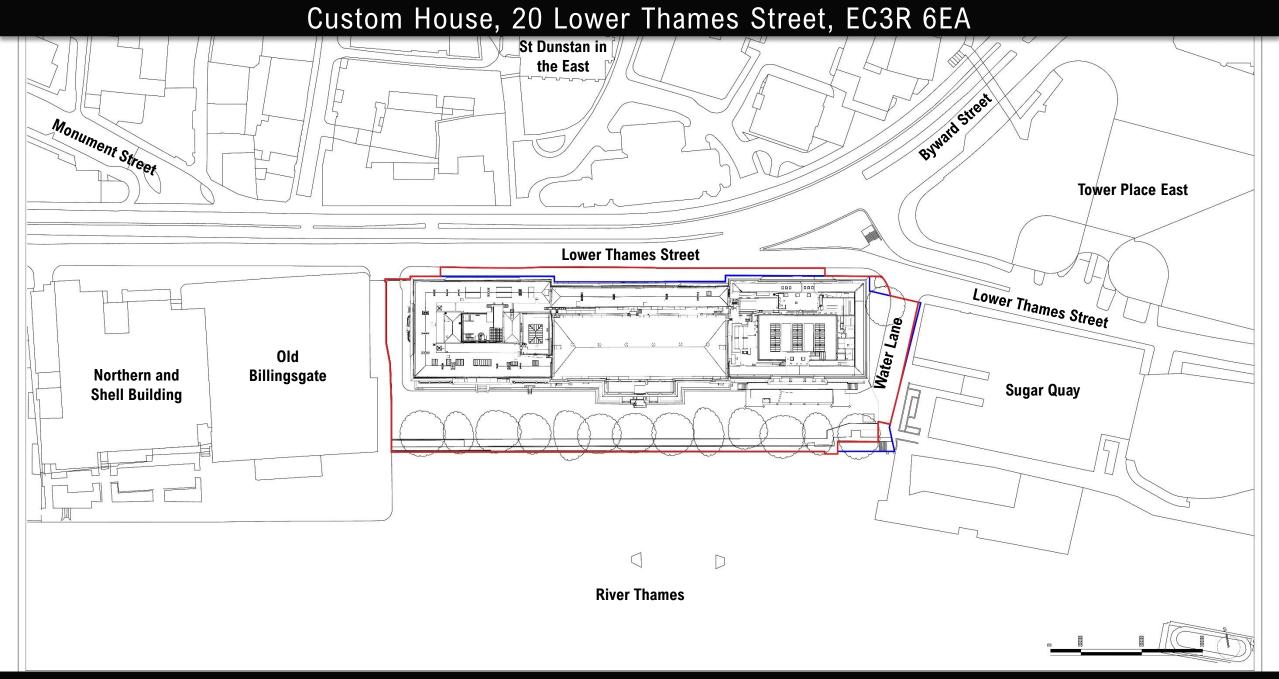
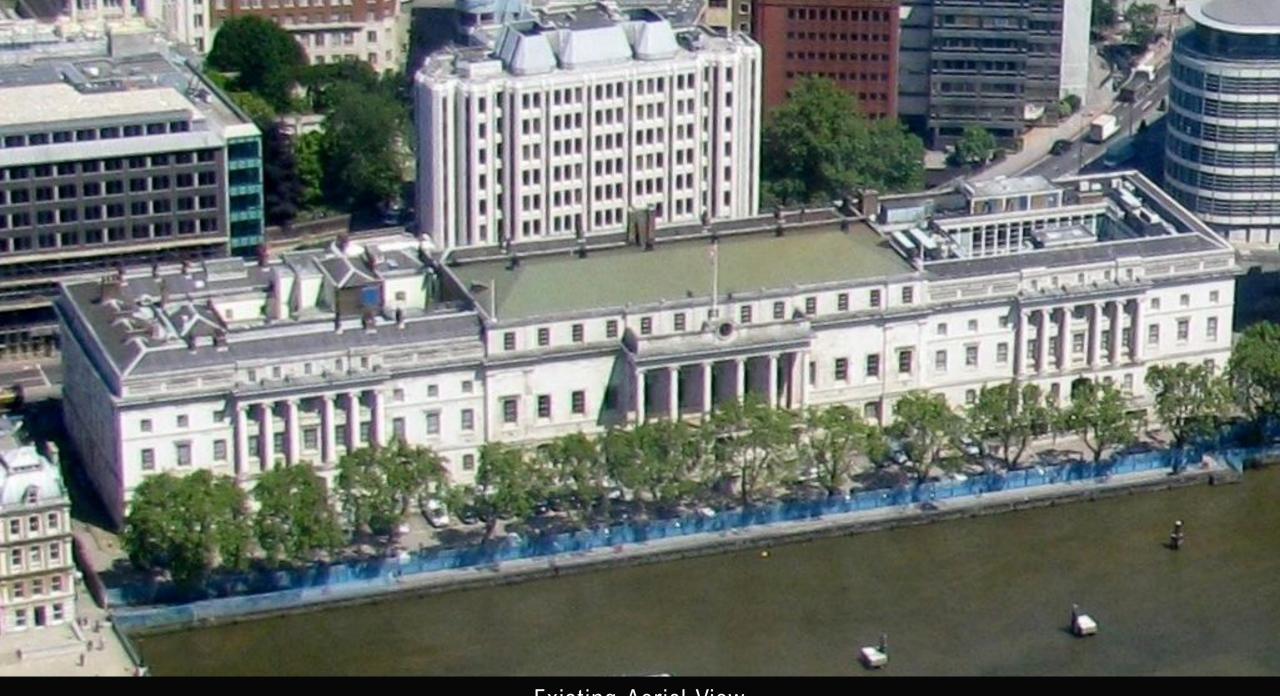


Custom House, 20 Lower Thames Street EC3R 6EA

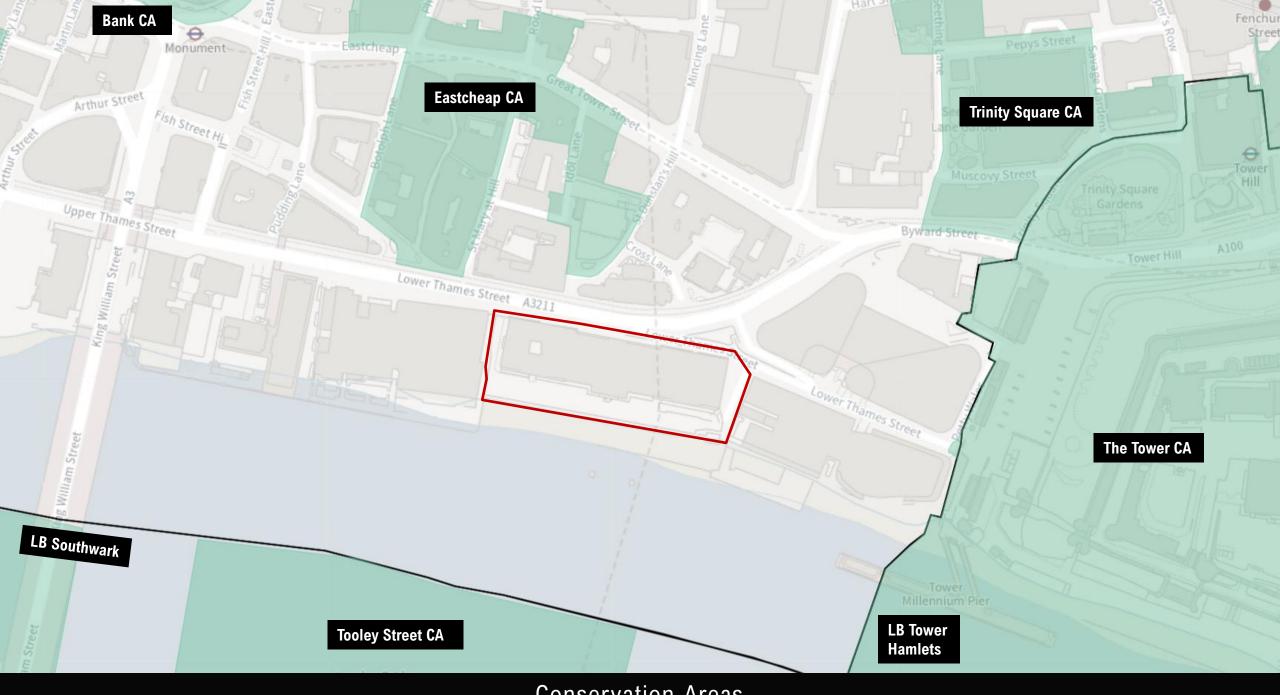
Planning Applications Sub-Committee

9th September 2025



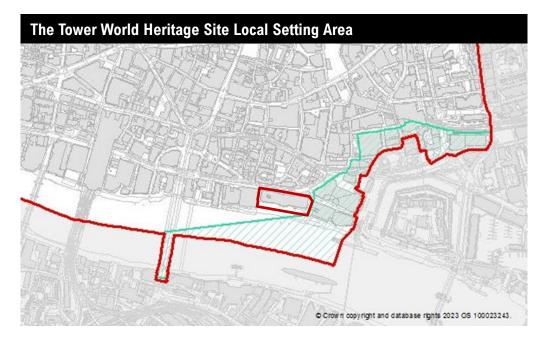


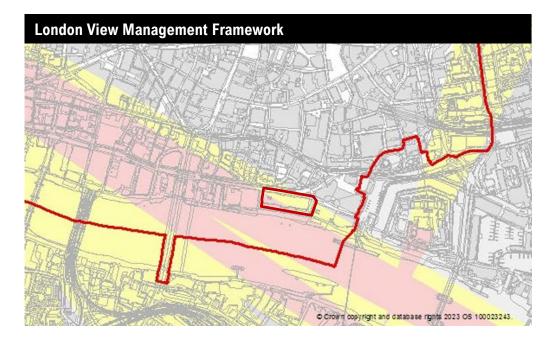
Existing Aerial View

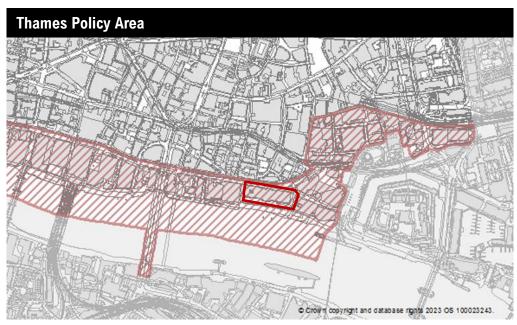


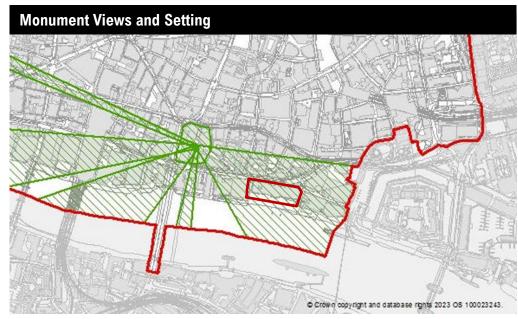
Conservation Areas



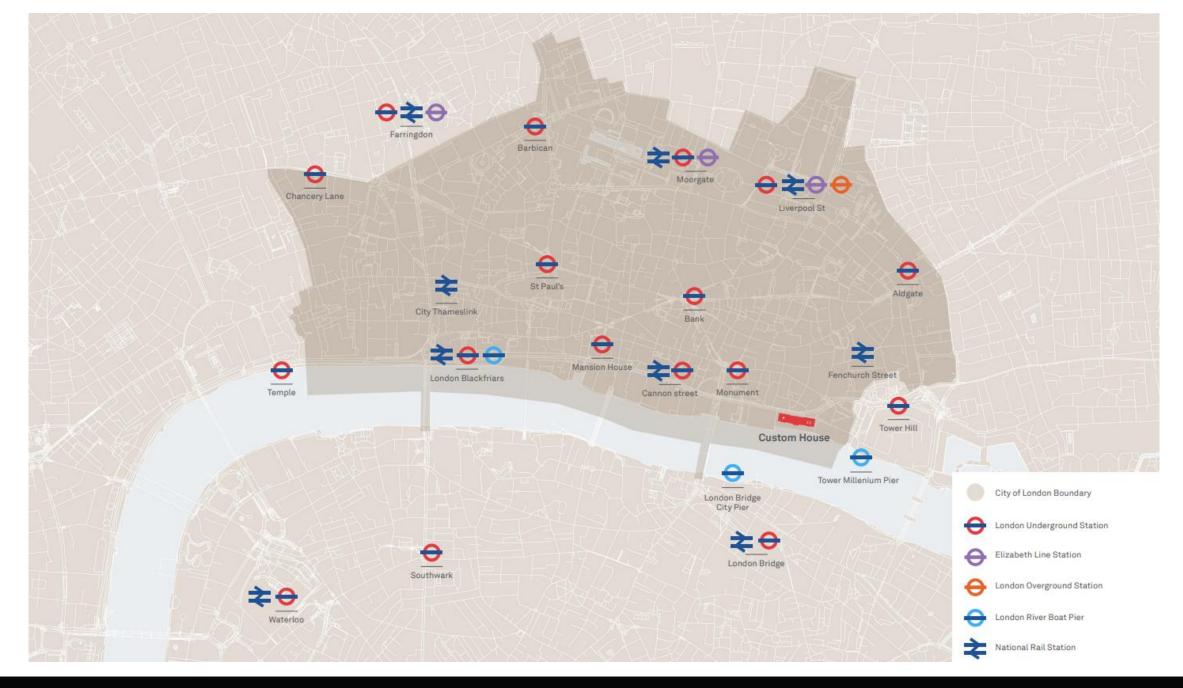




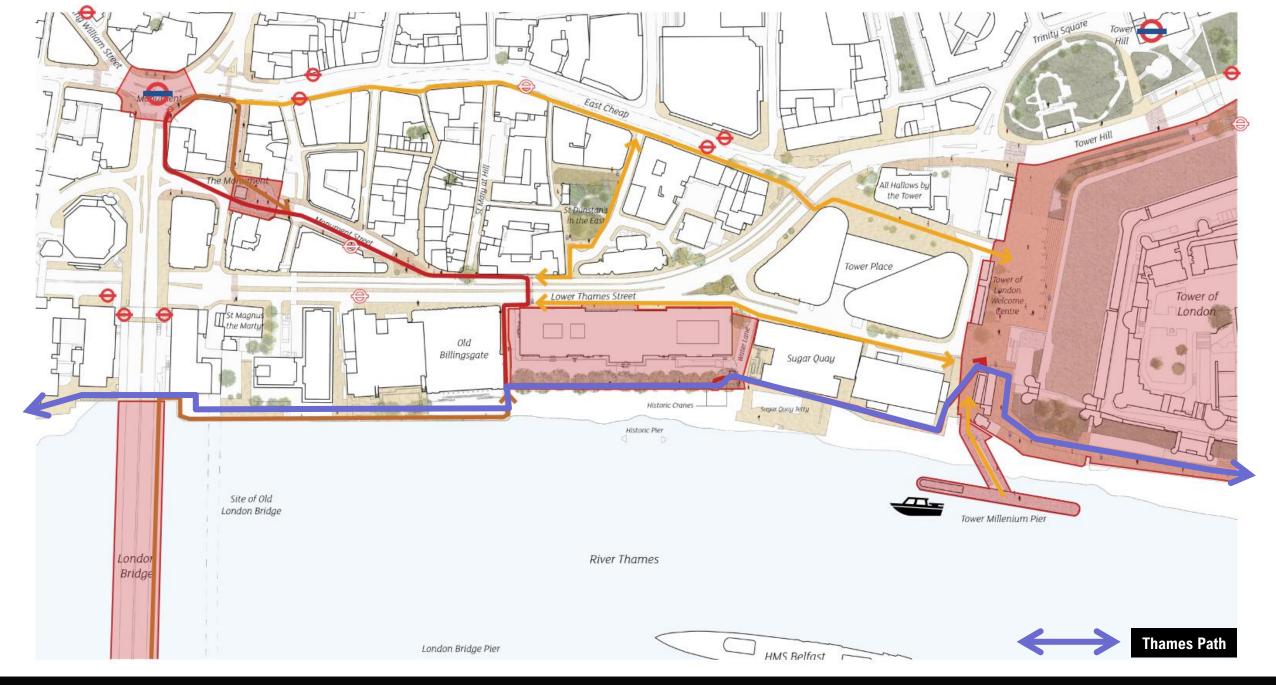








Wider Site Location and Transport Hubs



Walking Routes and Connections to the Monument and Tower of London

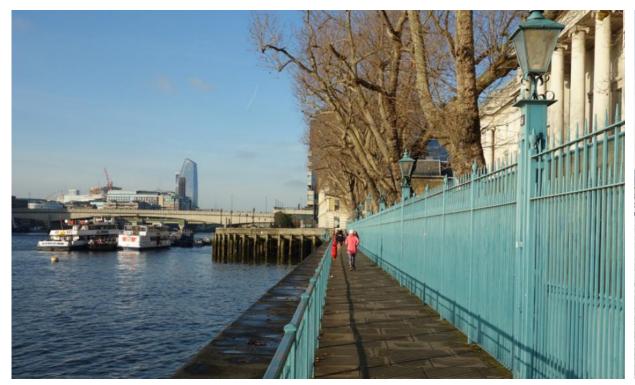
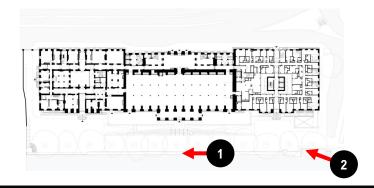
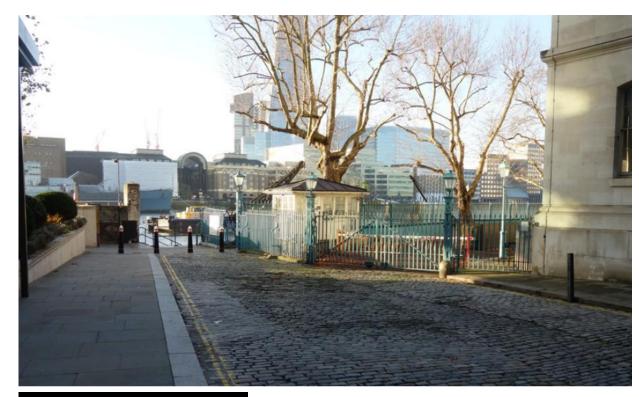




Image 1: Existing River Walk

Image 2: River Walk at Spring Tide





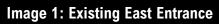
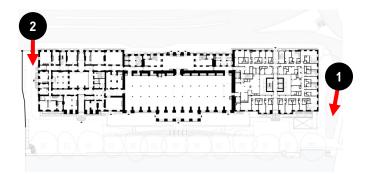
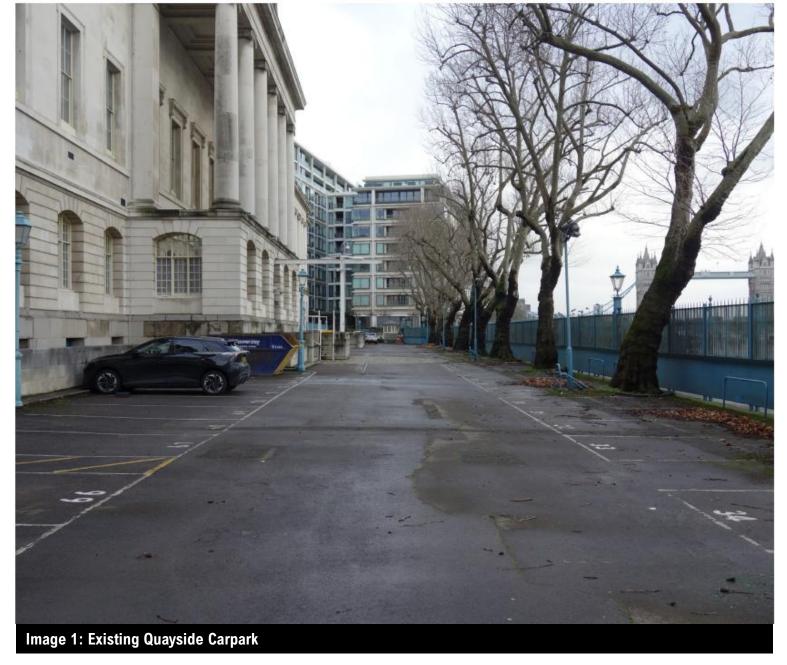




Image 2: Existing West Entrance







Existing Photographs - External



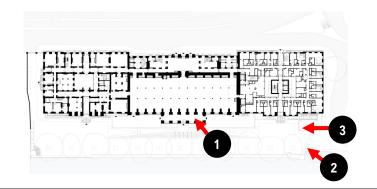




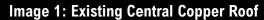
Image 2: Existing Railings



Image 3: Existing Ramp to Basement







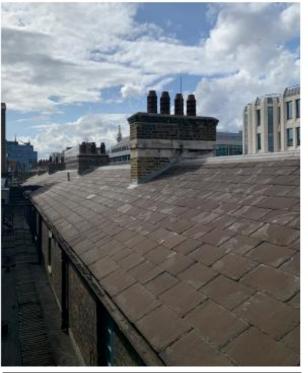
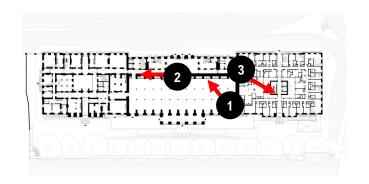


