# STONEY WOOD QUARTER

## Operational Waste Management Plan

Land north of The Fairway, London NW7 3HS
London Borough of Barnet

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On behalf of: Stoney Wood Property Developments Ltd

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# Document Control

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|---|---|---|---|---|
| 1.0 | November 2025 | London Placemaking | Planning | Initial issue. |
| 2.0 | 10 May 2026 | London Placemaking | Planning response | Updated issue following LBB waste team comments. |

# Contents

# 1. Executive Summary

This Operational Waste Management Plan (OWMP) sets out the proposed arrangements for the storage, segregation, collection and onward management of operational waste arising from Stoney Wood Quarter.

The previous issue identified the Iceberg underground bin system as the preferred storage solution, but did not state with sufficient clarity that the containers would need to be collected by a compatible specialist collection vehicle. The Council's waste team has since confirmed that the Iceberg approach is not compatible with standard waste collection in Barnet. This updated document responds directly to that point by confirming the private specialist collection model and the associated onward transfer and disposal arrangements.

**Core clarification**

The scheme will not require Barnet's standard refuse collection vehicles to empty the Iceberg containers.

The residential residual and dry mixed recycling service will be delivered through a privately procured specialist collection contract using a HIAB/crane-equipped vehicle suitable for the proposed underground containers.

The site operator may seek to agree an arrangement with LBB, or its waste contractor, for transfer or disposal of collected material at LBB-controlled facilities. If that agreement is not available, the private contractor will use alternative licensed waste transfer, materials recovery, food waste treatment and disposal facilities.

The private collection contract, disposal route, vehicle specification, collection frequencies and contact arrangements will be confirmed before first occupation and can be secured through a pre-occupation planning condition or operational management obligation.

On that basis, the Iceberg strategy remains deliverable. It is best understood as a managed estate waste system, rather than as a conventional kerbside collection arrangement. This is consistent with the Build to Rent model for the development, where the estate will be professionally managed, residents will use shared waste disposal points, and the on-site management team will monitor capacity, contamination and collection performance.

## 2. Purpose of this Updated OWMP

The purpose of this updated OWMP is to provide a clear and implementable operational strategy for waste management at Stoney Wood Quarter. The update does not change the principle of the Iceberg storage system; it clarifies the operational route by which that system will be collected and managed.

The document has been prepared to:

- Confirm that the Iceberg underground bin system is not dependent on Barnet's standard municipal refuse collection fleet.
- Set out how a private specialist collection service will collect residual waste and dry mixed recycling from the development.
- Explain how onward transfer, recycling and disposal will be managed, including the option of agreement with LBB for use of its facilities where commercially and operationally acceptable.
- Retain the core waste hierarchy, segregation, resident engagement, food waste, bulky waste and management controls from the previous OWMP.
- Demonstrate that the strategy can operate safely without unacceptable servicing, public realm, amenity or highway impacts.

The plan intentionally separates two issues: the appropriateness of underground waste storage for the estate, and the party responsible for collection.

# 3. Development and Management Context

## 3.1 The development

Stoney Wood Quarter is a residential-led Build to Rent development comprising 463 new homes on a brownfield site north of The Fairway, Mill Hill, London NW7 3HS, within the London Borough of Barnet. The development includes a mix of apartments, maisonettes and townhouses, with 50% affordable housing, shared amenity space, a gym, café, co-working space, indoor soft play area, clubhouse and on-site concierge management.

The site layout is based around pedestrian-priority streets and landscaped public realm. The waste strategy has been designed to avoid large above-ground bin stores and avoid regular refuse vehicle movements through the pedestrianised streets.

## 3.2 Build to Rent management model

The Build to Rent management model is material to the waste strategy. The estate will not operate as a series of unmanaged individual blocks relying on ad hoc resident behaviour. It will be managed by a professional operator with on-site staff, resident communication channels, a resident app or portal, estate rules, service contracts and performance monitoring.

