

# Frequently Asked Questions (FAQs)

## Temporary Accommodation at 248-250 Camden Road

September 2025

### Summary of design feedback and public consultation

The new temporary accommodation (hostel) proposal was shaped through a detailed consultation process, including:

- **Four pre-application meetings** with Camden Council
- **Two independent Design Review Panels (DRP)**, which provided expert feedback on the building's scale, appearance, and layout
- **Public consultation**, as outlined in Section 6 below

The final design submitted for planning, reflects changes in response to concerns raised by residents, the DRP, and planning officers, particularly around **scale, daylight, materials, and layout**.

The proposal received planning consent in 2021, with support from Camden planners, the conservation officer, and DRP panellists.

### 1. Massing and Appearance

#### **Q: Why is the proposed building taller than its neighbours?**

**A:** The new Camden Hostel will be six storeys, stepping down to five, and this height was carefully developed through consultation with planners, design review panels, and conservation officers.

The height is consistent with the scale of other nearby properties along Camden Road and fits the overall character of the road. The stepped design reflects the rhythm of surrounding villas, with their chimneys and dormers, and mature trees help soften its appearance. The building's setback also reduces its visual impact, ensuring it complements the local streetscape.

#### **Q: Why were sea-green terracotta tiles chosen?**

**A:** The tiles were chosen for their durability and self-cleaning qualities; ideal for Camden Road's urban environment. Their colour was inspired by the mature trees nearby, helping the building blend with its surroundings. The tiles reflect light and will age well, while the brick base at ground level keeps a visual link to neighbouring buildings without appearing utilitarian.

**Q: How is the design sensitive to the conservation area?**

**A:** The building respects the street line and nearby heights, using materials that balance modern design with the area's character. While different from the surrounding brickwork, the design aims to complement, rather than mimic neighbouring properties.

## **2. Layout**

**Q: Why is the main access at the rear of the site?**

**A:** The layout is designed to reduce impact on Camden Road and make the most of the communal garden at the rear. It also creates a secure and welcoming entrance, helping residents feel safe and at home, which is especially important for single-parent households.

**Q: Why are there external staircases and walkways? Are they safe?**

**A:** Walkways / deck access allow for efficient circulation and maximise internal space for residents. This approach is well-established in similar housing schemes. All external routes will be well-lit, covered by CCTV, and include dual escape routes in line with fire and safety regulations.

**Q: How many accessible homes are included?**

**A:** One wheelchair-accessible home is being provided, meeting the highest standard (Part M4(3) of building standards). The remaining homes meet M4(2) standards, meaning they can be adapted to suit a range of needs.

## **3. Overlooking and Privacy**

**Q: Will the new development overlook neighbouring gardens?**

**A:** The rear-facing walkways have been carefully designed to meet minimum separation distances and reduce overlooking. The distance between the proposed building and Camden Mews is 18.3 metres; slightly more than Camden's policy requirement of 18 metres, so the scheme is fully compliant.

A detailed study of the wider context shows that this distance is equal to or greater than the separation between Camden Mews and North Villas, and between Ashton Court and Camden Mews. In both cases, the proposed conditions are no worse than what already exists in the area.

To further reduce visual intrusion, the walkways include solid, non-perforated balustrades that also meet fire safety standards. These are used along the walkways and at their ends to maintain privacy.

The most frequently used part of the garden will be the courtyard and adjoining community room, which acts as a buffer between the garden and neighbouring homes. To further discourage access to the rear boundary behind the community room, fencing has been integrated into the planting buffer. While the existing boundary treatment remains, a gate has been added for maintenance access only, with additional soft landscaping in front to discourage everyday use.



Additionally, communal areas will have restricted hours of use and benefit from passive surveillance (meaning they are visible from other parts of the building). This helps ensure they are used responsibly and minimises any impact on neighbouring properties.

## 4. Landscape

**A: Yes.** The landscaping, including the greenery and climbers shown on the staircase mesh, is secured by a planning condition. This means the council must review and approve detailed designs to ensure they match the original planning permission and meet policy requirements.

In addition to the climbers, one replacement tree will be planted in the front garden and three in the rear garden. These are also approved through planning.