Image 2: Existing Rear Slate Roof



Image 3: Existing East Wing Lightwell



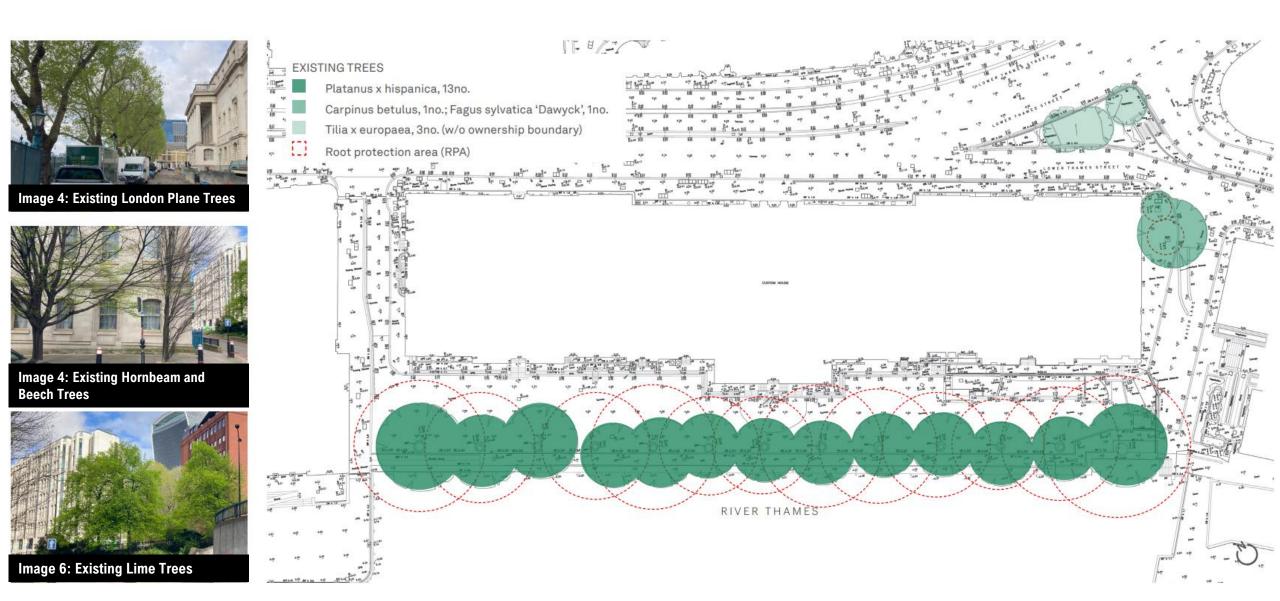




Image 1: Existing Kings Warehouse



Image 2: Existing Corridor



Image 3: Existing Fanlights



Image 4: Existing Balustrade



Image 5: Existing Rear Roof



Image 6: Existing West Wing Room



Image 1: Existing Vaulted Corridor



Image 2: Existing Fireplace



Image 3: Existing Fanlights



Image 4: The Long Room



Image 5: Existing Fireplace



Image 6: Existing Vaults



Image 7: Existing 'Enfilade'



Image 8: Existing Cornicing

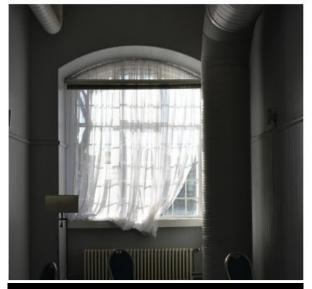


Image 1: Existing Windows



Image 2: Existing Plant Above the Robing Room



Image 3: Existing Plant on the East Wing Roof

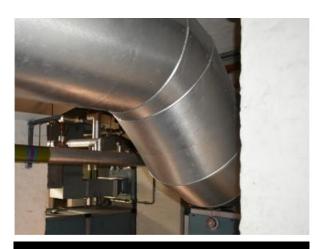


Image 4: Existing Ductwork



Image 5: Existing Cables



Image 6: Existing Plant SCreen



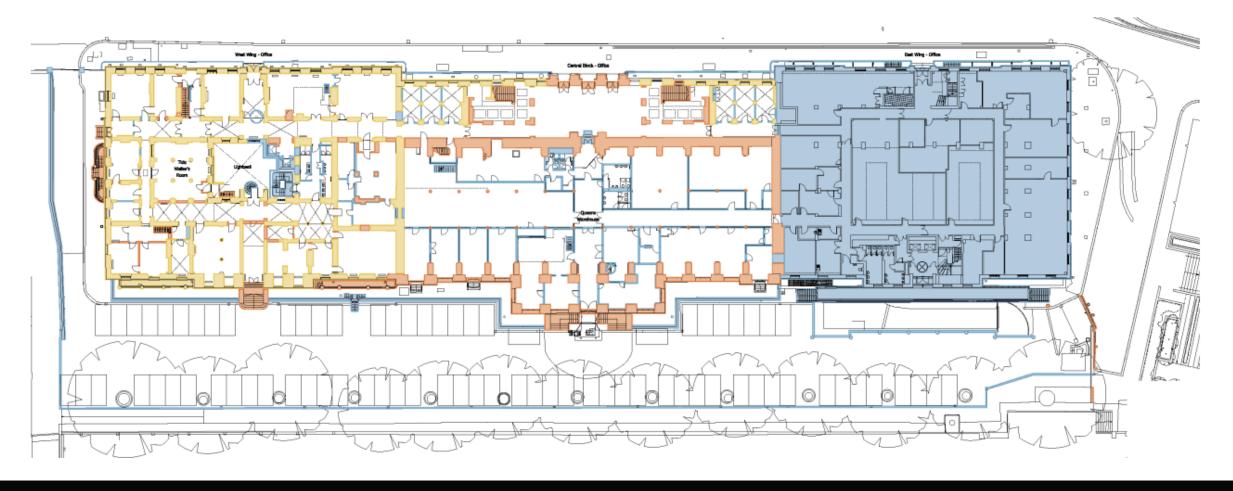




Image 1: West Wing Basement Vault Corridor



Image 2: Tide Waiters Room



Image 3: West Wing First Floor Central Room (Treasury)



Image 1: Foyer and Grand Stair



Image 2: Brick Vaults

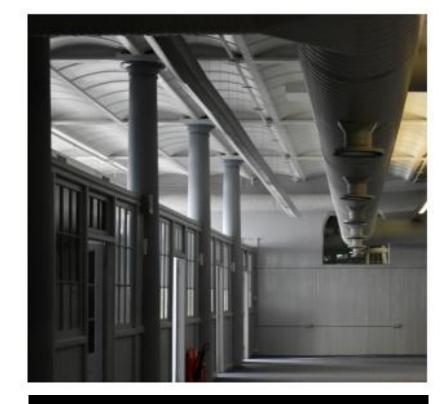


Image 3: King's Warehouse



Existing CGI View of Custom House from Hays Galleria





Existing Nighttime CGI View from Hays Galleria



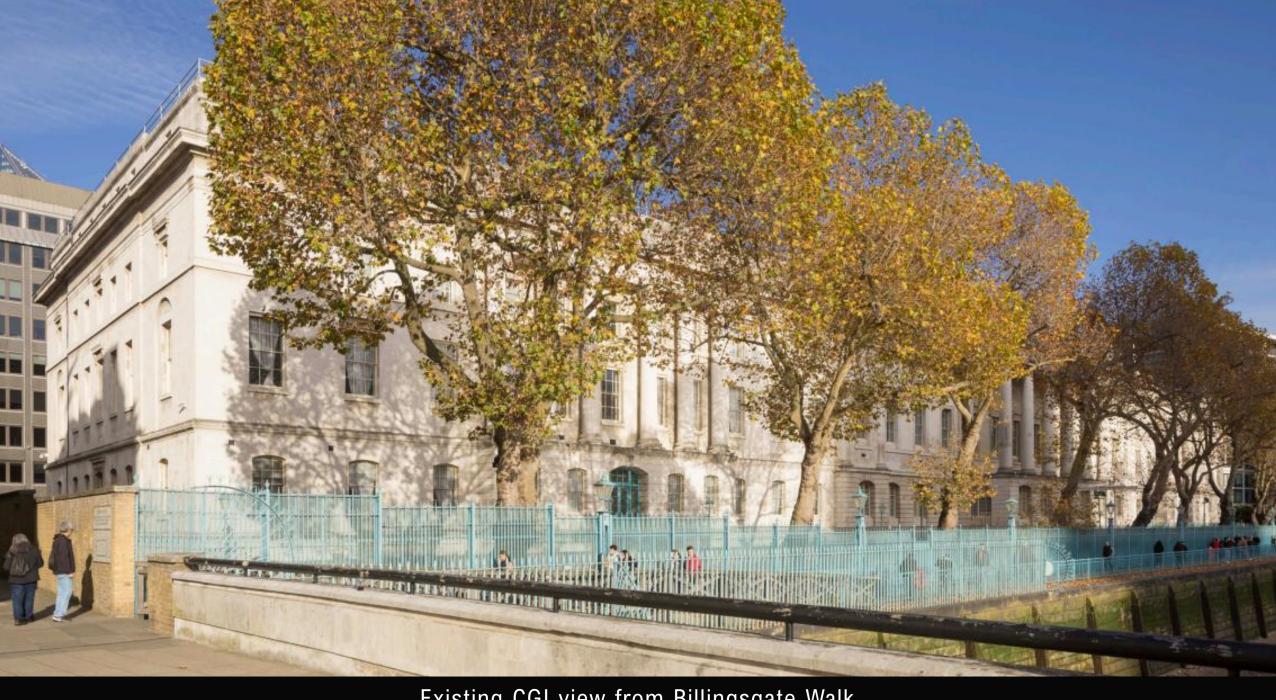
Proposed Nighttime CGI View from Hays Galleria



Existing CGI View from Sugar Quay Walk



Proposed CGI View from Sugar Quay Walk



Existing CGI view from Billingsgate Walk



Proposed CGI view from Billingsgate Walk



Existing CGI view from Byward Street

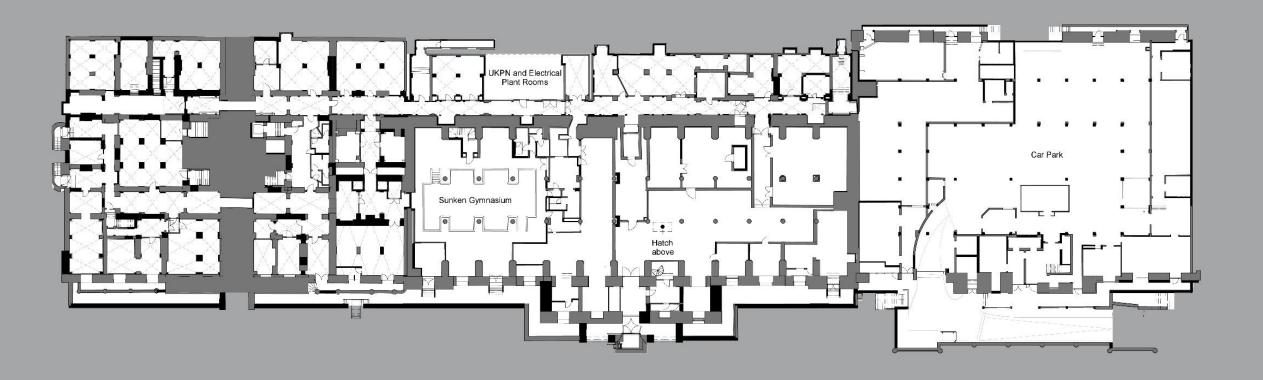


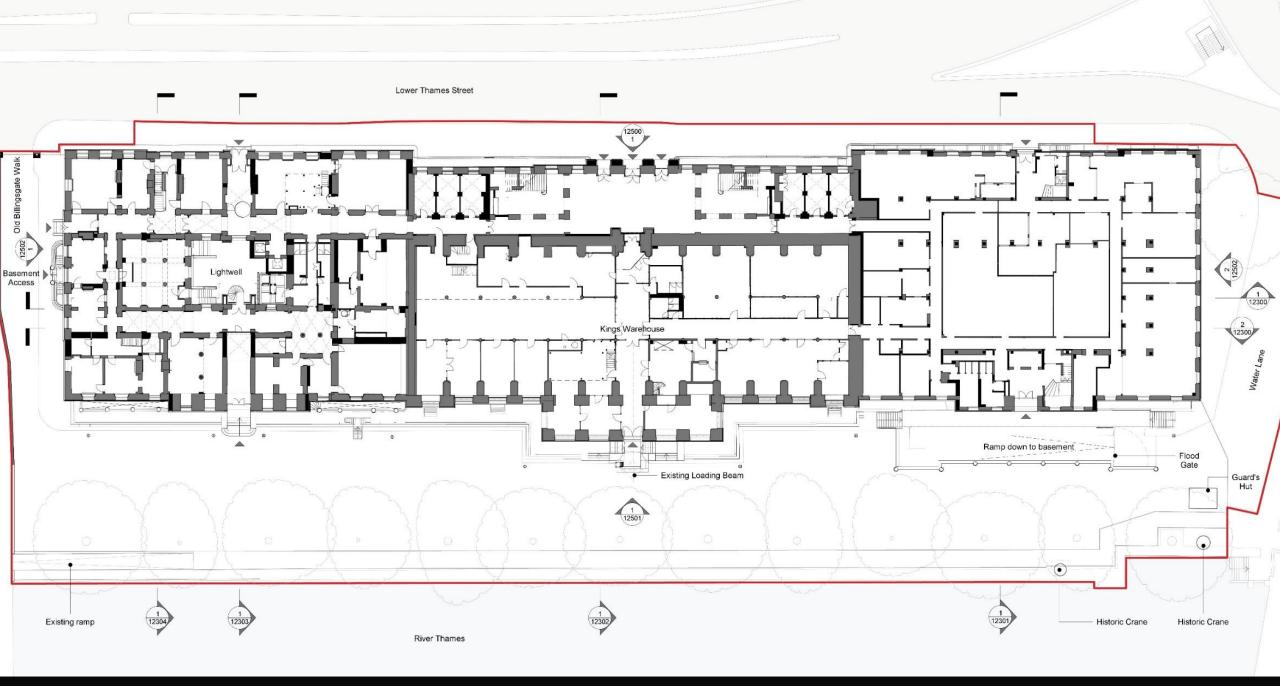
Proposed CGI view from Byward Street



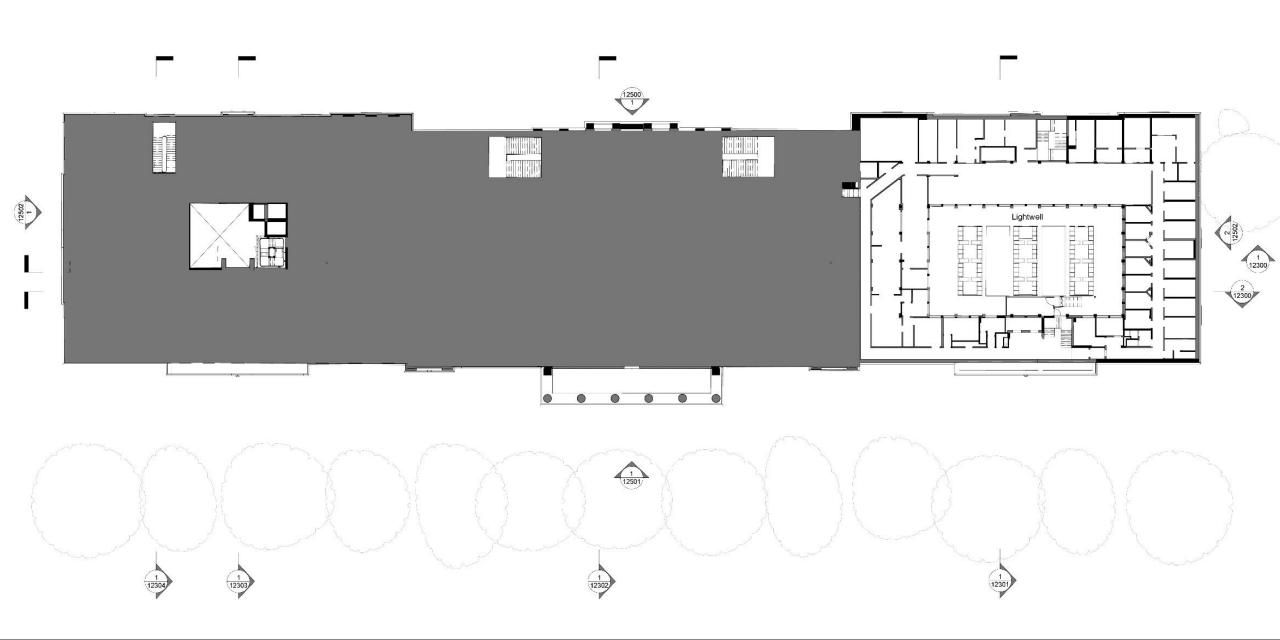
Existing CGI view from Lower Thames Street