The concierge / estate management team will be responsible for day-to-day monitoring of the waste areas, resident guidance, reporting faults, arranging bulky waste, monitoring contamination and liaising with the appointed collection contractor.

# 4. Policy and Operational Basis

The OWMP has been prepared having regard to the waste hierarchy, the need for source segregation and the requirement for new developments to provide functional waste storage and collection arrangements. The relevant framework includes national waste legislation, the London Plan, GLA Circular Economy Guidance, the Barnet Local Plan and Barnet waste management requirements.

The relevant policy and the operational context of the site gives rise to the following objectives for the OWMP:

- Waste should be managed in accordance with the waste hierarchy, with reduction, reuse, recycling and recovery prioritised before disposal
- Residents should be able to separate residual waste, dry mixed recycling and food waste in a simple and legible way
- The collection strategy must be practical for the chosen storage system and should not depend on a collection fleet that is not equipped to service it
- Servicing should not compromise the quality, accessibility or safety of the pedestrian environment
- Waste storage should be accessible, well managed and designed to minimise overflow, odour, vermin and litter
- The operational arrangements should be capable of being secured before occupation and implemented for the lifetime of the development.

This updated plan therefore does not depend on LBB adapting its standard collection service. The strategy is deliverable with the collection service procured by the building / estate operator and specified around the selected underground container system.

# 5. Waste Streams and Storage Capacity

## 5.1 Anticipated waste streams

| Waste stream | Primary source | Proposed management route |
|---|---|---|
| Residual waste | Residential units, amenity spaces and commercial areas | Deposited by residents into designated underground containers. Collected by private specialist HIAB service and taken to an agreed licensed transfer / disposal facility, or LBB facility where agreement is reached. |
| Dry mixed recycling | Residential units and amenity areas | Deposited into separate underground recycling containers. Collected by private specialist HIAB service and taken to a licensed materials recovery / transfer facility, or LBB facility where agreement is reached. |
| Food waste | Residential units and café | Collected separately. The final arrangement will be confirmed before occupation: LBB food waste collection if agreed and compatible, or private food waste contractor using dedicated containers. |
| Bulky waste | Residential move-in / move-out and occasional household items | Managed through concierge booking system. Stored temporarily in a designated managed holding area and collected by LBB bulky waste service if agreed, or a licensed private contractor. |
| WEEE | Residential and amenity areas | Collected through periodic WEEE events or booked collections via licensed contractor / take-back schemes. |
| Clinical or hazardous household waste | Occasional resident need | Not placed in communal bins. Managed through relevant specialist collection arrangements. |
| Commercial waste | Café, gym, co-working and flexible amenity uses | Managed by commercial tenants and the estate operator through dedicated commercial waste contracts. |

## 5.2 Residential waste capacity

The storage capacity continues to be based on the per-dwelling litre allocation used in the Design and Access Statement. The calculation supports 17 residual waste containers and 17 dry mixed recycling containers, each with a capacity of 5,000 litres.

| Unit type | No. of units | Residual allocation (L) | Recycling allocation (L) | Residual subtotal (L) | Recycling subtotal (L) |
|---|---|---|---|---|---|
| 1-bed | 167 | 100 | 100 | 16,700 | 16,700 |
| 2-bed | 56 | 170 | 170 | 9,520 | 9,520 |
| 3-bed | 229 | 240 | 240 | 54,960 | 54,960 |
| 4-bed / 5-bed | 11 | 310 | 310 | 3,410 | 3,410 |
| Total | 463 | - | - | 84,590 | 84,590 |

The residual total of 84,590 litres and recycling total of 84,590 litres requires 17 no. 5,000 litre containers for residual waste and 17 no. 5,000 litre containers for dry mixed recycling, providing a total of 34 underground containers. Each household will also be provided with an internal food waste caddy.