## 5. Lighting and Natural Light

**Q: Will lighting on the external walkways cause light pollution?**

**A:** Lighting will be low-level, downward-facing, and motion-controlled to avoid light spill into neighbouring gardens and windows. Fixtures will be mounted to the underside of ceilings, ensuring light is directed only where needed.

The lighting design follows ILP Guidance Note 01/21 'The Reduction of Obtrusive Light', helping to minimise impact on neighbours and skyglow. The overall lighting strategy is secured by a planning condition, and the contractor is now developing technical designs for submission to the planning authority. This ensures the lighting is in accordance with the mentioned 'Guidance Notes for the Reduction of Obtrusive Light', maintaining a high quality of amenity and a safe environment, in accordance with the Camden Local Plan and planning policies.

**Q: Will the new development affect my access to natural light?**

**A:** A daylight and sunlight assessment was carried out as part of the planning process. It showed that the development will have a relatively low impact on the light received by neighbouring properties.

The Planning Authority reviewed this assessment and confirmed the proposal meets all relevant daylight and sunlight policies and guidance.

**Q: Will affected residents be compensated for any loss of daylight or sunlight caused by the development?**

**A:** If a property experiences a significant and proven loss of light due to the new development, they will be compensated based on calculations of that loss. This would be based on formal calculations and assessed in line with relevant legislation and guidance.

## 6. Noise

**Q: Will noise from the rear garden and external galleries be a problem?**

**A:** The rear garden will include designated quiet zones, and communal use will be monitored to help manage noise. Design features such as planting, fencing, and surface materials have been chosen to help absorb and reduce sound.

These measures aim to maintain a peaceful environment for both residents and neighbours.

**Q: What steps are being taken to minimise noise pollution from e.g. services plant?**

**A:** Plant areas located on the roof will be enclosed with acoustic fencing to reduce noise.

This helps ensure any sound from mechanical equipment is contained and does not disturb neighbouring properties.

## 7. Antisocial Behaviour

**Q: What will be the Antisocial Behaviour (ASB) mitigation measures and other management strategies for the new block?**

**A:** The hostel will be staffed 24/7 to ensure a safe and well-managed environment. From 9am to 5pm, Temporary Accommodation Officers will oversee tenancy management and address any issues promptly. From 5pm to 9am, the Concierge Team will be on-site, with additional on-call support available. All staff are trained to escalate concerns, including contacting emergency services if needed.

To help manage noise and behaviour in communal areas like the rear garden and external galleries, the following measures will be in place:

- **Clear House Rules:** Residents will be informed of expectations around noise, especially during evenings and overnight.
- **Regular Monitoring:** Staff will routinely check communal areas to ensure respectful use.
- **Concierge Patrols:** Night-time patrols will help monitor activity and respond quickly to any issues.
- **Responsive Staffing:** The Concierge Team will be available overnight to address concerns.
- **Resident Engagement:** Ongoing communication will promote respectful behaviour and community standards.

These measures are designed to proactively manage ASB and maintain a safe, comfortable environment for residents and neighbours.

## **8. Occupancy and Security**

A planning condition requires the contractor to work with Secured by Design (SbD) to achieve a Silver accreditation for the scheme. This will ensure the scheme is designed with the safety and security requirements needed for both residents and neighbours. This includes fob entry into the buildings and into the rear garden area along with CCTV which will cover all external areas and will be monitored 24/7. Boundary walls will be reinstated to the original height as per the party wall agreement.

The previous design team and the contractor have engaged and worked with the SBD team throughout the design process to ensure all comments and recommendations related to SbD are being met. The current proposals were also reviewed by SbD team during planning decision and are considered sufficient to achieve a Silver rating.

**Q: What security measures are planned?**

**A:** The scheme will include:

- 24/7 CCTV monitoring
- Secure key fob entry systems
- Controlled visitor access
- Fencing, lighting, and visibility will all be designed to enhance safety for both residents and neighbours.
- The building will be staffed 24 hours 7 days a week. Any problematic behaviour or breach of the rules regarding use of the garden, walkways and access space can be tackled immediately.

**Q: Who will be living in this development?**

**A:** The accommodation is intended for local homeless families, referred by Camden Council. These are typically families with children, often experiencing housing insecurity due to rent evictions or overcrowding.