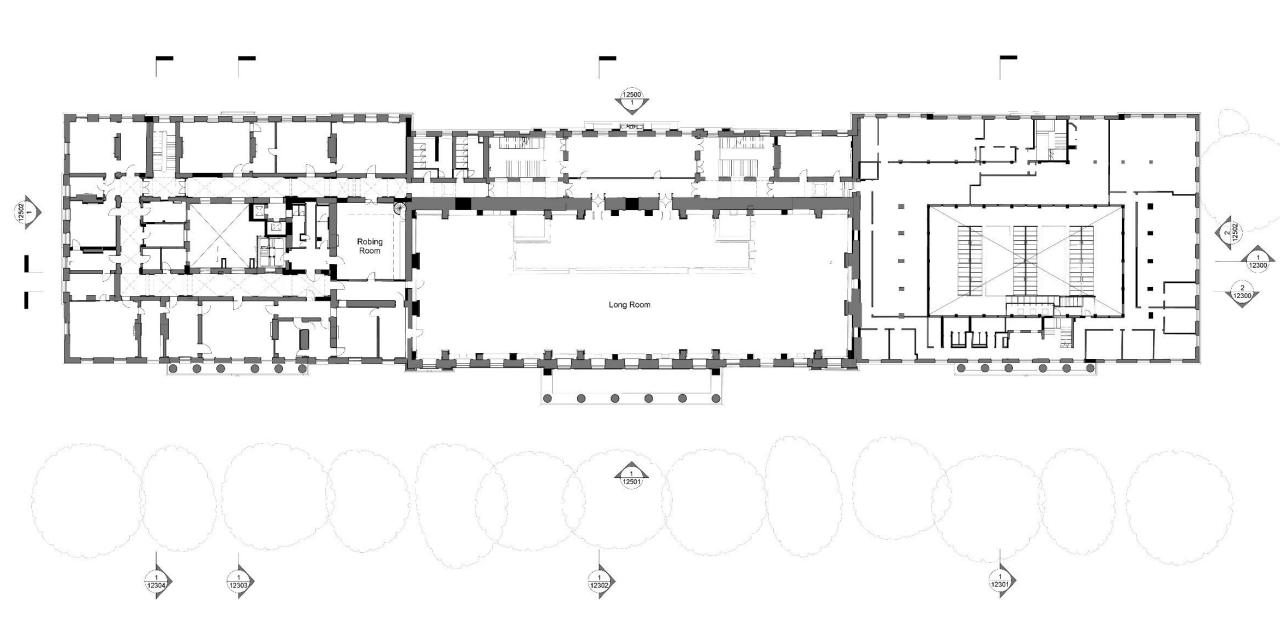




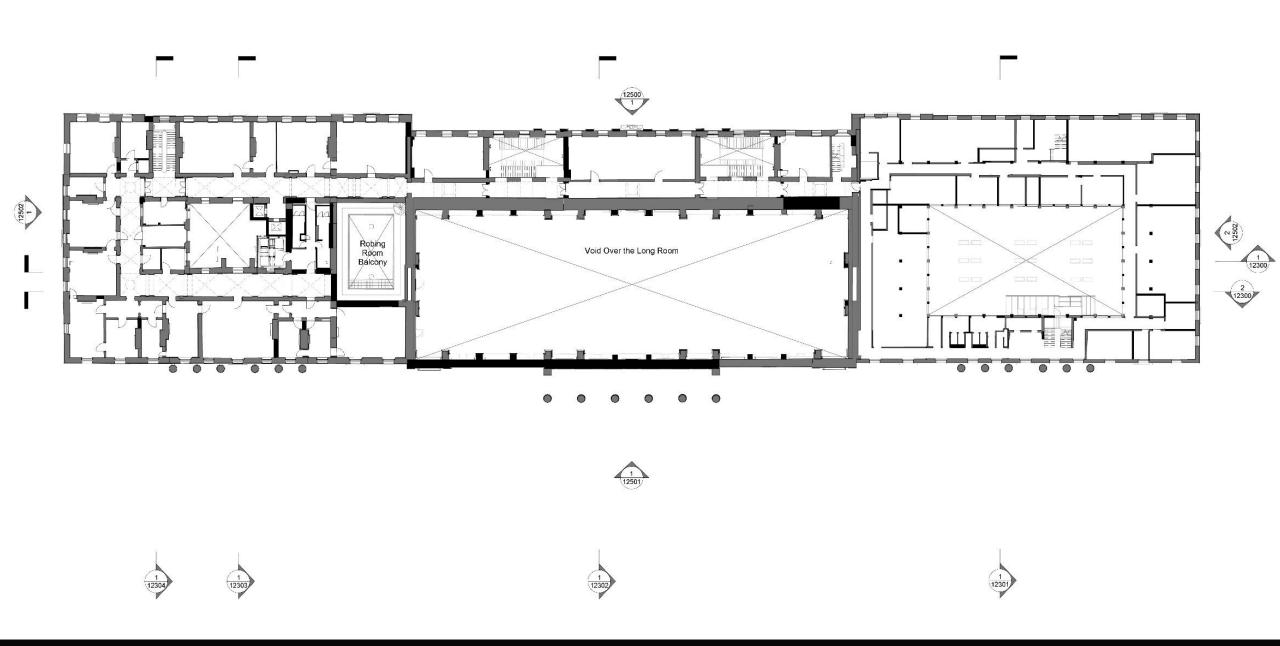
Existing Ground Floor Plan

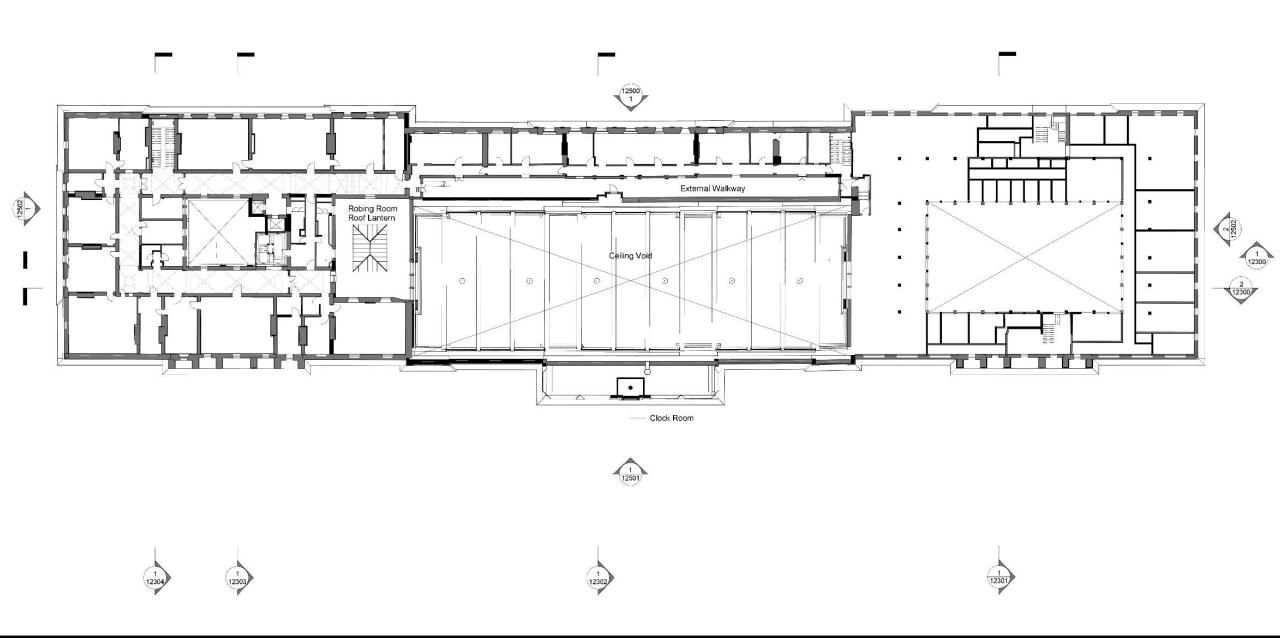


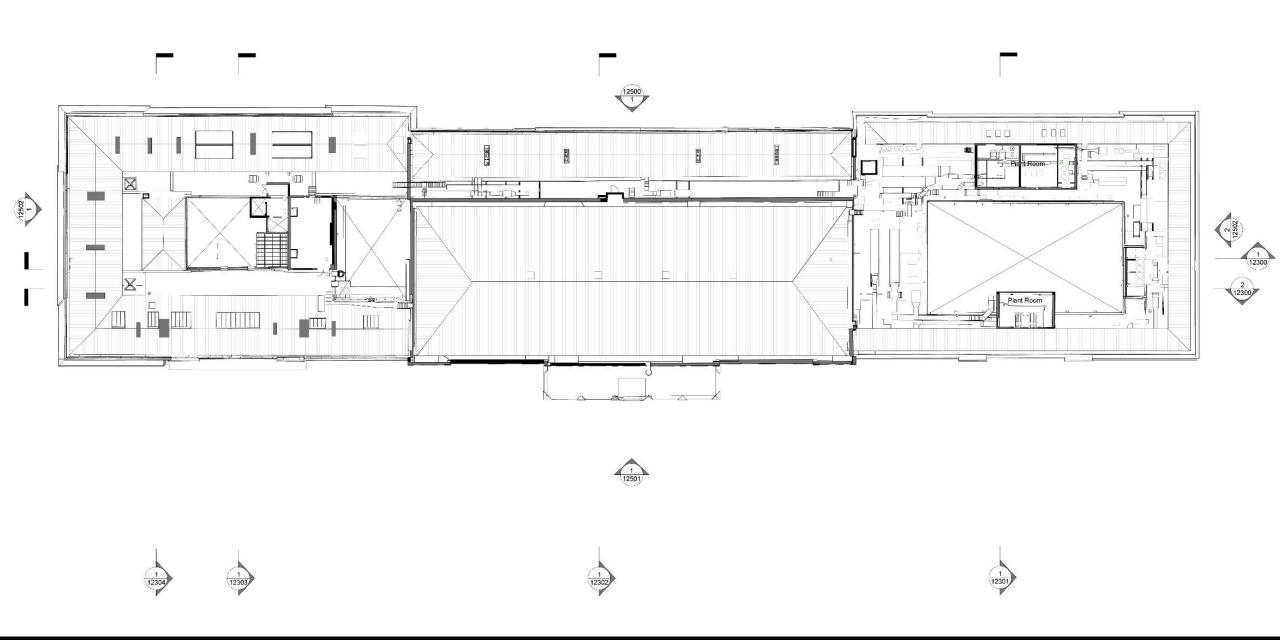
Existing Mezzanine Floor Plan

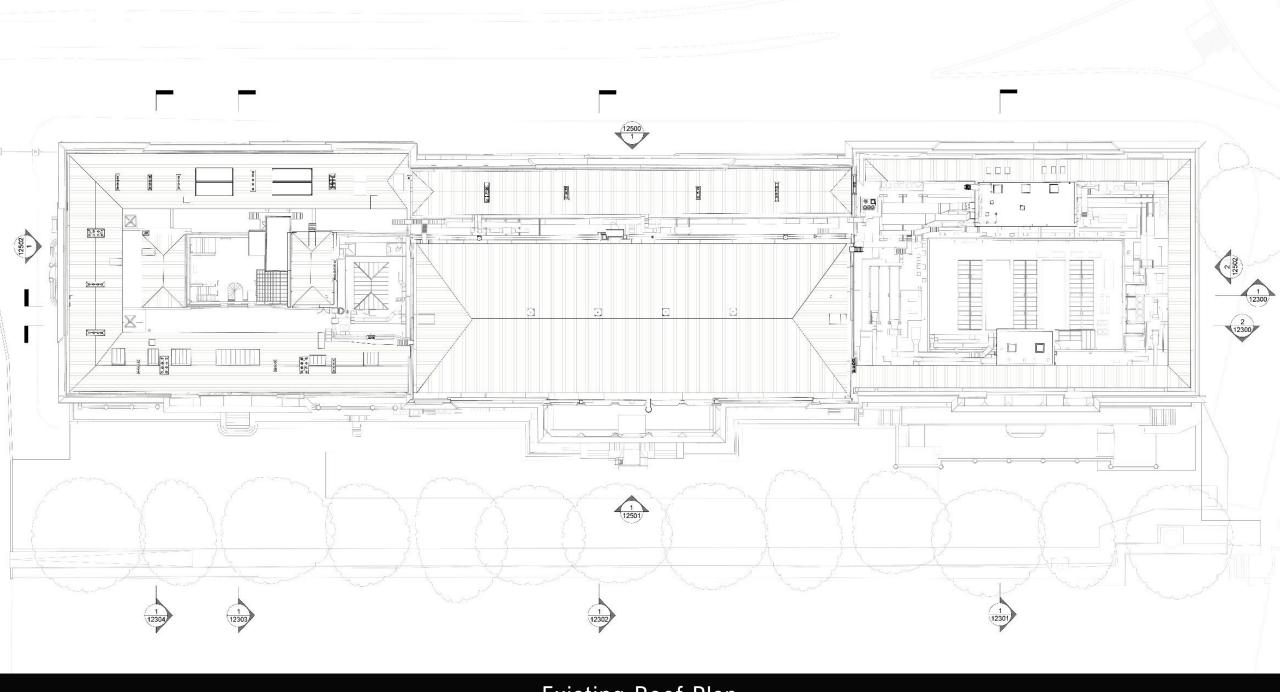


Existing First Floor Plan



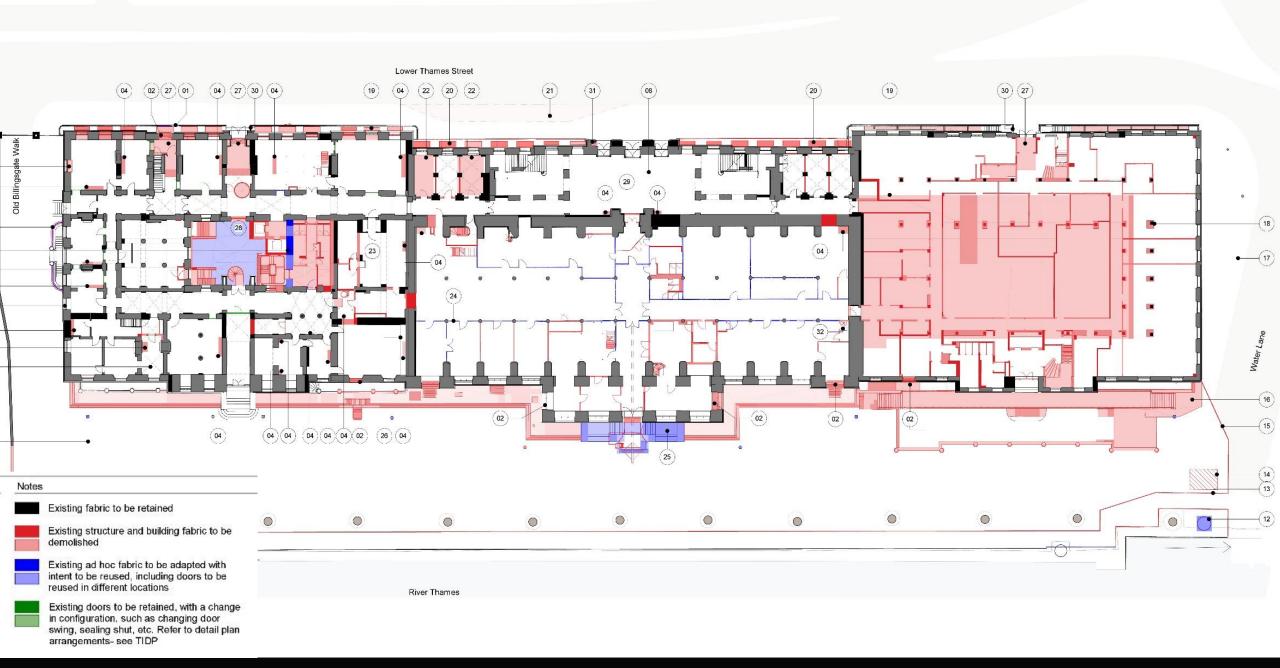




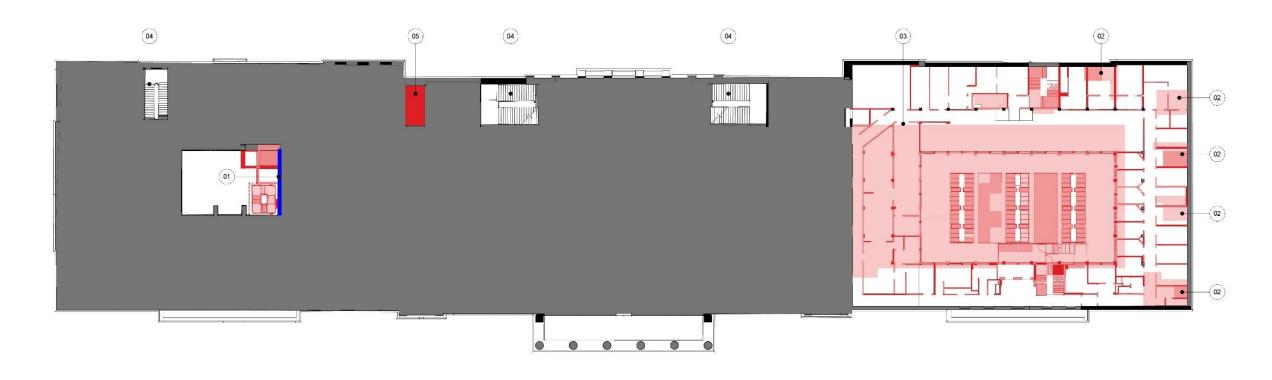


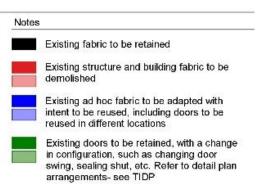


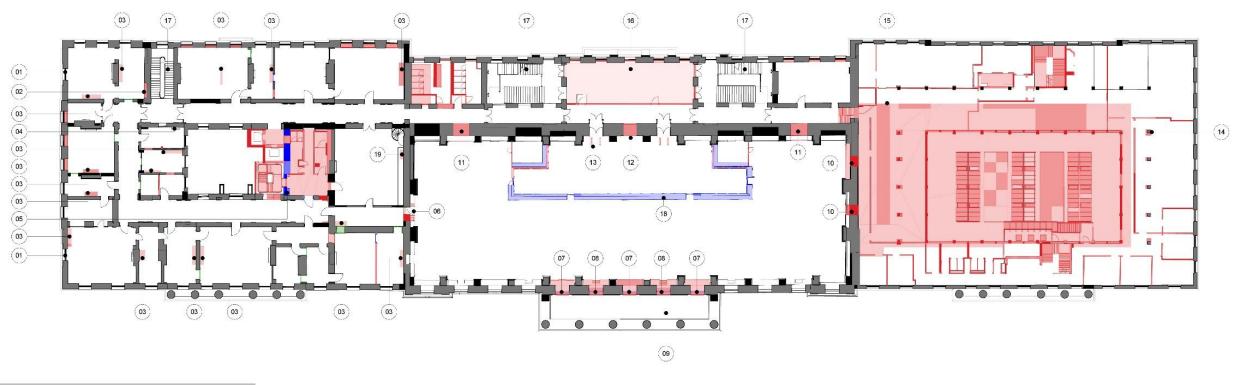


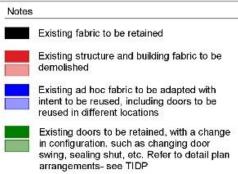


