrent measures. The development shall be completed in accordance with the approved details and so maintained thereafter.
Reason: To secure an appropriate standard of build quality and appearance, in the interests of the character and appearance of the Conservation Area, in accordance with national and local planning policy as set out in Policies CA2, DG1, SF1, E10, S1 and WTC1 of the Local Plan and guidance contained within the NPPF 2012.
- 11 No development shall be commenced on the site until details of the surface water drainage of the site, together with a maintenance regime for it, have been submitted to and approved in writing by the Local Planning Authority. The development shall be carried out in accordance with the approved details and shall be so maintained thereafter for the duration of the occupation of the development.
Reason: To ensure the protection of the water environment, and to minimise the risk of flooding in the locality. Relevant policies DG1, E10 and F1 of the Local Plan, and guidance contained within the NPPF 2012.
- 12 If, at any time when carrying out the approved development, contamination is found that was not previously identified it must be reported immediately in writing to the Local Planning Authority. Prior to any further works in the affected area, an investigation and risk assessment, remediation scheme and verification report must be undertaken which will be the subject of the approval in writing by the Local Planning Authority. No development on the site shall resume unless in accordance with the approved remediation scheme.
Reason: To ensure that risks from land contamination to the future users of the land and neighbouring land are minimised, together with those to controlled waters, property and ecological systems, and to ensure that the development can be carried out safely without unacceptable risks to workers, neighbours and other off-site receptors. Relevant Policy - Local Plan NAP4 and guidance contained within the NPPF 2012.
- 13 No works of demolition shall commence on the site until the Local Planning Authority has received and acknowledged notification from the developer of the letting of a contract, including a timetable for the works, for the construction of the development hereby permitted.
Reason: In the interests of public safety and to safeguard the character and appearance of the Conservation Area. Relevant policies CA2, DG1 of the Local Plan and guidance contained within the NPPF 2012.
- 14 No development shall take place on the site, including any demolition, until details of the existing and proposed finished ground floor levels of the development, in reference to a fixed datum point in the vicinity of the site, have been submitted to and approved in writing by the Local Planning Authority. The development shall be completed in accordance with the approved details.
Reason: To ensure a satisfactory visual relationship between the development and neighbouring buildings, and in the interest of securing safe and convenient access to the development for all users. Relevant policies - DG1 and E10 of the Local Plan, and guidance contained within the NPPF 2012.
- 15 The development hereby permitted shall be carried out in accordance with the approved plans listed below.
Reason: To ensure that the development is carried out in accordance with the approved

particulars and plans.

Informatives

- 1 The applicants' contractor is advised to apply for a prior consent, which controls the hours of working and can stipulate noise limits on the site. This is covered by the Control of Pollution Act 1974. Such an agreement is entered into voluntarily, but is legally binding. The applicant's attention is also drawn to the provisions under British Standard Code of Practice B.S. 5228: 2009 'Noise Control on Construction and Open Sites'. The applicant should be aware the permitted hours of construction working in the Authority are as follows: Monday-Friday 08.00-18.00 Saturday 08.00-13.00 No working on Sundays or Bank Holidays. Please contact the Environmental Protection Team on 01628 683830.
- 2 The applicant and their contractor should take all practical steps to minimise dust deposition which is a major cause of nuisance to residents living near to construction and demolition sites. The applicant and their contractor should ensure that all loose materials are covered up or damped down by a suitable water device, to ensure that all cutting/breaking is appropriately damped down, to ensure that the haul route is paved or tarmac before works commence, is regularly swept and damped down, and to ensure the site is appropriately screened to prevent dust nuisance to neighbouring properties. The applicant is advised to follow guidance with respect to dust control and this is available on the internet: - London working group on Air Pollution Planning and the Environment (APPLE): London Code of Practice, Part 1: The Control of Dust from Construction; and the - Building Research Establishment: Control of dust from construction and demolition activities
- 3 The applicant should be aware that any burning on the site or associated with the development that gives rise to a smoke nuisance is actionable under the Environmental Protection Act 1990. Any burning that gives rise to dark smoke is considered an offence under the Clean Air Act 1993. No fires should take place on construction sites and all demolition and construction waste should be taken off site for recycling or disposal.
- 4 The attention of the applicant is drawn to Section 59 of the Highways Act 1980 which enables the Highway Authority to recover expenses due to extraordinary traffic.
- 5 Any incidental works affecting the adjoining highway shall be approved by, and a licence obtained from the The Streetcare Services Manager at Tinkers Lane Depot Tinkers Lane Windsor SL4 4LR tel: 01628 796801 at least 4 weeks before any development is due to commence.
- 6 No builders materials, plant or vehicles related to the implementation of the development should be parked/stored on the public highway so as to cause an obstruction at any time.
- 7 A Groundwater Risk Management Permit from Thames Water will be required for discharging groundwater into a public sewer. Any discharge made without a permit is deemed illegal and may result in prosecution under the provisions of the Water Industry Act 1991. We would expect the developer to demonstrate what measures he will undertake to minimise groundwater discharges into the public sewer. Permit enquiries should be directed to Thames Water's Risk Management Team by telephoning 02035779483 or by emailing wwriskmanagement@thameswater.co.uk. Application forms should be completed on line via www.thameswater.co.uk/wastewaterquality.