**Q: How long will people live there?**

**A:** This is temporary accommodation therefore a transitional stage before families are moved to more permanent housing. Stays typically range from few months to years, depending on individual family circumstances.

## **9. Consultation Process**

**Q: Have residents' views been considered?**

**A:** The scheme has undergone:

- Pre-application consultation with Camden Council
- Review by a Design Review Panel
- Public consultation events and feedback opportunities:  
A public exhibition was held on Thursday 11 July 2019 at the Kentish Town Community Centre presenting the initial options for development (Stage 1) and a further online consultation event was held on 17 June 2020.

After the online pre-planning consultation, a written response and suggestions for changes was sent by local residents. The council and the design teams proactively engaged local residents and responded to the concerns raised; where possible changes were made to the design as a result of the comments made. Where it was not possible to change the design, the reason for this was explained.

A document responding to these issues and concerns and providing feedback for residents was prepared by RCKA architects and published on the WeAreCamden website [camdenrd-responsetoconsultation.pdf](#) and the link to it was emailed to participants.

**Q: Are drawings, plans, reports made public?**

**A:** Yes. All supporting documents, including Daylight/Sunlight Assessments,

Transport Statements, and Design and Access Statements, were made available as part of the formal planning application.

You can find these documents in the Camden Road Planning Portal: [Camden Council: Planning: Case file](#)

## **10. Construction**

### **Q: Will construction noise be managed?**

**A:** Yes. The construction phase has adhered to standard borough regulations on noise and working hours.

Time of operations and ancillary works which are audible at the site boundary shall normally be carried out between the following hours:

- Mondays to Fridays - 08.00 – 18.00.
- Saturdays - 08.00– 13.00.
- No time Sundays and Bank Holidays.

All site operatives will arrive on site between 07.30 – 08.00 but will not start works until 08.00. Site operatives will stop at 18.00 and will leave site by 18.30, once they are cleaned and changed.

Any noisy operations outside the standard hours cannot be undertaken without prior written approval of the Local Authority. The permitted times of working may be reduced in the case of noisy schedules

### **Q: How will construction traffic and disruption be managed?**

**A:** A Construction Management Plan (CMP) was consulted with residents and then submitted and agreed with Camden Council. This plan covers vehicle routing, delivery hours, dust suppression, and how access is maintained for neighbouring residents.

## **11. Miscellaneous**

### **Q: What is the purpose of the community room?**

**A:** The community room is designed for residents' use, offering a space for support services, workshops, and communal activities. It is not a public hire venue, and its hours and use will be tightly controlled to avoid disturbance.

### **Q: Could more of the site be used to provide larger flats?**

**A:** This development is being specifically built to provide temporary accommodation for those who are in urgent need of housing and prior to the Council identifying alternative long-term accommodation. Due to its temporary nature, this type of accommodation tends to have smaller internal dimensions. The scheme balances residential need with the value of outdoor communal space, crucial for family wellbeing. The landscaped rear garden provides a safe environment for children and families and helps reduce the urban heat island effect.

**Q: How will traffic and parking be managed?**

**A:** The proposal is a car-free development, with exceptions for blue badge holders. Visitors and staff will be expected to use public transport. Secure cycle storage will be provided on-site.

**Q: How will the existing tree be safeguarded?**

**A:** The protected tree will be safeguarded following arboriculturally confirmed best practice. MSC are confident that this will allow the tree to continue to thrive.

1.1 Climbers (orange arrows) planted around the staircase as part of the approved landscaping scheme



## 1.2: Climbers specification



| Climbers     |                              |           |          |                                  |         |       |
|--------------|------------------------------|-----------|----------|----------------------------------|---------|-------|
| Abbreviation | Species                      | Height    | Pot Size | Specification                    | Density | Qty.  |
| Cl mr        | Clematis montana rubens      | 100-150cm | 10L      | Caned: Several Shoots: 5 brks: C | Counted | 1 No. |
| Hy ap        | Hydrangea anomala petiolaris | 60-80cm   | 5-7.5L   | Caned: Several Shoots: 4 brks: C | Counted | 1 No. |