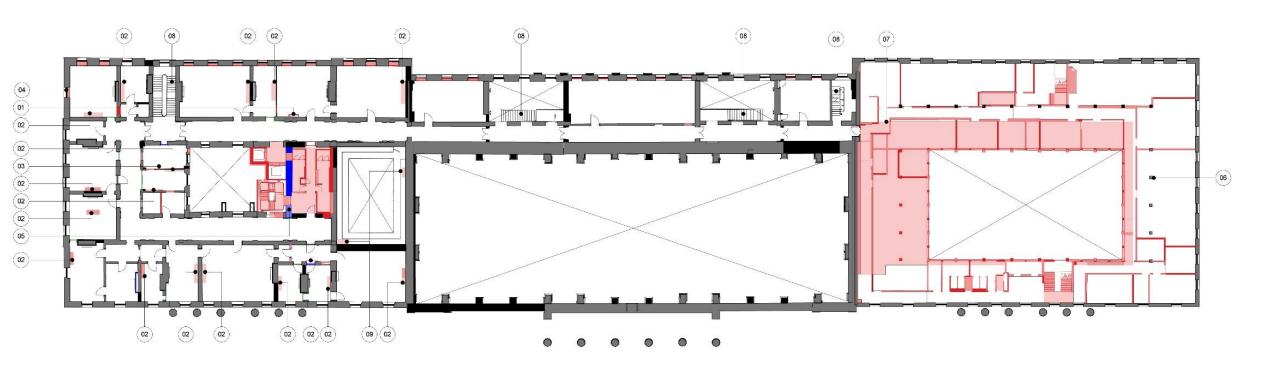
Demolition Ground Floor Plan

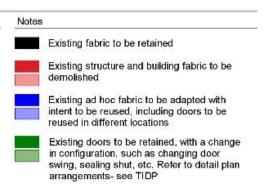


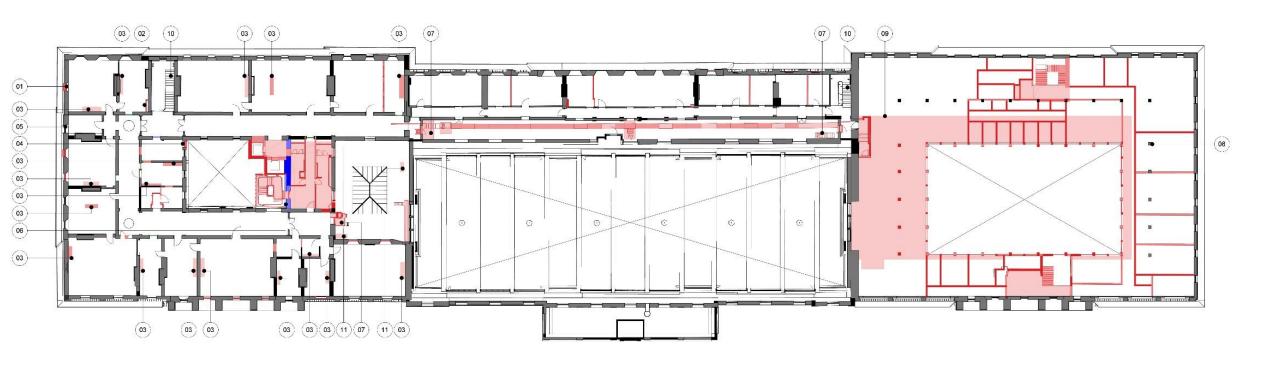


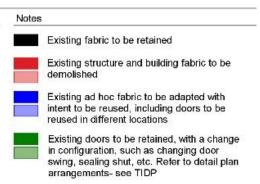


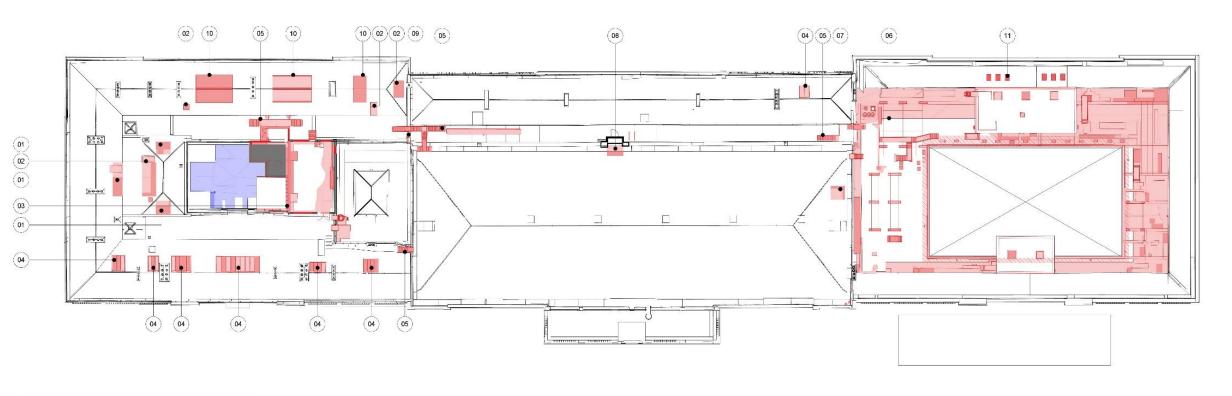


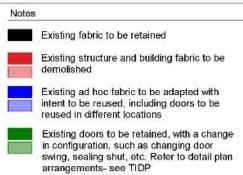


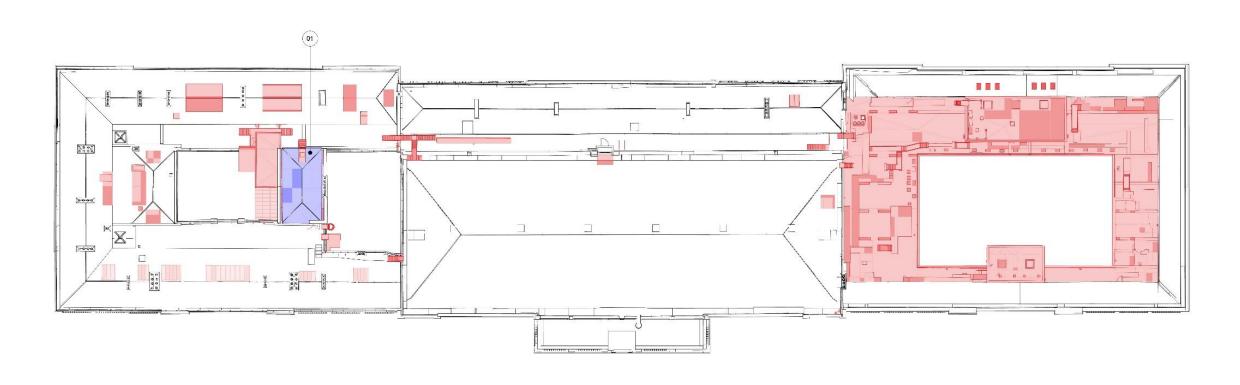


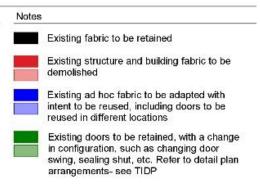


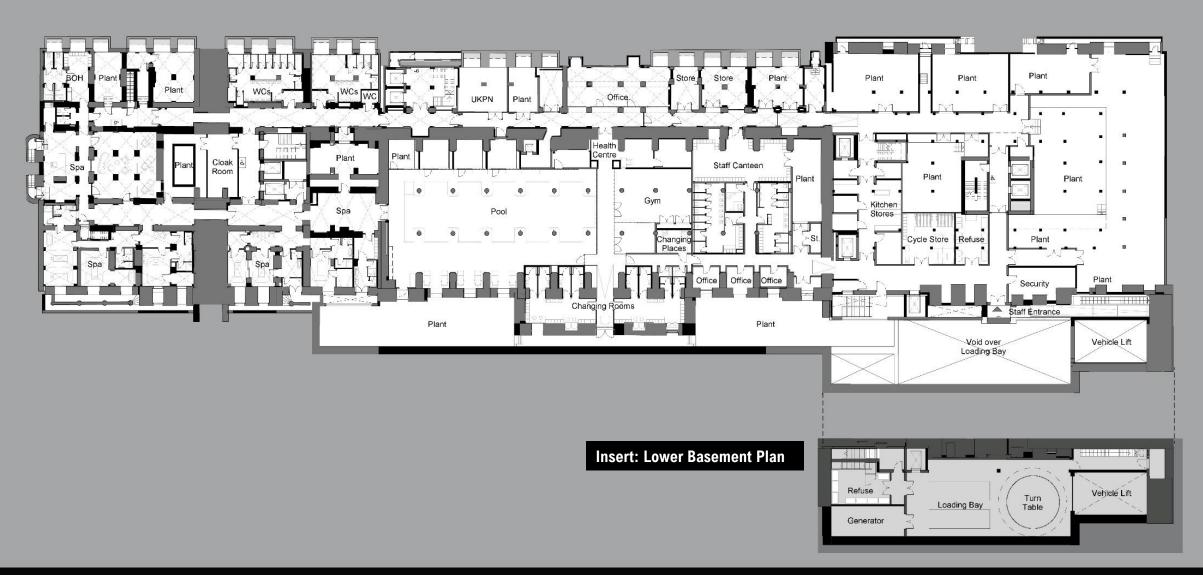


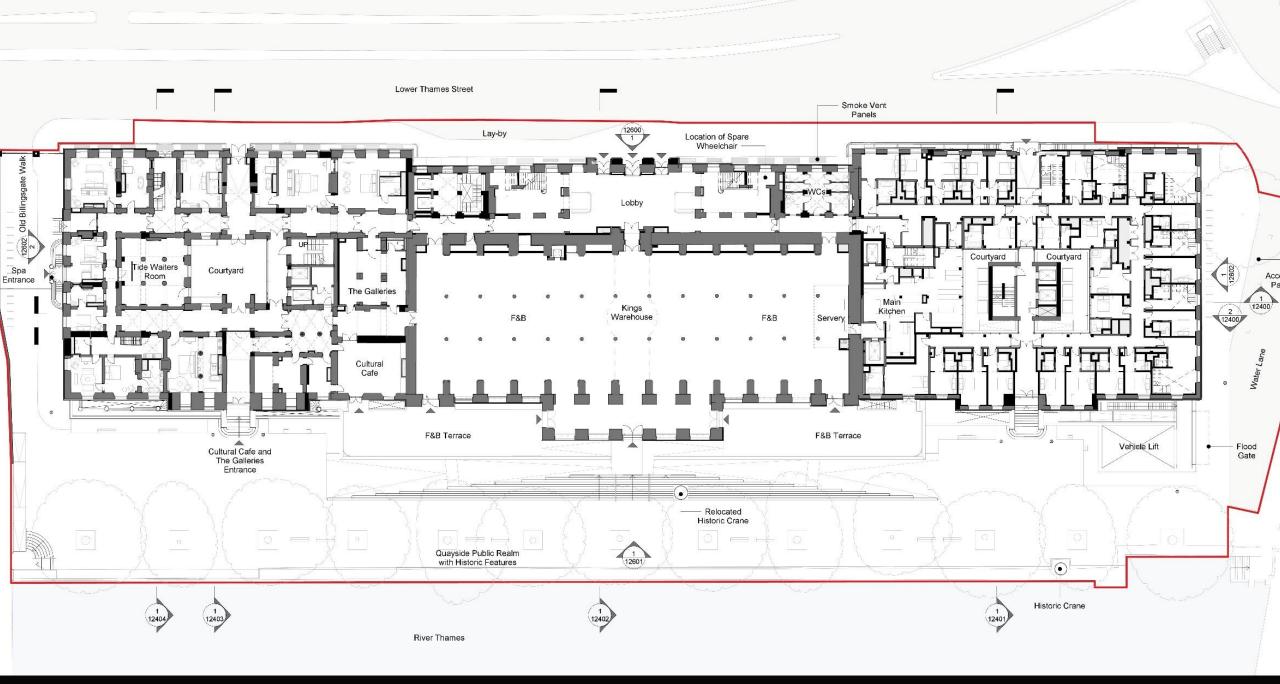




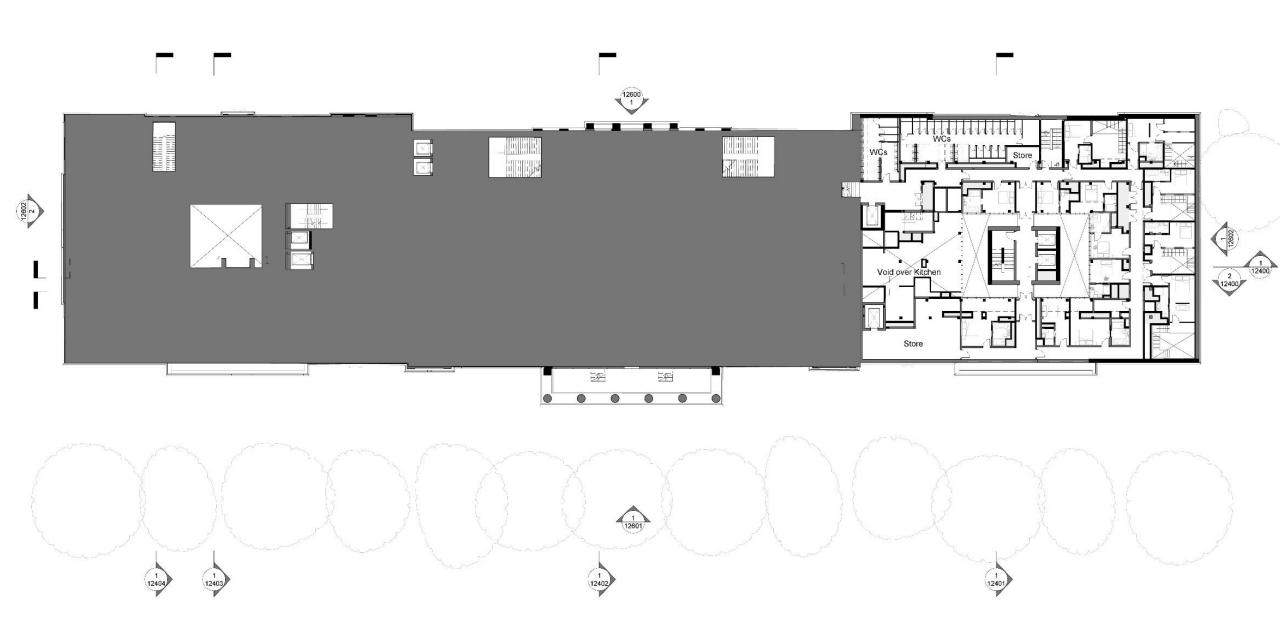