# 6. Proposed Waste Storage Strategy

## 6.1 Iceberg underground containers

The proposed storage system is based on an underground Iceberg bin system, using Sulo or an equivalent approved product. Each unit comprises a below-ground container with a surface-level inlet hopper. The below-ground storage volume reduces the visual presence of waste infrastructure, controls odour and vermin risk, and helps maintain the intended quality of the public realm.

| Parameter | Current strategy |
|---|---|
| System type | Underground / semi-underground waste container with surface-level inlet hopper. |
| Container volume | 5,000 litres per container. |
| Number of containers | 34 containers: 17 residual and 17 dry mixed recycling. |
| Collection method | Private specialist HIAB/crane vehicle required; not dependent on Barnet standard RCV collection. |
| Operational control | Smart fill-level monitoring where installed, supplemented by concierge checks. |
| Resident access | Surface-level inlets located across the estate and identified by clear signage. |
| Ownership / maintenance | Estate operator / management company, with manufacturer maintenance contract. |

## 6.2 Rationale for retaining the Iceberg system

The Council's waste team comment is understood to relate to collection compatibility, not to the principle that waste can be safely stored underground. The design team has reviewed the storage system and collection strategy and concluded that the underground containers should be retained and confirmed a compatible private collection method.

This approach is justified on the basis that:

- The storage capacity is adequate for the scale and mix of homes
- Underground storage reduces the need for large visible bin stores within the pedestrian streets
- A HIAB/crane collection vehicle is an existing solution used in other London boroughs and is the appropriate vehicle type for the selected container system
- A privately procured service can be specified to match the equipment rather than requiring LBB to alter its standard service
- The managed BTR model provides a single responsible party to procure and monitor the service
- The strategy preserves the public realm and estate management benefits that formed part of the original design rationale.

# 7. Collection, Transfer and Disposal Strategy

## 7.1 Committed collection model

The committed operational model is a privately managed collection service. The estate operator will procure a specialist waste collection contractor able to service the Iceberg containers using a HIAB/crane-equipped vehicle. The contract will cover residual waste and dry mixed recycling, with either the same contractor or a separate specialist contractor appointed for food waste and commercial waste as required.

This confirms that the development is not dependent on the Council collecting underground containers using vehicles that are not compatible with the proposed system. The operator will instead specify the correct vehicle and collection method as part of the estate management service.

## 7.2 Onward transfer and disposal

The private contractor will be required to use lawful, licensed and auditable waste transfer, recycling, treatment or disposal facilities. The final disposal route will be fixed prior to first occupation.

| Route | Description | Status |
|---|---|---|
| Preferred route: agreement with LBB / LBB contractor | The estate operator may seek a commercial or operational agreement with LBB, or its appointed waste contractor, for collected waste to be accepted at LBB-controlled or LBB-nominated facilities. This would allow the private collection service to remain compatible with borough waste infrastructure without requiring LBB to collect the containers directly. | Subject to separate agreement. Not relied upon as the only route. |
| Alternative route: private licensed facilities | If LBB facility access is not available or not commercially acceptable, the collection contractor will take residual waste, recycling and other streams to appropriate licensed private facilities. | Fallback / fully deliverable route. |
| Food waste route | Food waste will be collected separately and taken to an appropriate food waste treatment facility, either through an LBB-compatible arrangement or specialist private contractor. | To be confirmed before occupation. |

**Planning position**

The acceptability of the waste strategy should be assessed on the clarified operational basis: a private specialist collection service will be procured for the Iceberg containers, with onward transfer or disposal through agreed lawful routes. The relevant question is whether the development has a practical, enforceable and lawful means of storing, collecting and disposing of waste. This updated OWMP demonstrates that those arrangements can be secured and operated.

