

M25 Junction 10 / A3 Wisley Interchange improvement

Written Representation – LGH Hotels Management UK Limited – Hilton Cobham, Seven Hills Road, Cobham, KT11 1EW

1. Instruction

- a. Ardent Management Limited have been appointed to act on behalf of LGH Hotels Management UK Limited (“Client”) in relation to Hilton Cobham, Seven Hills Road, Cobham KT11 1EW (‘the Property’). LGH Hotels Management UK Limited is a management company that represents the interests of Zinc Cobham Hotels Limited (who own the freehold interest in the Property) and Adda hotels and Hilton Group PLC (who are in occupation of the Property).
- b. We are instructed to provide a written representation on behalf of the Client and also record their concerns over the potential impact the interchange improvement scheme will have on the Property.

2. Engagement with Highways England

- a. We have commenced discussions with Highways England (“HE”) over the provision of a temporary access licence, providing the acquiring authority with the opportunity to conduct their necessary geological and environmental surveys in advance of the carriageway works. These negotiations have been progressing well and we are hopeful that the licence agreement can be settled in the coming weeks.
- b. In relation to our client’s Property, there has been a lack of engagement to date over the land to be acquired. While HE may consider this to be one of the smaller interests affected by the scheme, we are aware of other businesses and property owners already having had extensive discussions over the route, mitigation works and remediation works to minimise the impact of the scheme on them. We are therefore frustrated that a similar approach has not been taken with my Client, who is willing to explore private treaty discussions once comprehensive explanation of the works has been provided.

3. Concerns

- a. The Land Plans available on HE’s website suggest that the works are likely to remove a portion, and potentially all, of the existing natural foliage and screening between the carriageway and the hotel. With the additional carriageway being closer to the hotel, the loss of this screening has raised concerns over the impact which this will have on the desirability of the hotel, particularly the rooms closest to the new carriageway and the Client is concerned it will have a negative impact on the profitability of the business.
- b. We would like to understand the nature of works planned and explore the possibility of works to mitigate the impact of HE’s scheme on the Property. We are aware that additional land is temporarily required in order to undertake the works. The hotel has not been consulted over this requirement, which we understand are currently located in a particularly disruptive location. It is expected that the negative impact on the operation of the business will be significant if the location of the temporary works remains as planned.
- c. Our Client requires further details about proposed road closures, diversions, working hours and the projected period of the scheme works. Each of these elements will have to be considered to understand the impact on the Property.
- d. The scheme has proposed to reopen Seven Hills Road South as, we understand, a cycle and footpath. As this new byway will pass across the main entrance turning to the hotel require further details to understand the layout of this, how it will re-join the public highway and the proposals for the junction. We have safety concerns over the junction, with turning cars, lorries and other hotel vehicle movements and cyclist and

walkers continuing along the route. Advice and consultation on how this will practically be created would be appreciated to ensure a system which will work in practice.

- e. From analysis of the Land Plans it would appear that there is more land being acquired than necessarily required for the scheme. We would welcome further engagement to understand the justification for the requirement of all land parcels. My client would like to minimise the area of land that will be permanently acquired.

4. Compensation

- a. In relation my Client's business, there are concerns that have not yet been considered or addressed relating to the potential for disruption which might result in a loss of income on both a temporary and permanent basis. Without the further detail identified above it is difficult to consider this comprehensively but based on our current knowledge we have identified the following risks:
 - i) disturbance from noise and light during the period works are undertaken and potentially after - rooms closest to the scheme works will be made unusable or will have to be made available at reduced rates affecting the profitability of the business.
 - ii) access restrictions arising from roadworks, diversions and road closures affecting access to the Property.
- b. We request that HE engage and work with our Client to discuss measures to mitigate potential losses. We are also concerned that should the scheme permanently impact the hotel business, there will be a consequential permanent impact on the value of the Property.
- c. Earlier in 2019 we represented our Client in relation to the ongoing A3 northbound slipway works exiting to Surry University in Guildford. The circumstances of that case, where Highways England accepted the scheme would have a significant impact on the income and trade of the occupying hotel business, are not dissimilar to the circumstances that appear to exist with the Wisley interchange improvement scheme. We would hope that Highways England will take a similarly constructive approach to that taken in Guilford.

5. Conclusion

- a. No efforts have been made by HE to engage with the Client over the impact of the scheme.
- b. No consultation has been held with my Client over the land areas proposed, which in places seem unnecessary/excessive for the delivery of the scheme.
- c. We would like to understand the proposals for how the new Seven Hills Road South will operate and assurances on how safely the new route will interact with the existing hotel junction.

Charles Gregory MRCIS
Senior Surveyor, Ardent Management Limited
On behalf of LGH Hotels Management UK Limited

26th November 2019