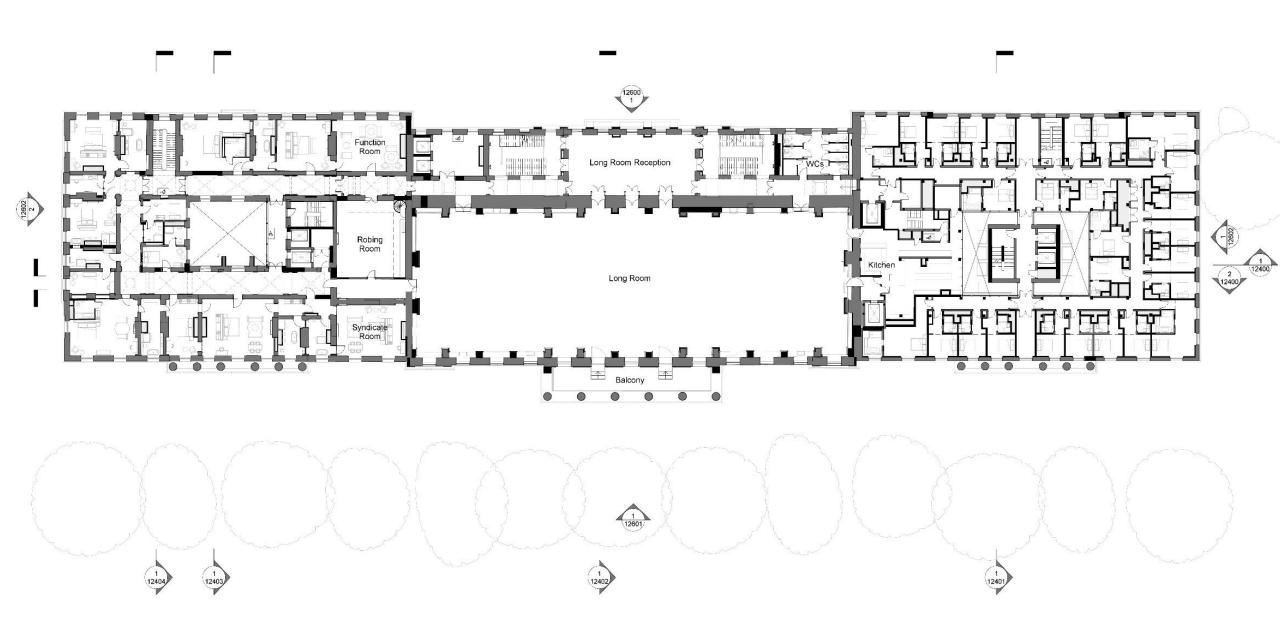


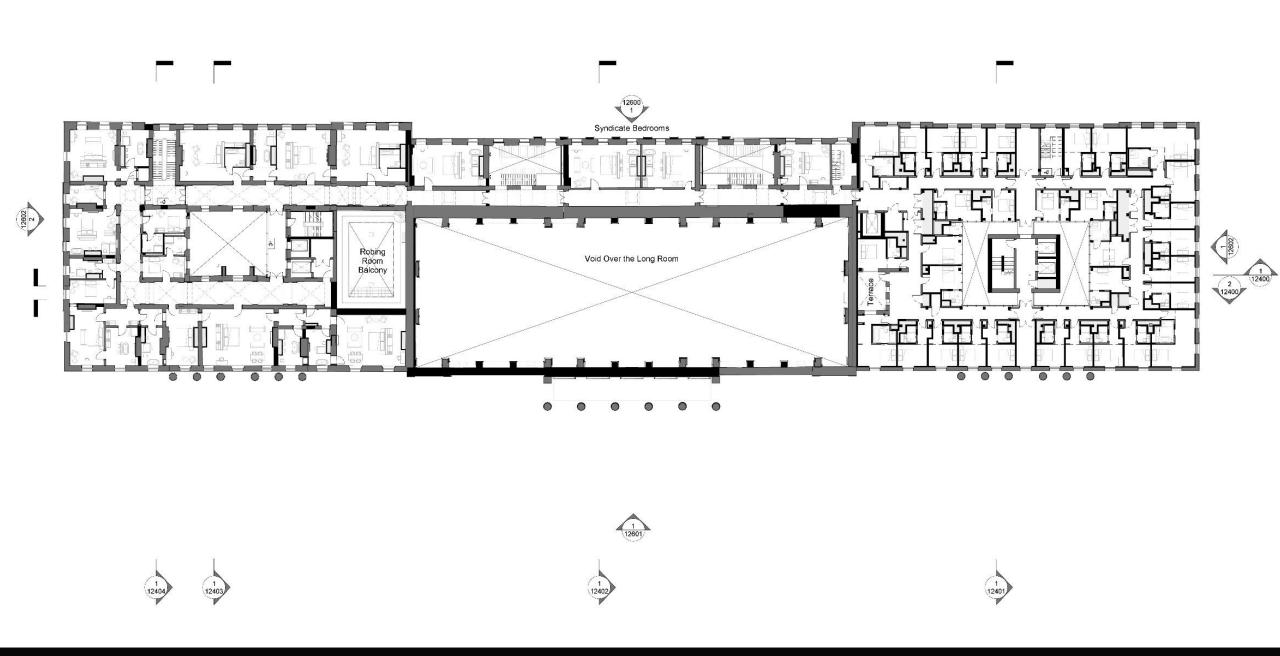


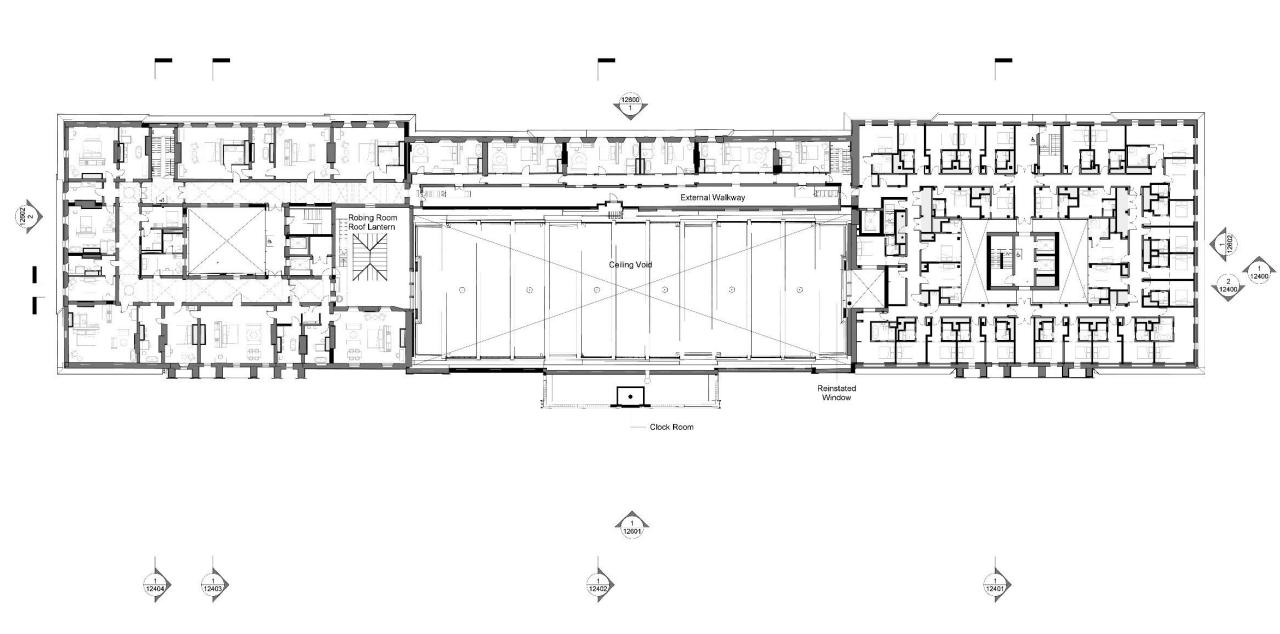


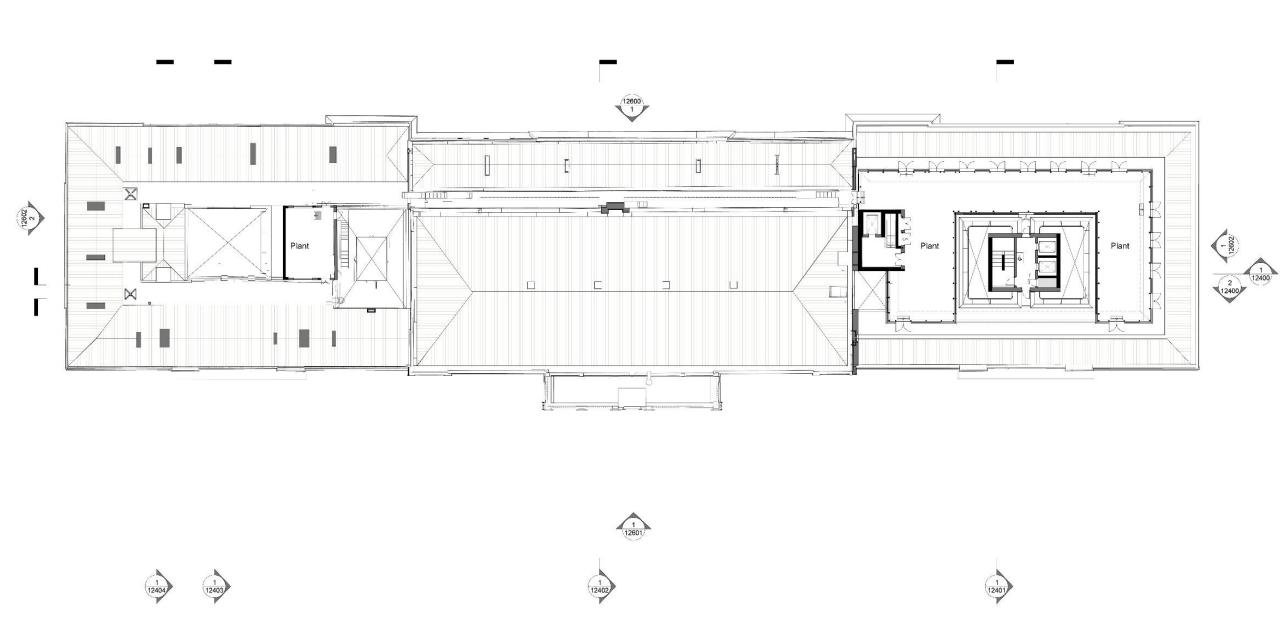
Proposed Ground Floor Plan

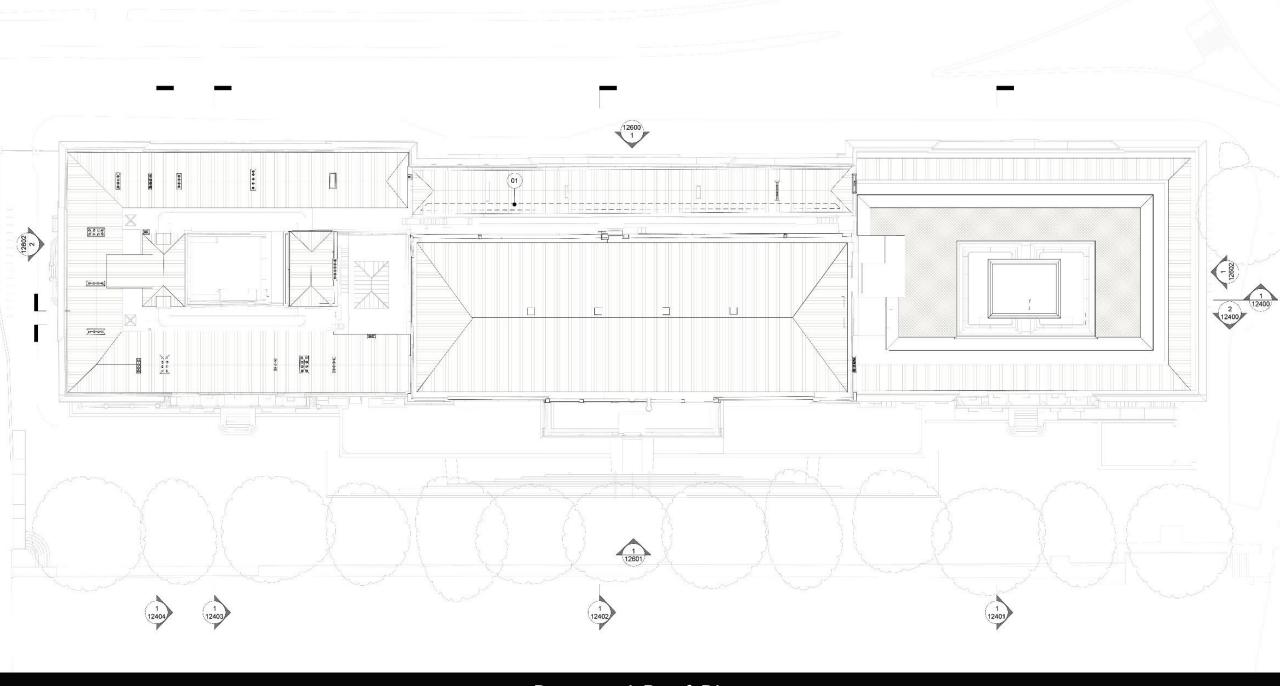




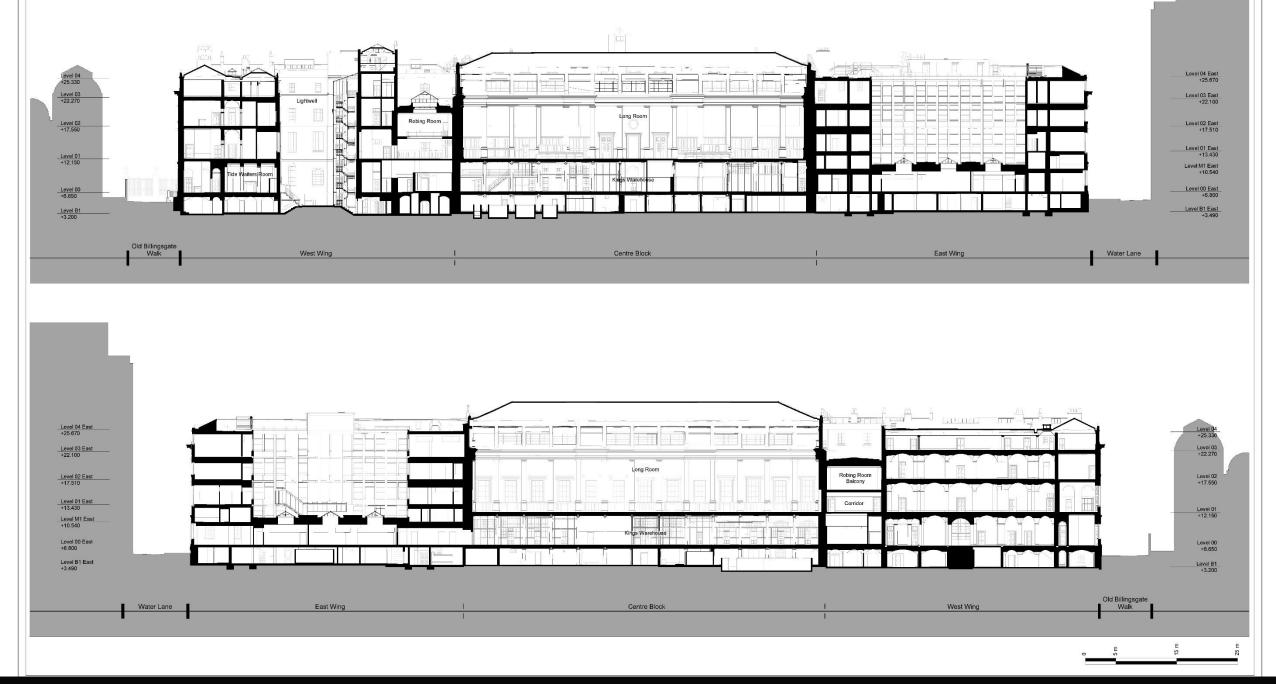




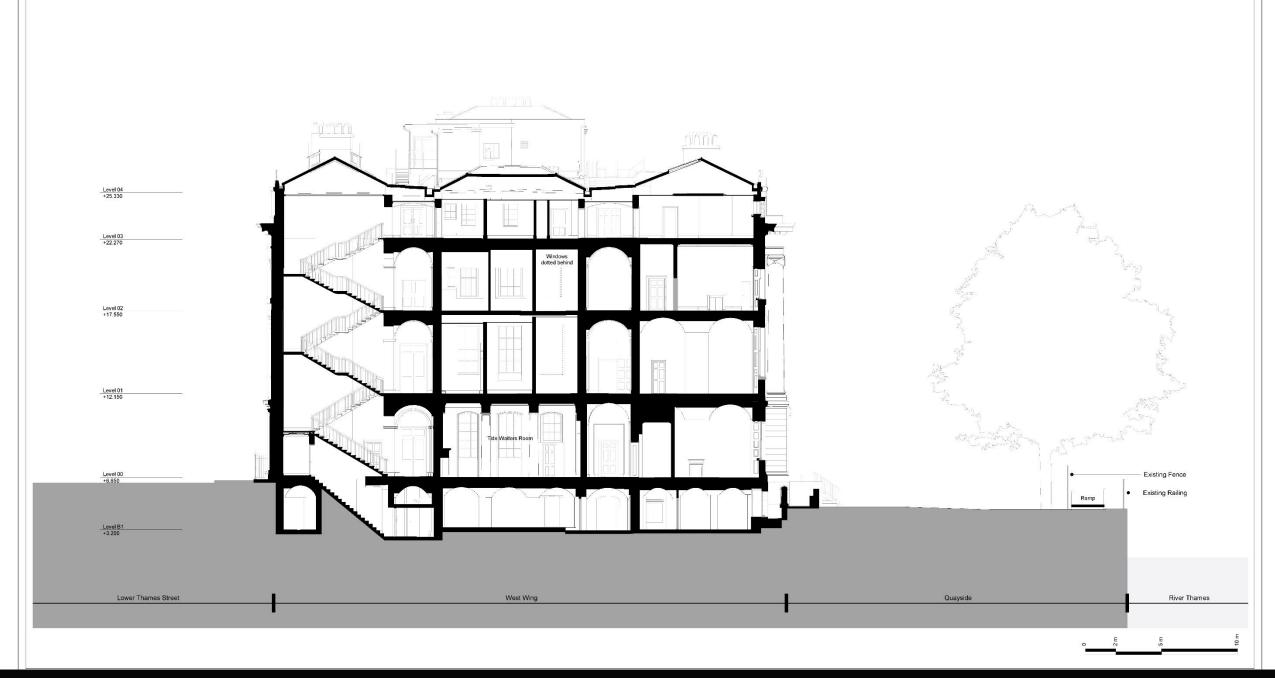




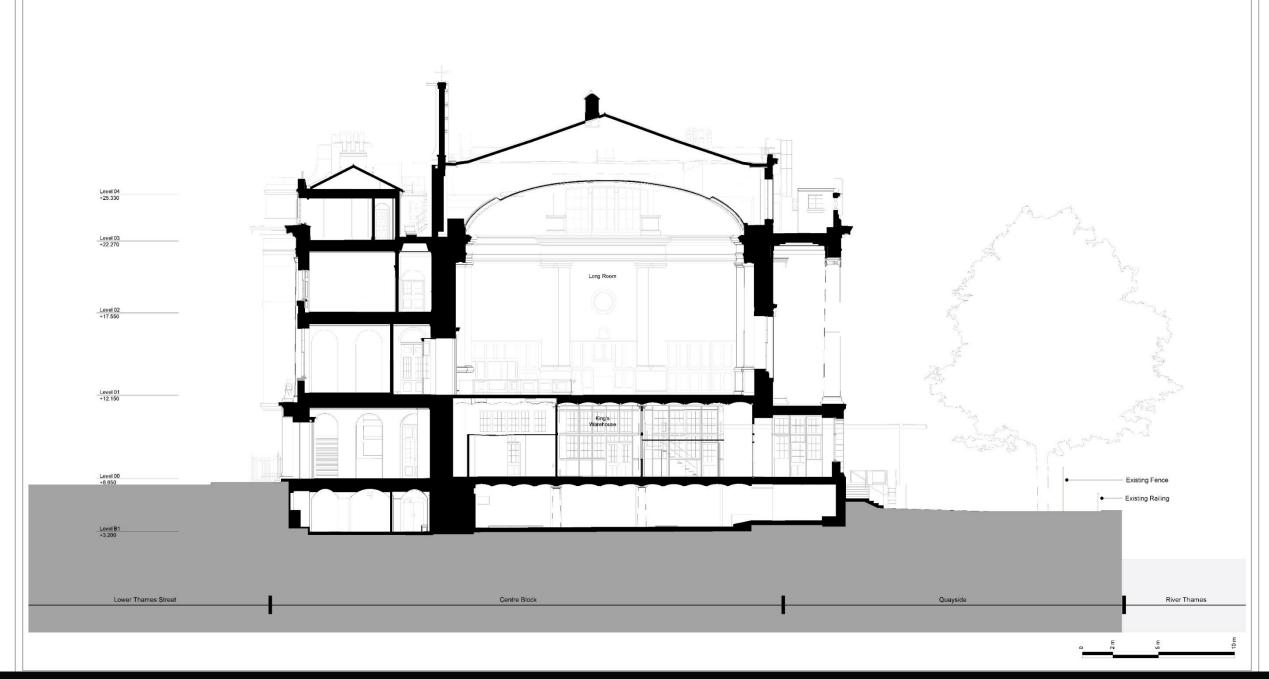
Proposed Roof Plan

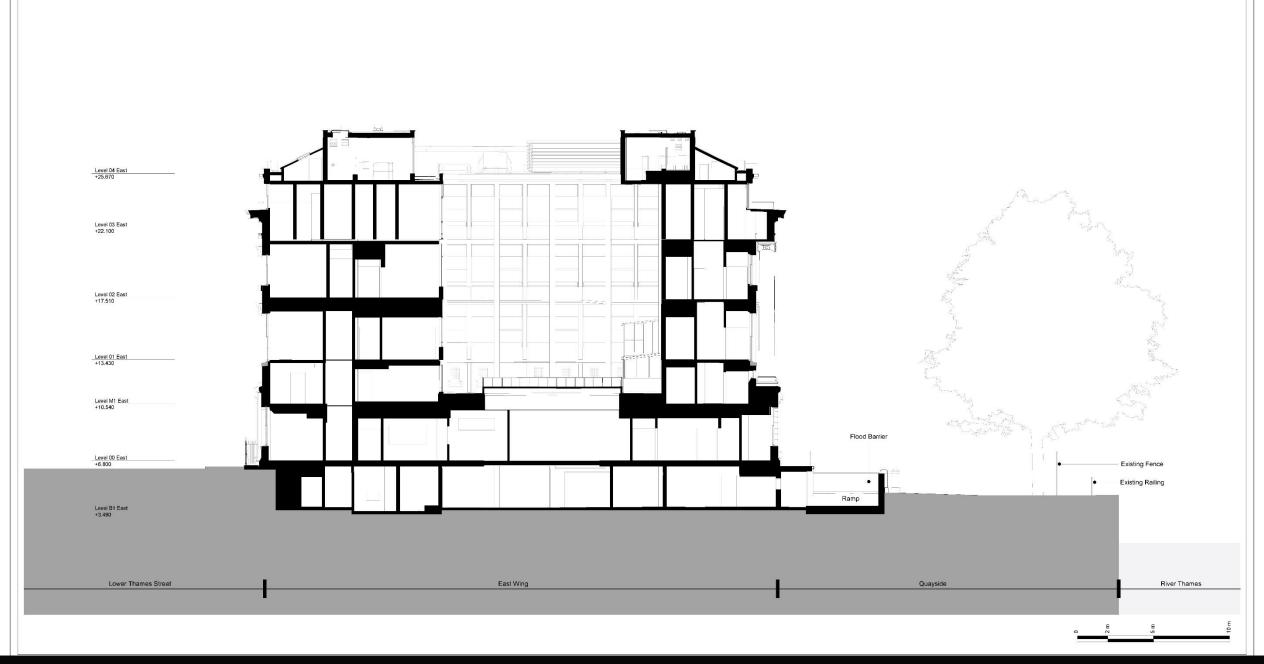


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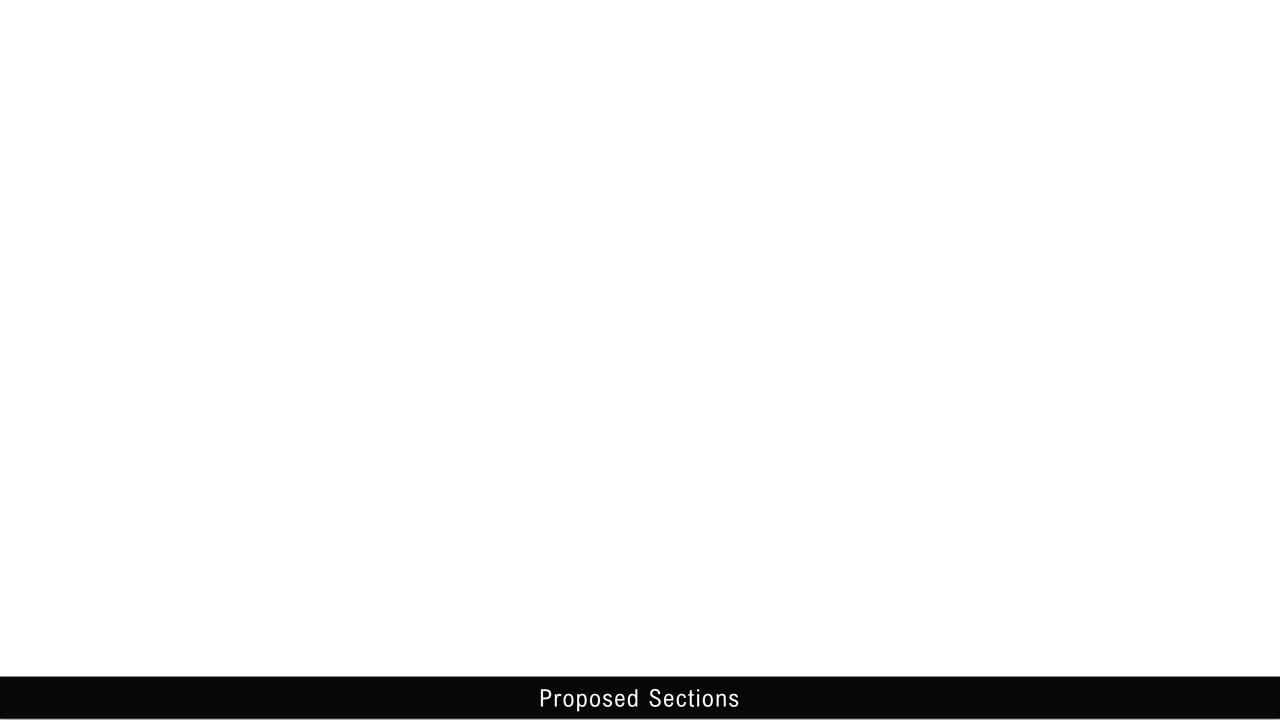