## 7.3 Indicative collection frequency

Collection frequency will be finalised through the service contract, taking account of sensor data, actual occupation levels, waste tonnages and seasonal peaks. The following frequencies are suitable as the baseline operational position.

| Waste stream | Baseline frequency | Vehicle / contractor | Management note |
|---|---|---|---|
| Residual waste | At least weekly; increased as required | Private HIAB/crane collection contractor | Fill-level monitoring and concierge inspection to trigger additional collections before overflow. |
| Dry mixed recycling | At least weekly; increased as required | Private HIAB/crane collection contractor | Separate containers. Contamination tracked and resident guidance issued where needed. |
| Food waste | Weekly or more frequent where required | LBB collection if agreed, or private food waste contractor | Dedicated food waste containers at agreed locations. |
| Commercial food waste | As required by tenant operations | Specialist commercial contractor | To be secured through commercial lease / operator agreement. |
| Bulky waste / WEEE | Booked / event-based | LBB service if agreed, or licensed private contractor | Concierge managed. No uncontrolled storage in the public realm. |

# 8. Food Waste, Bulky Waste and Specialist Streams

## 8.1 Food waste

Each dwelling will be provided with a kitchen food waste caddy as part of the resident welcome pack. Residents will be instructed to separate food waste at source and take it to the designated communal food waste point.

The final food waste collection arrangement will be confirmed prior to occupation. The preferred position is to agree a method with LBB if that can be made compatible with the estate layout and collection arrangements. If that is not available, a private food waste contractor will be appointed and dedicated food waste containers will be provided. In either case, food waste will be kept separate from residual waste and dry mixed recycling.

## 8.2 Bulky waste

Bulky waste will be controlled through the concierge. Residents will be required to book a collection slot before leaving furniture, white goods or large items. A managed temporary holding area will be identified by the estate operator and items will be collected by LBB bulky waste service where agreed, or by a licensed private contractor.

The concierge will also support reuse before disposal, including resident-to-resident reuse notices, signposting to local charities and periodic reuse or donation events during move-in / move-out periods.

## 8.3 WEEE, hazardous and clinical waste

Waste electrical and electronic equipment will be collected through periodic WEEE events, take-back schemes or booked specialist collections. Hazardous household waste and clinical waste will not be placed in communal bins and will be managed through specialist arrangements on a case-by-case basis.

# 9. Resident Use and Estate Management

## 9.1 In-dwelling segregation

Kitchens will include internal waste storage to encourage residents to separate residual waste, dry mixed recycling and food waste before leaving their home. The resident welcome pack will explain what can and cannot be placed in each stream.

## 9.2 Signage and resident communication

All waste inlet points will be labelled using clear, durable and accessible signage. The resident app or portal will include bin location plans, collection information, segregation guidance, bulky waste booking instructions and service updates. Management staff will be trained to advise residents on the system during move-in and as part of routine estate management.

## 9.3 Tenancy and estate rules

Tenancy agreements and estate rules will require residents to use the designated waste points, separate waste properly, avoid leaving bags or bulky items outside waste points, and follow the concierge process for bulky items, WEEE and specialist waste. Repeat misuse can be addressed through resident communication and management action.

# 10. Collection Access and Servicing Operation

The private HIAB/crane vehicle will access the site from The Fairway and service the underground containers from the shared service route. The collection operation is designed so that the vehicle does not need to enter the pedestrianised streets and does not rely on conventional kerbside presentation by residents.

The service route will be controlled through estate management and lockable retractable bollards, with access for refuse collection, emergency services, maintenance and managed removals. Refuse collections will be scheduled to avoid school peak times and other sensitive periods where practicable.

A final vehicle tracking plan, collection risk assessment and method statement will be prepared before occupation. This will confirm stopping positions, lifting zones, temporary pedestrian management where necessary, collection timings and communication protocols between the driver and concierge.

| Operational matter | Control measure |
|---|---|
| Vehicle type | HIAB/crane-equipped collection vehicle specified by the private contractor to match the container lifting system. |
| Stopping locations | Designated stopping positions on the service route, clear of primary pedestrian routes where practicable. |
| Pedestrian safety | Low speed estate operation, collection scheduling, driver-concierge communication and temporary management of the immediate lifting area during emptying. |
| Noise and amenity | Collections to be timed reasonably and managed to minimise idling, reversing and unnecessary manoeuvring. |
| Highway impact | No reliance on prolonged on-street bin presentation. Collections undertaken from within the estate/service route. |