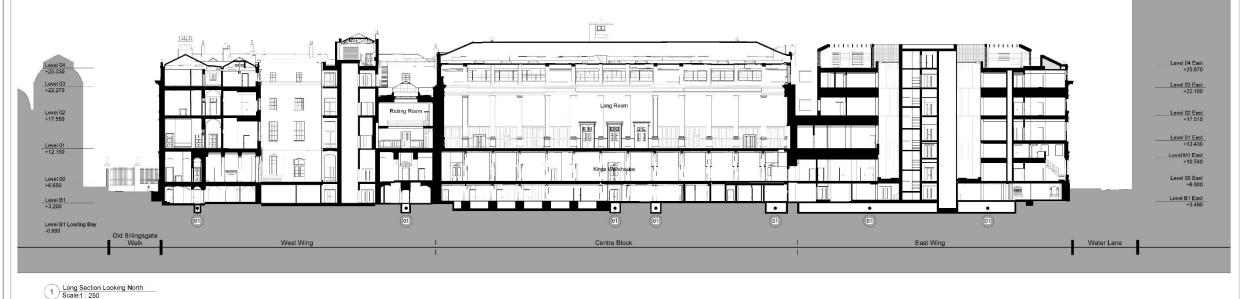
Existing West Short Section

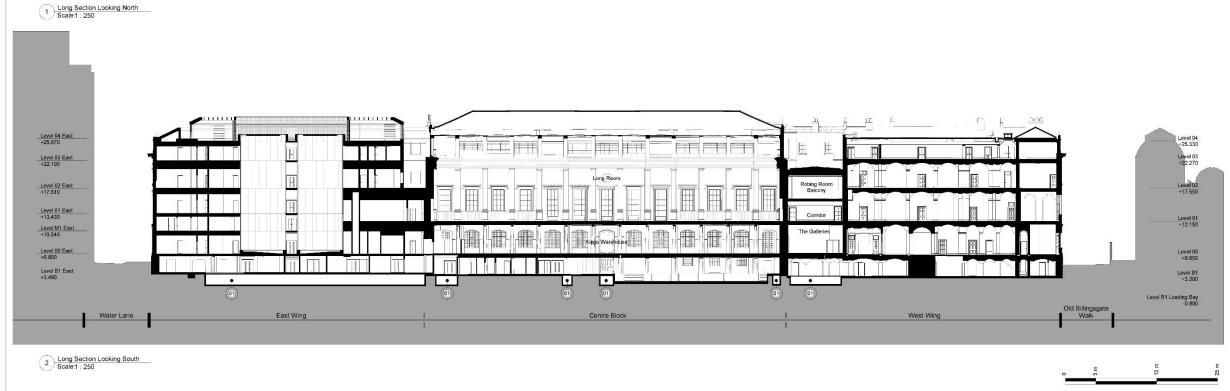


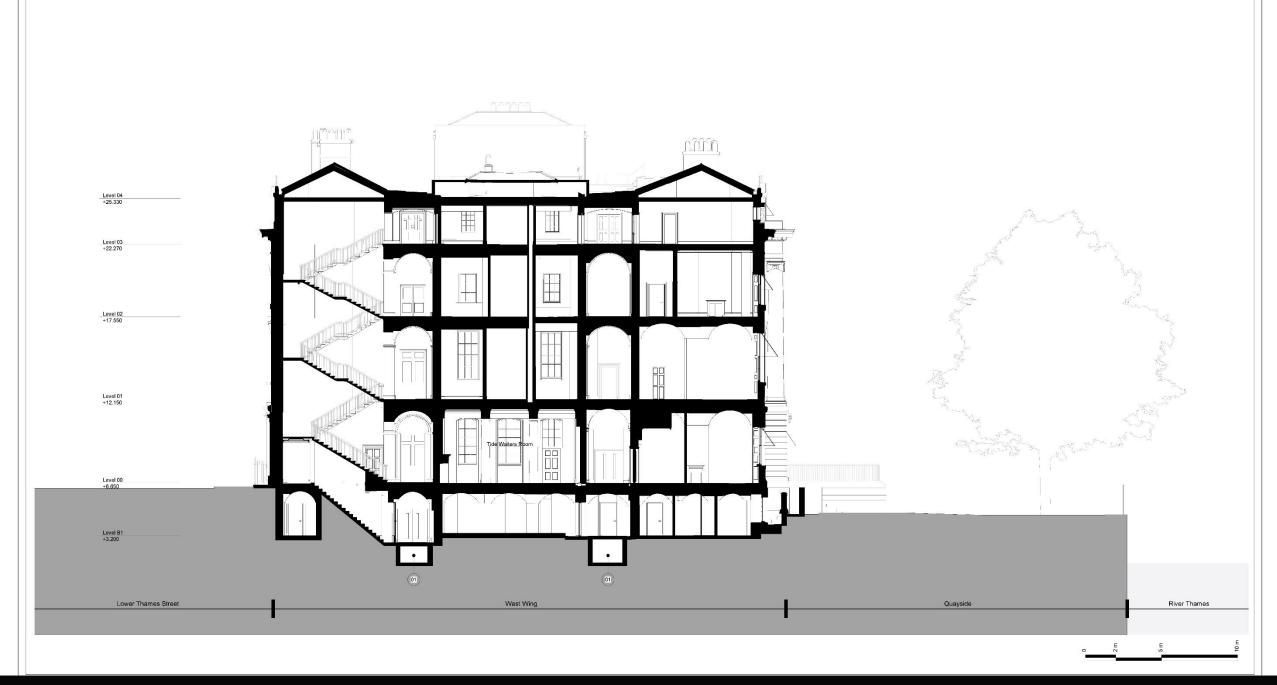


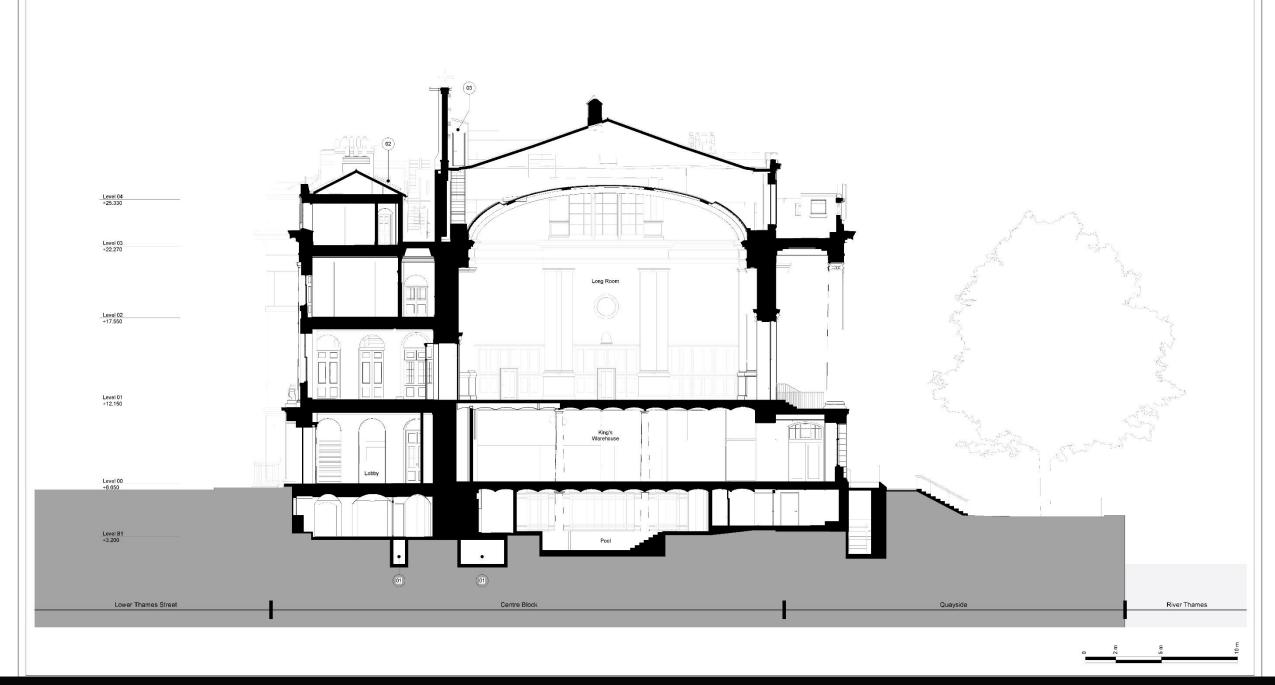
Existing East Short Section

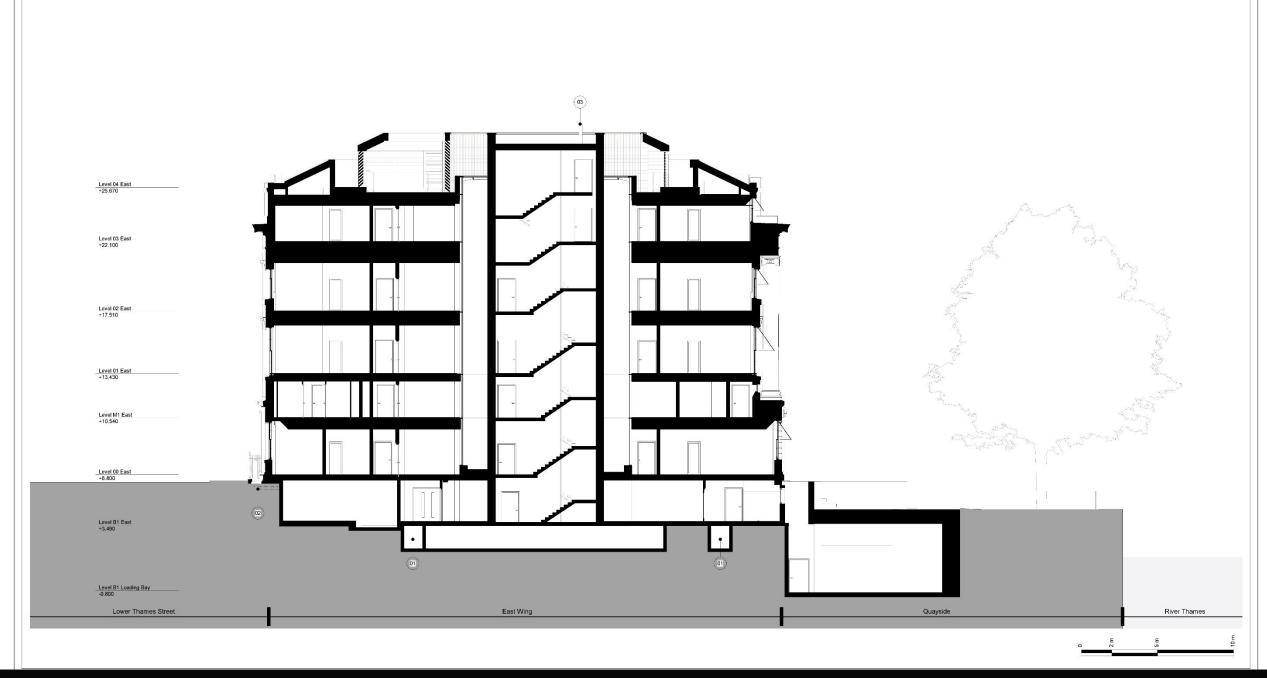


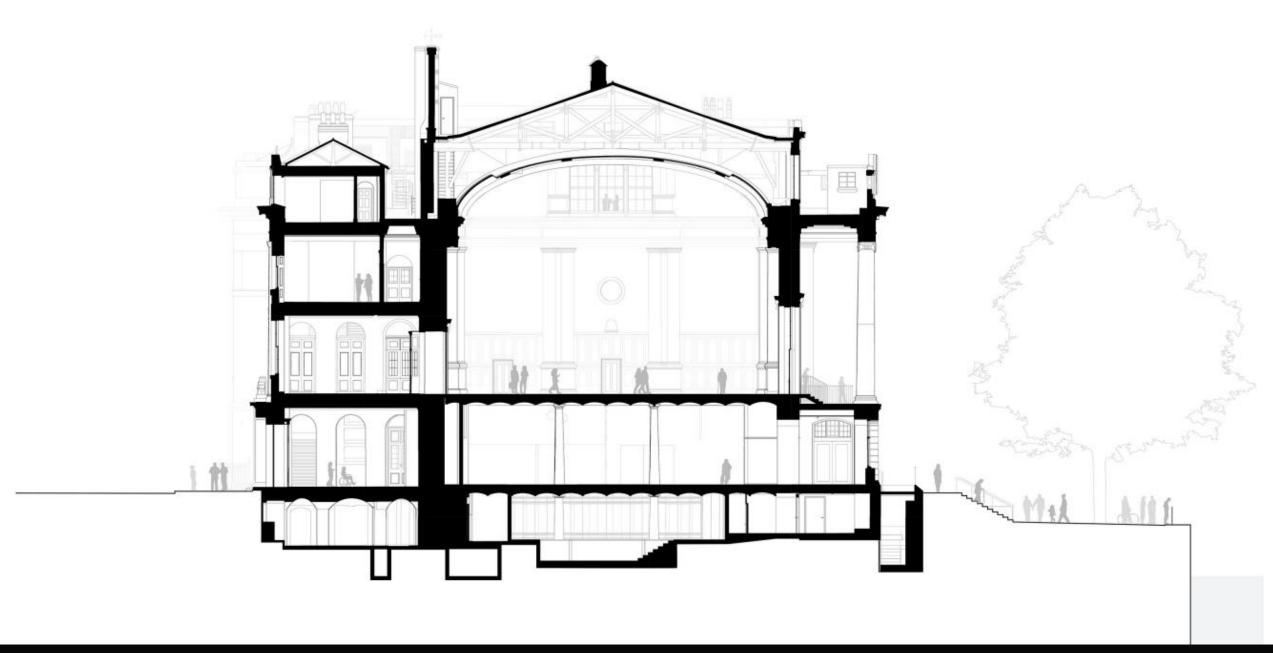


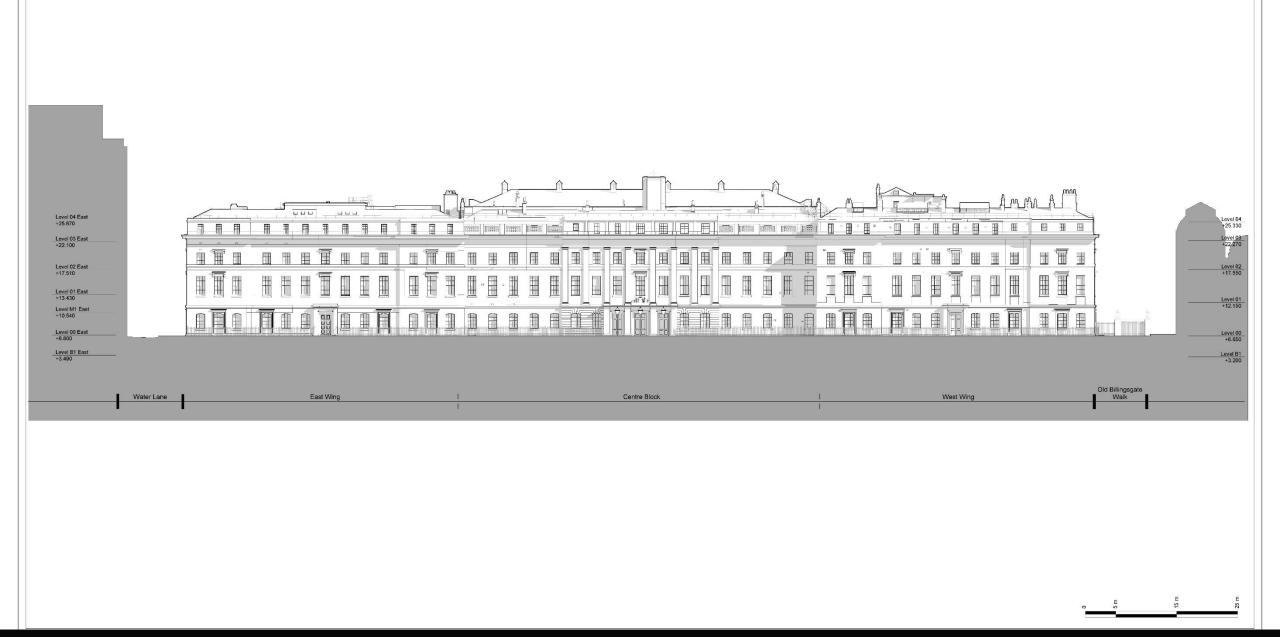




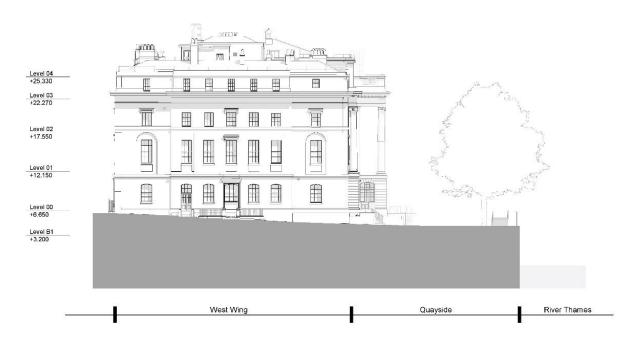




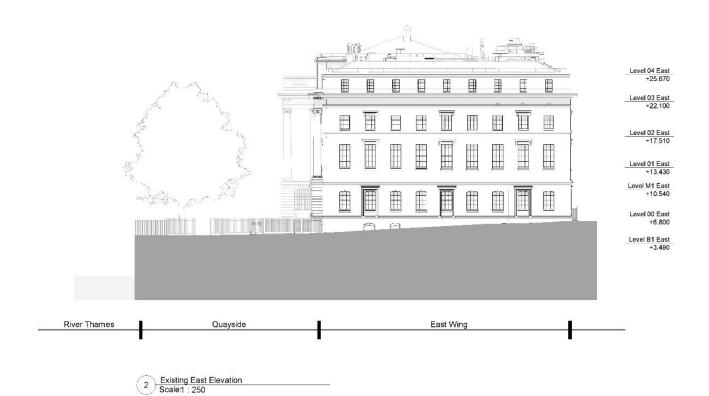




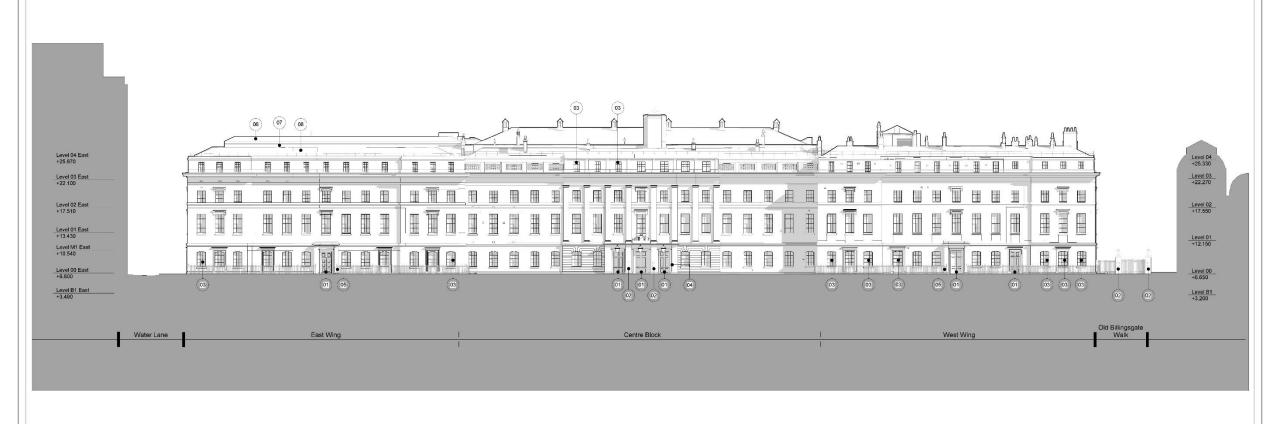


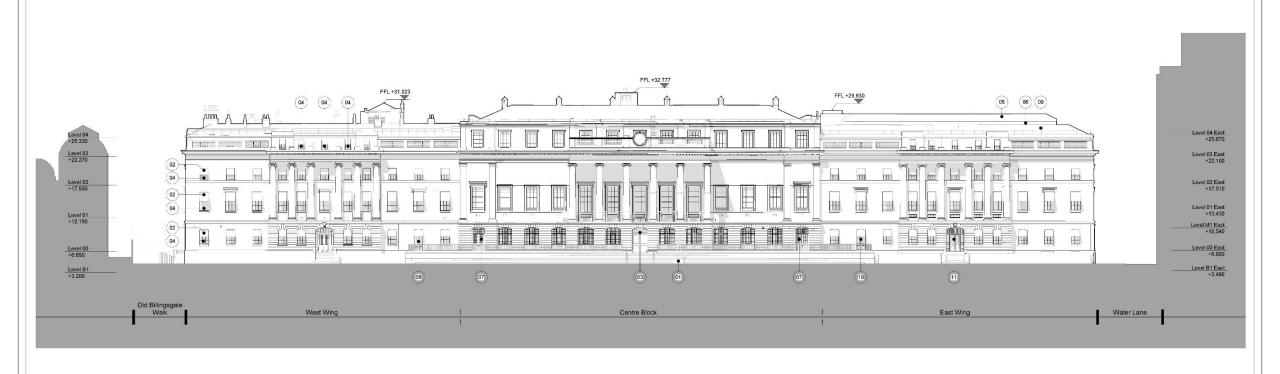


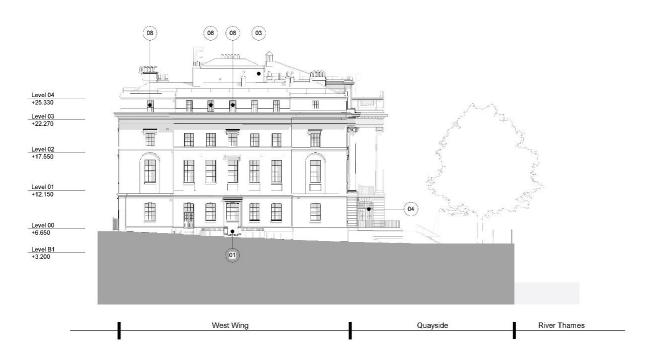
1 Existing West Elevation Scale:1 : 250



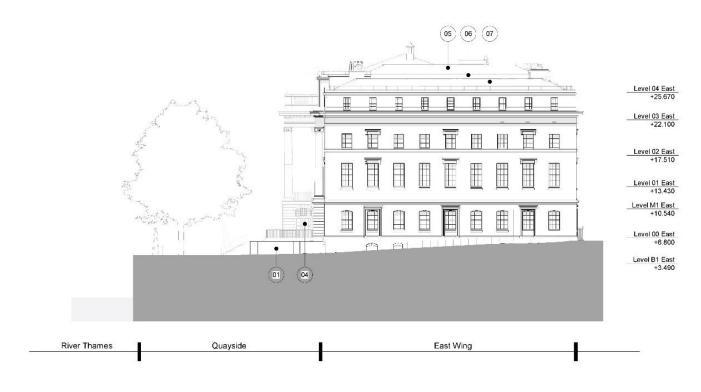
Existing East Elevation





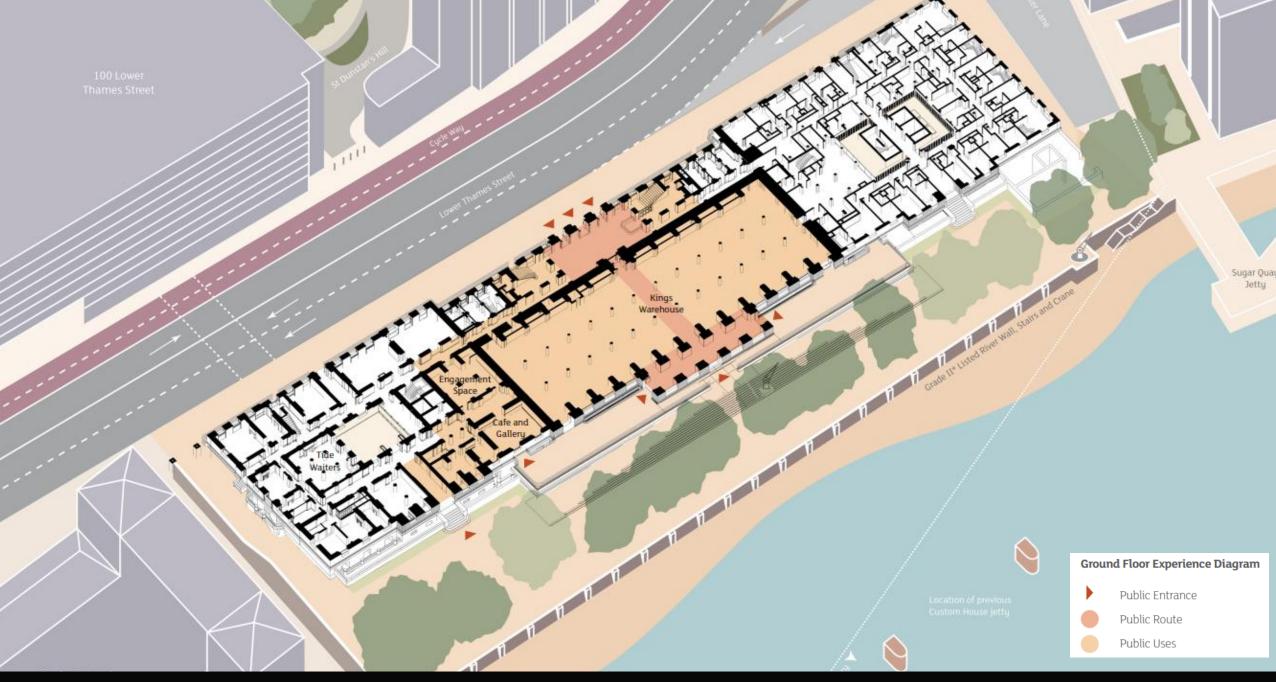


Proposed West Elevation Scale:1 : 250



Proposed East Elevation Scale:1 : 250





Public Access and Cultural Uses

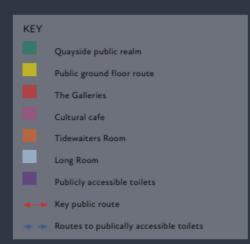


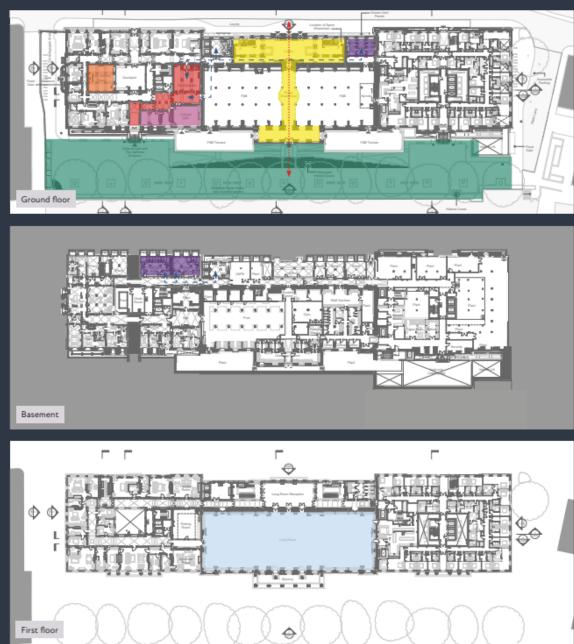
Public ground floor route
The Galleries
Cultural cafe
The Tidewaiters Room
The Long Room
Key public routes

AREA SCHEDULE

Space	Area
Ground floor public route	219m2
The galleries	168m2
Cultural cafe	99m2
Tidewaiters Room	73m2
Long Room	1044m2

 To support the cultural porgramme the hotel will provide publicly accessible male and female toilets at basement level and accessible toilets adjacent to the lobby at ground floor. Access to the basement toilets is from the stair and lift core adjacent to the lobby. Routes from the cafe, galleries and engagement spaces are shown on the adjacent plan.





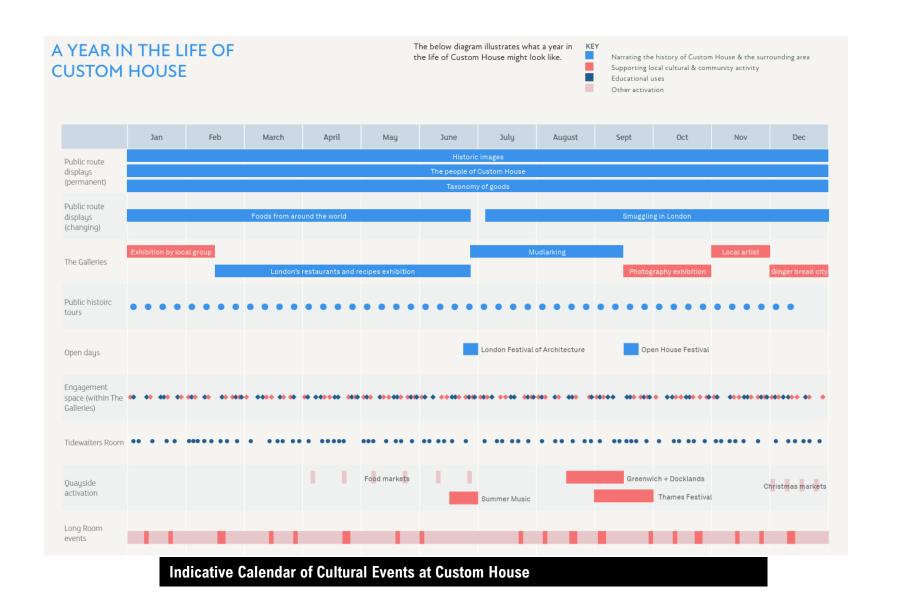




Image 1: CGI View of the Proposed Public Exhibition and Seating in the King's Warehouse

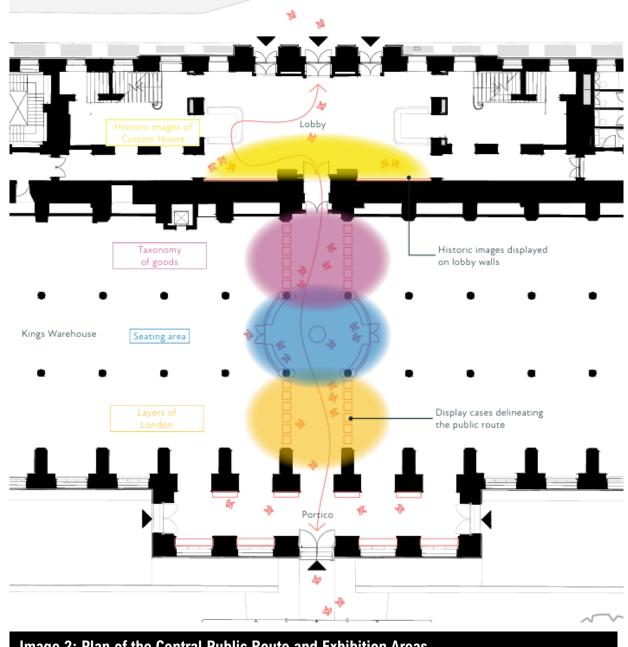


Image 2: Plan of the Central Public Route and Exhibition Areas

Image 2: Examples of Gallery Spaces



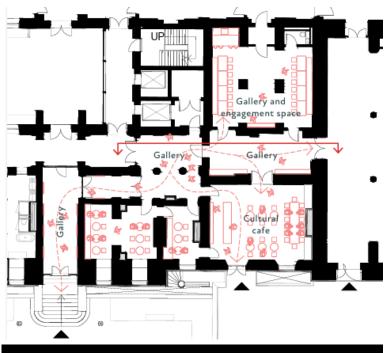
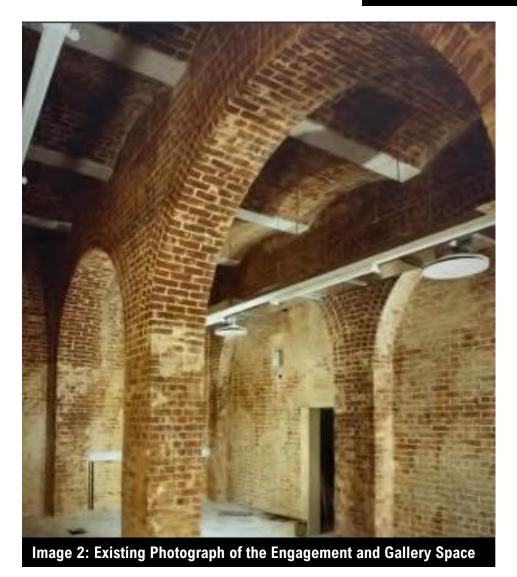


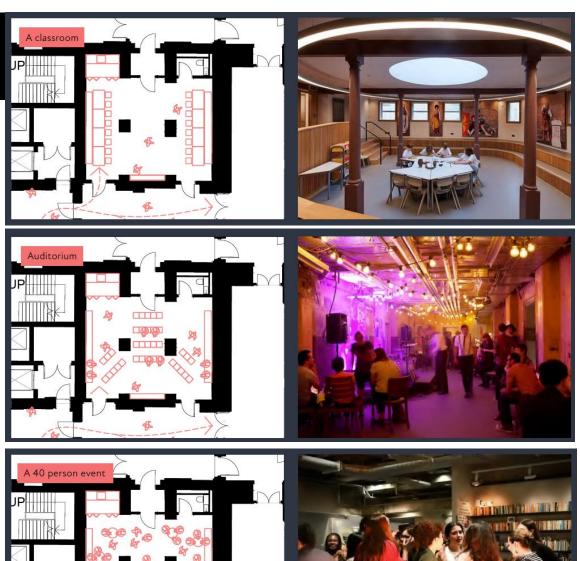
Image 1: Proposed Plan of the Cultural Café, Gallery and Engagement Space



Image 3: CGI View of the Proposed Gallery

Image 1: Proposed Plans and **Example Spaces for different** Uses in the Engagement and **Gallery Space**





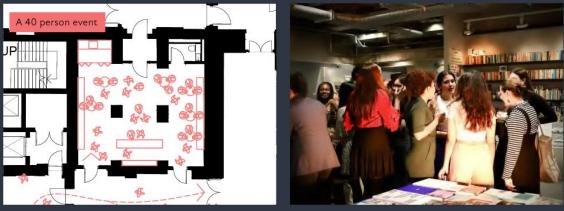




Image 1: CGI View of the Tide Waiter's Room as a Library Available for Day Use



Image 2: Example Spaces of Libraries and plan of the Tide Waiters Room

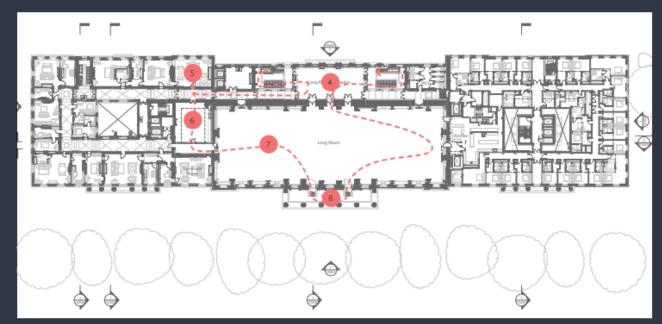
Tide Waiters Room Library

PUBLIC HISTORIC TOURS

- Free tours of the building will be bookable via the hotel website, by telephone or in-person at the hotel, with 20 bookable slots per tour. The tours will take a minimum of one hour.
- Tours will take place weekly with a regular schedule to allow visitors to plan their trip with at least 25% of tours taking place on a Saturday or Sunday. Tours out of these hours would also be available on request for cultural/ educational/community groups.
- The route will start on the quayside and include, on the ground floor, the Portico, King's Warehouse and Lobby, on the first floor, the Long Reception Room, Function Room, Robing Room, Long Room, Long Room Terrace, and returning to the ground floor, the Tidewaiters Room, Courtyard, the Galleries, Cultural Cafe and the exterior of the building.



- Meeting point: Quayside
- ! Kings warehouse
- } Lohhv
- Long room recention
- Function roon
- Robing room
- 7 Long Room
- 8 Long Room terrace
- Tidewaiters Room
- 10 Courtyard
- 1 Cultural Cafe
- 12 The Galleries
- 13 End point: Lobby
- 14 Optional additional external route around the building facade



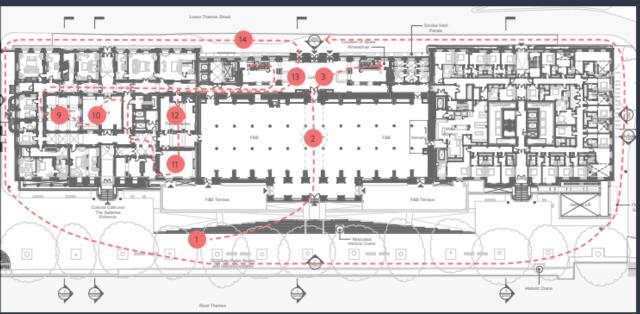
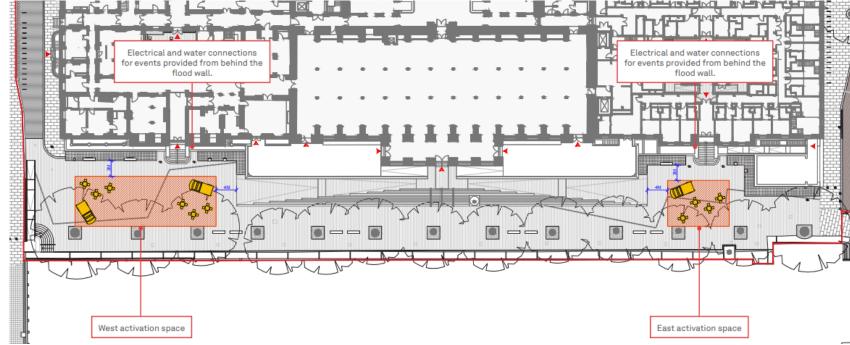


Image 1: Proposed CGI of the Quayside

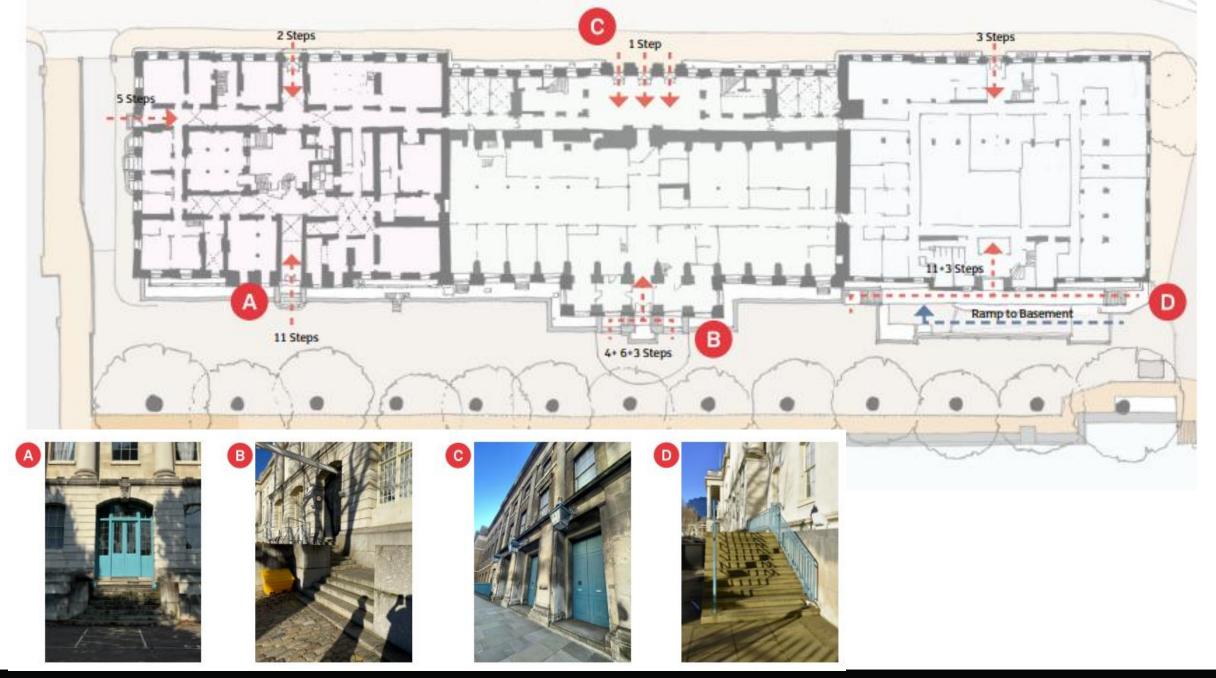


Image 2: Proposed Plan of Main Activation Spaces on the Quayside

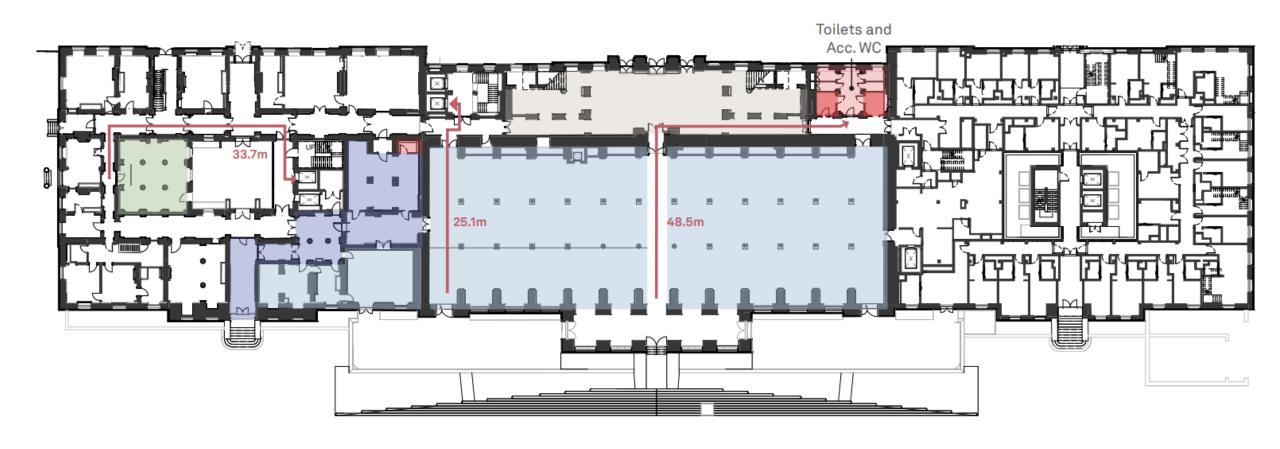




Proposed CGI of the Ramp Entrance

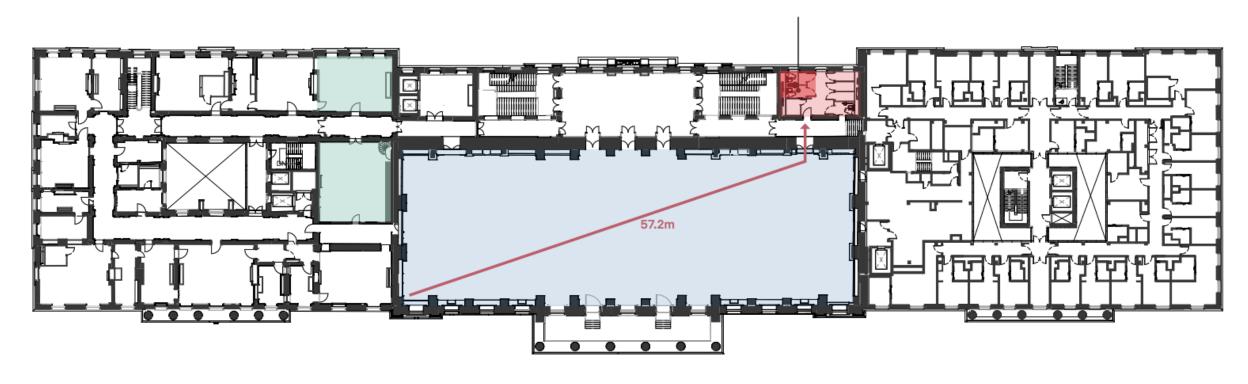


Existing Access into the Building



- Accessible WC's
- WC'
- F&E
- Lobby
- Cultural Offer
- Tidewaiters Room





Accessible WC's

WC's

Long Room

Robing Room and Function Room

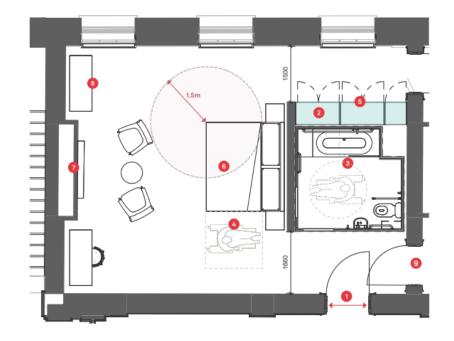
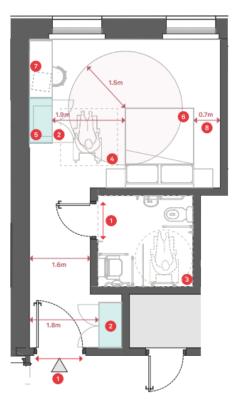


Image 1 &2: Proposed Example Plans for Wheelchair Accessible rooms in the West and East Wing