# 11. Contingency Arrangements

The estate operator will maintain contingency arrangements so that waste can continue to be managed during equipment faults, missed collections, vehicle failure or exceptional resident demand.

| Event | Response |
|---|---|
| Sensor failure | Concierge to undertake manual inspections and revert to scheduled collections until sensors are repaired. |
| Blocked inlet | Concierge to isolate the affected inlet if required, report the fault to the maintenance contractor and direct residents to the nearest alternative disposal point. |
| Missed collection / vehicle breakdown | Private contractor to provide an alternative collection within an agreed contract response period. Temporary above-ground capacity to be deployed if required. |
| Peak demand / move-in periods | Management to book additional collections in advance and provide dedicated cardboard / packaging management. |
| Private contractor failure | Estate operator to maintain a framework or emergency call-off arrangement with an alternative licensed contractor. |
| LBB facility access unavailable | Private contractor to use alternative licensed waste transfer, recycling or disposal facilities. |

Temporary above-ground bins are a contingency measure only. They are not the primary strategy and would be deployed by the estate operator to prevent overflow during short-term disruption.

# 12. Monitoring, Review and Reporting

The estate operator will review the performance of the waste strategy at least annually and more frequently during the first year of occupation. The review will consider waste tonnage, recycling capture, contamination, missed collections, resident feedback, overflow incidents and contractor performance.

| Indicator | Target / review measure | Review period |
|---|---|---|
| Overflow incidents | Zero avoidable overflow incidents. Root-cause review for any incident. | Monthly during first year; quarterly thereafter. |
| Recycling capture | Improve recycling capture through resident communication and contamination monitoring. | Quarterly. |
| Food waste capture | Separate food waste service operational and promoted to residents. | Quarterly once occupied. |
| Contractor performance | Collections undertaken in accordance with contract and agreed method statement. | Monthly. |
| Resident satisfaction | Waste management included in resident surveys and estate feedback process. | Annual. |
| Duty of care records | Waste transfer notes / data retained by estate operator. | Ongoing. |

A short annual waste review will be made available to LBB on request. Material changes to the collection strategy, storage capacity or disposal route will be notified to LBB.

# 13. Pre-occupation Implementation Requirements

Before first occupation, the estate operator should submit or hold the following information. This will ensure that the strategy is not left as a general intention, but is translated into a fixed operational arrangement.

| Item | Requirement |
|---|---|
| Private collection contract | Evidence of appointment or heads of terms with a specialist contractor able to collect the Iceberg containers using a compatible HIAB/crane vehicle. |
| Disposal / transfer route | Confirmation of the facility route for residual waste, dry mixed recycling and food waste. This may include agreement with LBB facilities, or alternative licensed private facilities. |
| Collection method statement | Collection sequence, timing, access control, pedestrian safety measures and communication between driver and concierge. |
| Food waste arrangement | Final location, container type and contractor / collection arrangement for food waste. |
| Waste point plan | Plan showing each residual, recycling and food waste point, resident walking distances and central managed collection / bulky waste area. |
| Resident pack and signage | Draft resident waste guide, signage design and escalation route for bulky waste and specialist waste. |
| Contingency protocol | Alternative collection arrangements, temporary capacity measures and emergency contractor details. |

**Suggested control mechanism**

A pre-occupation condition could require the final Operational Waste Management Plan to be approved before any dwelling is occupied. The approved plan should include the private collection contract, vehicle specification, disposal route, food waste method, waste point plan and contingency protocol. The development would then be required to operate in accordance with the approved plan.

# 14. Summary and Conclusions

This updated OWMP provides a clear response to the Council waste team's comment that the proposed Iceberg refuse strategy is not compatible with standard waste collection in Barnet. The strategy has been clarified to confirm that the Iceberg system will be operated through a private managed collection service, rather than depending on Barnet's standard municipal collection vehicles.

The key conclusions are:

- The underground Iceberg containers remain the proposed storage solution given that they provide sufficient capacity, support the pedestrian-led design and reduce the visual and amenity impacts of waste storage
- The development will procure a private specialist HIAB/crane collection service for residual waste and dry mixed recycling
- The operator may agree with LBB, or its contractor, to use LBB-controlled or LBB-nominated facilities for waste transfer or disposal, but the strategy is not dependent on that agreement
- If LBB facility access is unavailable, the private contractor will use alternative licensed waste transfer, recycling, treatment and disposal facilities
- Food waste, bulky waste, WEEE, hazardous waste and commercial waste will be managed through separate controlled arrangements
- The Build to Rent management model gives the scheme a single accountable operator, on-site concierge team, resident communication platform and service-contract structure to make the strategy work in practice
- The final operational contract, disposal route, vehicle specification and collection method statement can be fixed prior to first occupation through a planning condition or management obligation.

On this basis, the proposed refuse and recycling strategy is capable of operating effectively and safely throughout the life of the development. The compatibility issue raised by the Council is addressed through the clarified private specialist collection model and does not require the underground waste storage strategy to be abandoned.

# Appendix A: Waste capacity calculation

The calculation below is retained from the Design and Access Statement and confirms the quantum of residential residual and recycling storage provided by the proposed underground containers.

| Unit type | No. of units | Residual allocation (L) | Recycling allocation (L) | Residual subtotal (L) | Recycling subtotal (L) |
|---|---|---|---|---|---|
| 1-bed | 167 | 100 | 100 | 16,700 | 16,700 |
| 2-bed | 56 | 170 | 170 | 9,520 | 9,520 |
| 3-bed | 229 | 240 | 240 | 54,960 | 54,960 |
| 4-bed / 5-bed | 11 | 310 | 310 | 3,410 | 3,410 |
| Total | 463 | - | - | 84,590 | 84,590 |
| Iceberg containers required | - | 17 x 5,000L | 17 x 5,000L | 85,000L | 85,000L |

# Appendix B: Operational roles and responsibilities

| Role | Party | Responsibilities |
|---|---|---|
| Estate / BTR Management Company | Appointed operator | Overall responsibility for waste service performance, contractor procurement, resident communication, monitoring and annual review. |
| Concierge / on-site team | Estate management staff | Day-to-day monitoring of waste points, reporting faults, advising residents, booking bulky waste, liaising with collection contractors and managing contamination. |
| Private waste collection contractor | Specialist contractor | Collection of residual and dry mixed recycling from underground containers using compatible HIAB/crane vehicle; provision of tonnage data and duty of care documentation. |
| LBB / LBB contractor | Subject to agreement | Potential acceptance of privately collected waste at LBB facilities, or provision of selected services such as food waste or bulky waste where compatible and agreed. |
| Residents | Tenants | Segregation at source, use of designated waste points, compliance with estate waste rules and booking bulky waste through concierge. |
| Commercial tenants | Café / commercial operators | Commercial waste contracts, food waste and cooking oil management, compliance with lease obligations and estate rules. |

# Appendix C: Recommended planning control / pre-occupation information

The following wording is provided as a practical basis for discussion if a planning condition or pre-occupation obligation is required.

**Draft condition wording**

Prior to occupation of any residential unit, a Final Operational Waste Management Plan shall be submitted to and approved in writing by the Local Planning Authority. The Final Operational Waste Management Plan shall include: (a) the appointed waste collection contractor or evidence of a collection contract; (b) details of the vehicle type and method for collecting the underground containers; (c) collection frequencies and hours; (d) arrangements for residual waste, dry mixed recycling, food waste, bulky waste and commercial waste; (e) the proposed waste transfer, recycling, treatment and disposal route, including any agreement with LBB or alternative licensed facilities. The development shall thereafter be operated in accordance with the approved plan.