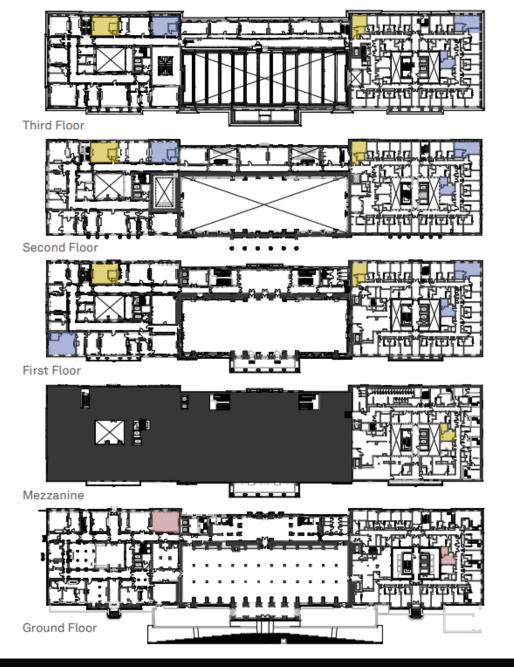
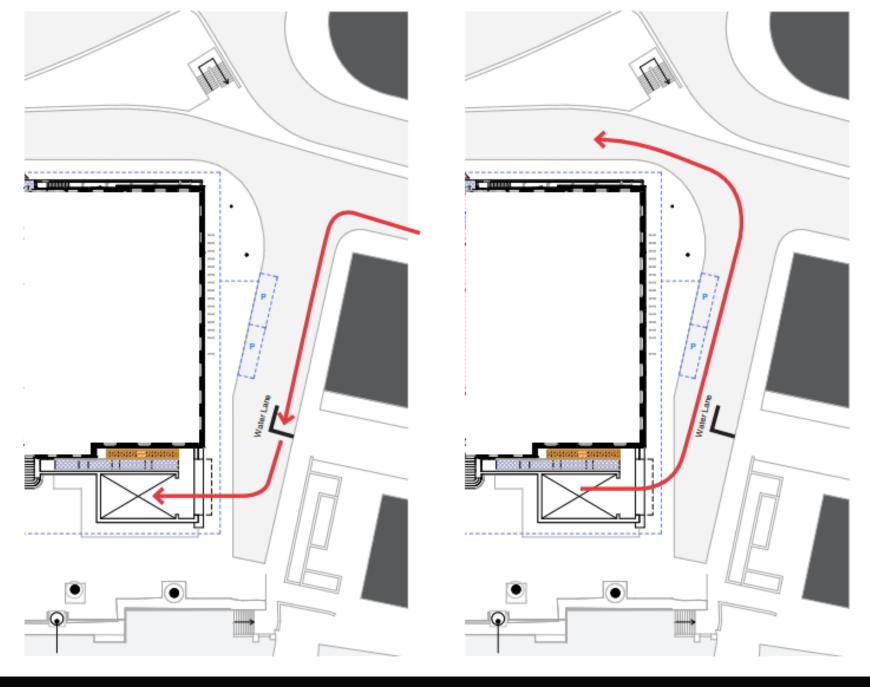
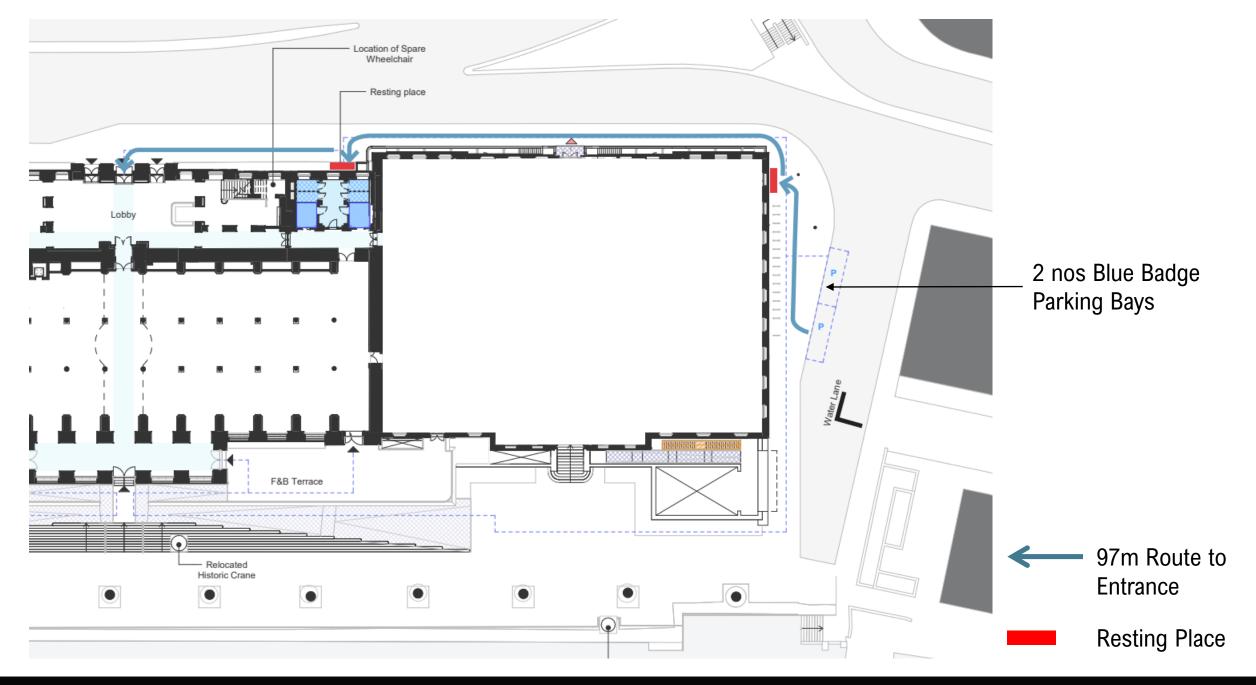


Image 3: Proposed Distribution of Wheelchair Accessible Bedrooms

- Accessible Bedroom (9 rooms)
- Convertible Accessible Bedroom (7 rooms)
- Accessible Bedroom with Hoist (2 rooms)



Vehicle Access into and out of the vehicle lift



Proposed On Street Blue Badge Parking and Resting Places

D

Delivery and Servicing Diagrams

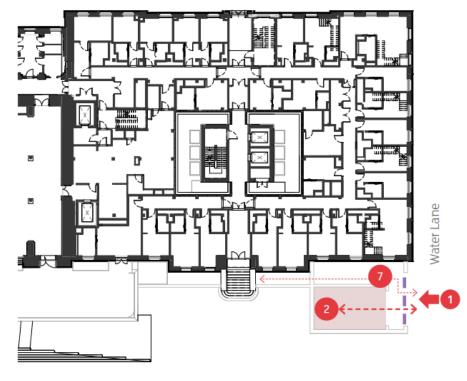
- 1. Access via Water Lane
- 2. Vehicle lift to Basement Loading bay
- 3. Vehicle turntable
- 4. Bays for off-loading goods
- Goods lift between lower basement and basement
- 6. Typical destinations: catering/store rooms/goods lifts.
- 7. Alternative pedestrian ramp access to upper basement



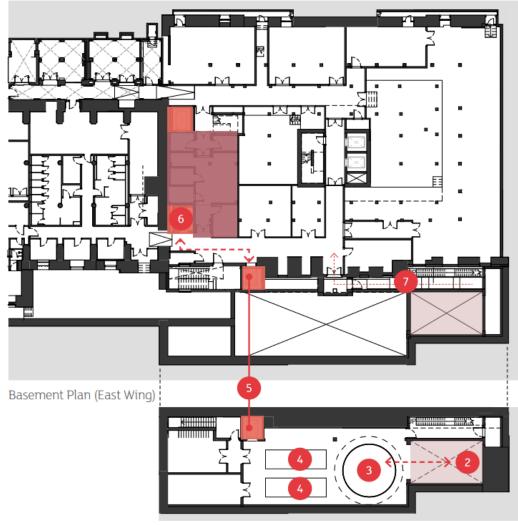
Goods lift

Vehicle lift

Openable barrier in flood wall



Ground Floor Plan (East Wing)



Basement Lower Level (East Wing)

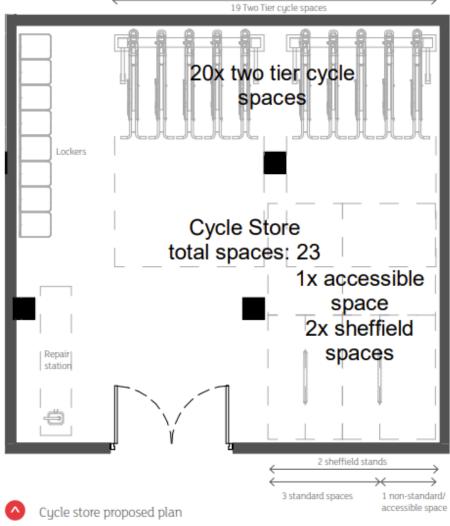


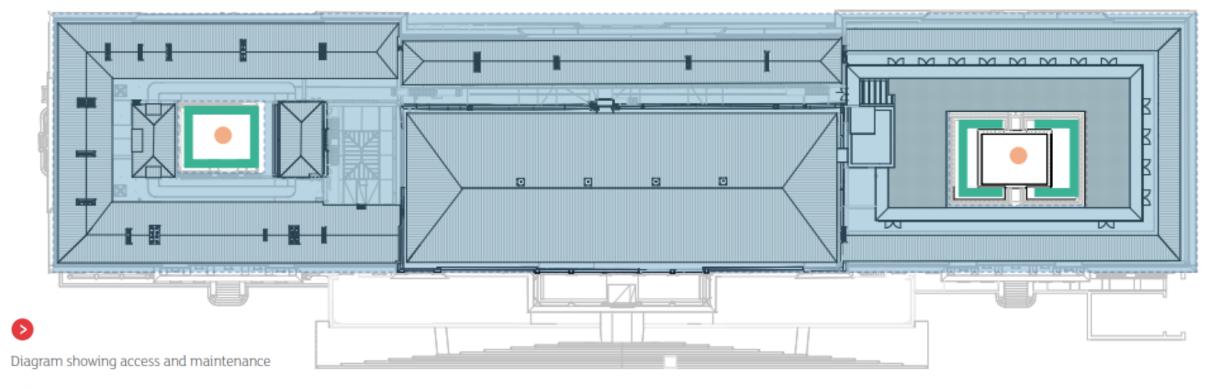
- 1. Access via Water Lane
- 2. Ramp from Quayside to B1
- Cycle Store
- 4. Changing Area



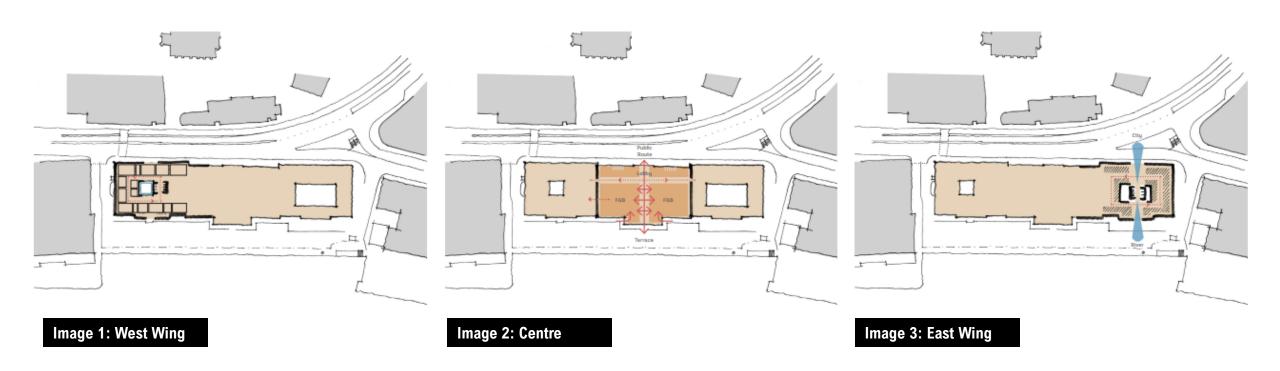
Changing room with showers and lockers

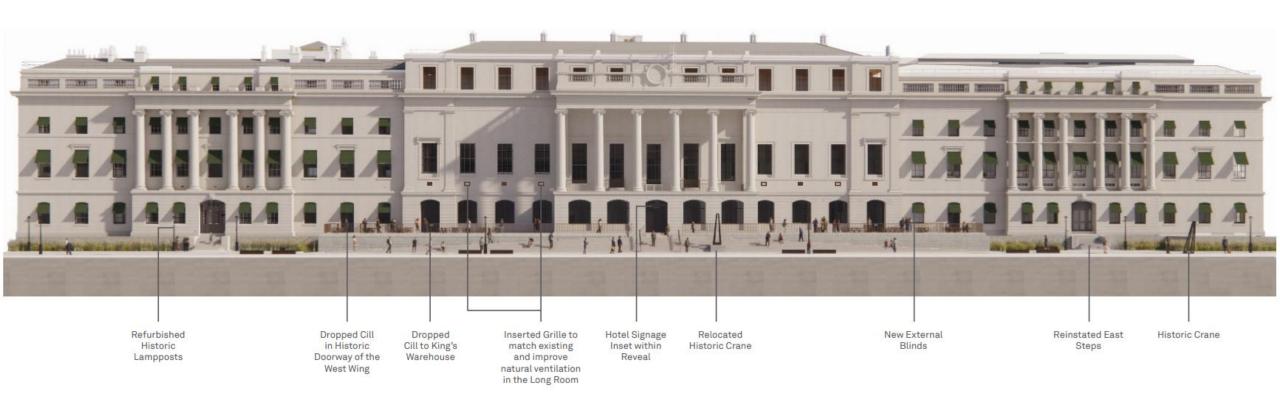






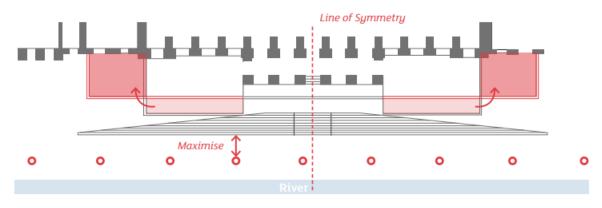
- Existing access and maintenance strategy retained
- New access and maintenance strategy within courtyards to be developed
- 1.5m clear zone allowance for future access and maintenance strategy





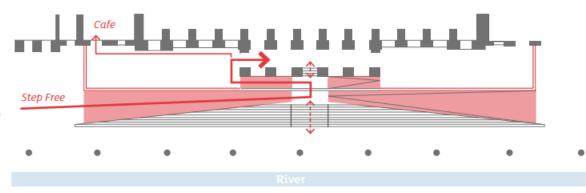


- · Simplify elements and massing
- Increase the distance between steps and trees
- Promote symmetry



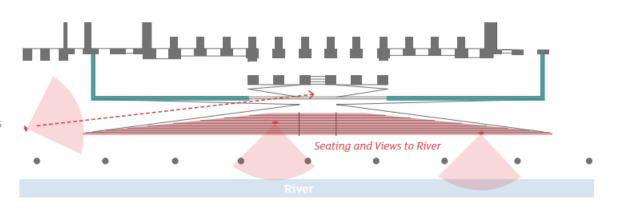
Step 2

- Maximise length of lower ramp
- Provide an inviting entrance from the east and west approaches
- Allow for step free access into the west wing cafe
- · Minimise impact of balustrades

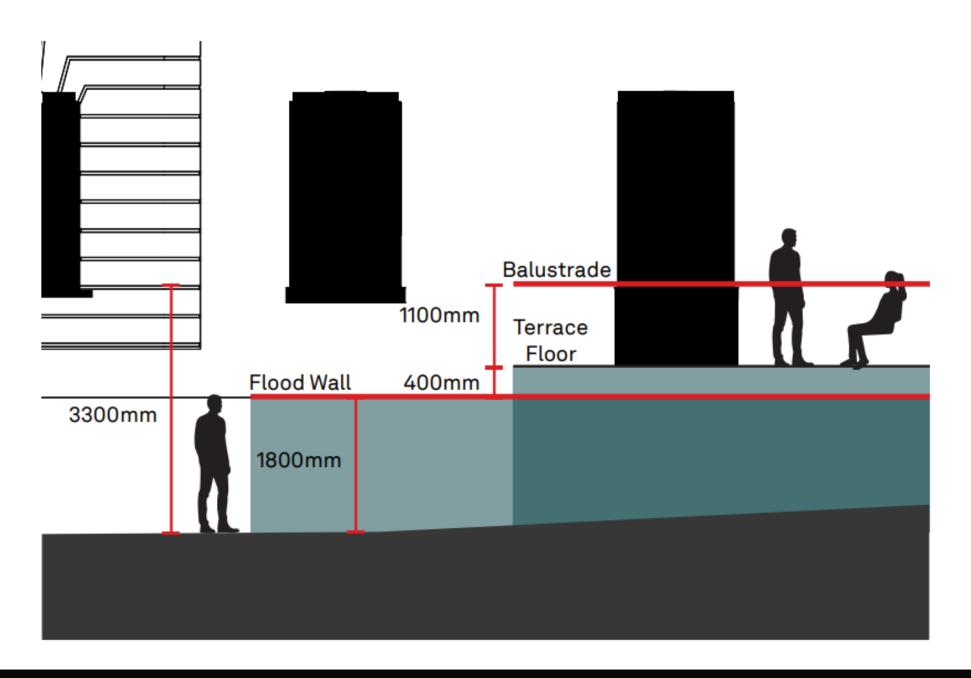


Step 3

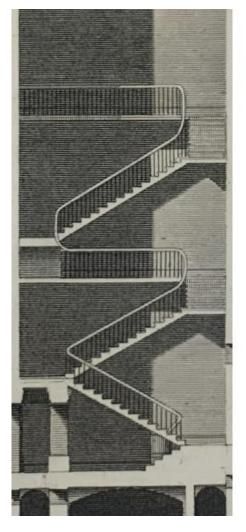
- Provide quayside seating with views over the river
- Diminish visual impact of the terraces and provide clear views to entrances



Design Principles for the Ramp

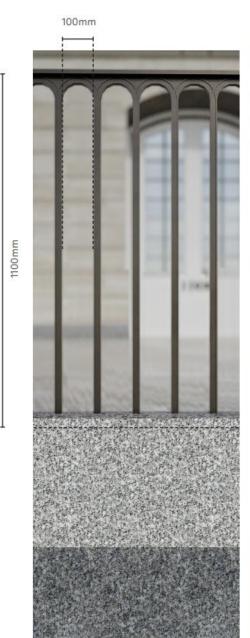


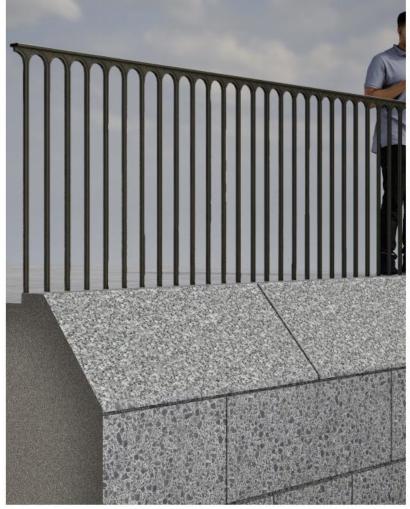
Level Datums for Floodwall and Terrace Proposals













Bronze Railing -Fine with simple arch profile



Granite Steps, ramps and flood wall: Solid and heavy blocks, with expressed vertical and horizontal grooves



Proposed CGI of the Quayside

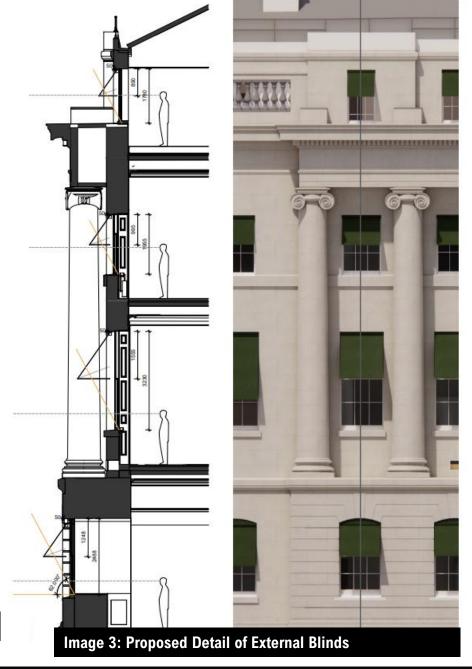


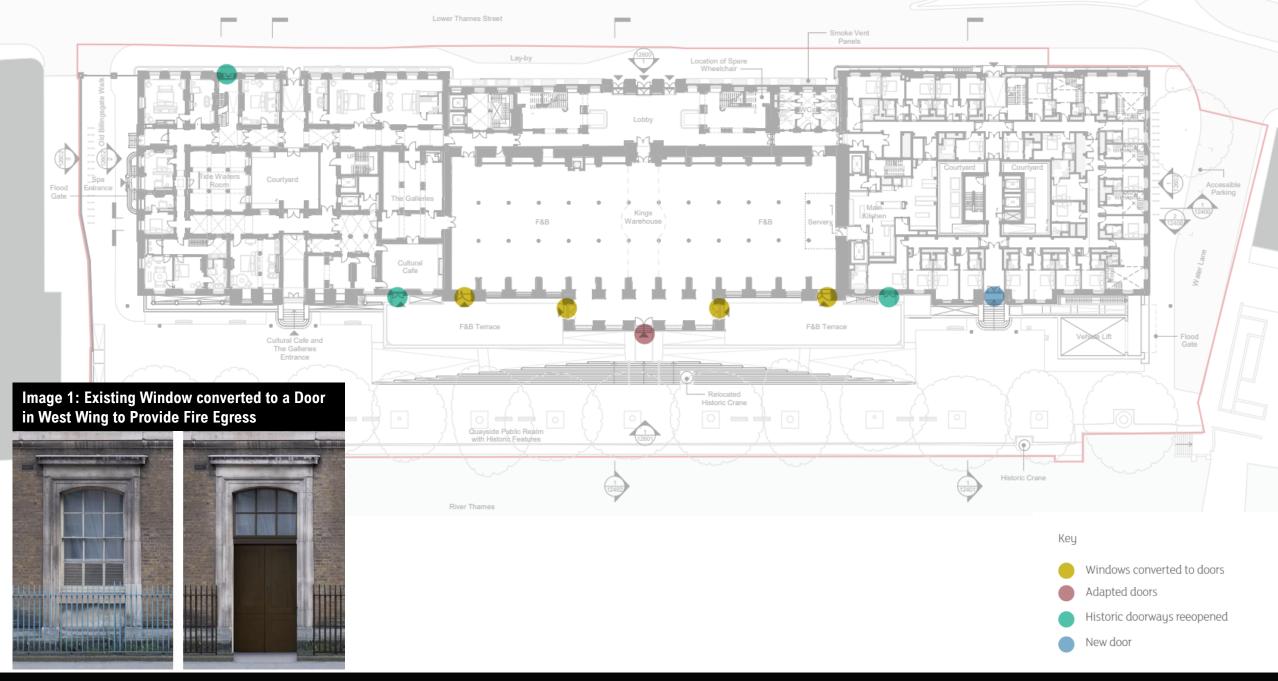
Image 1: Site Photograph of existing Blind Box and Historical Painting from 1825 showing an External Blind



Image 2: Proposed Number of External Blinds on the South Elevation

on the South Elevation





Conservation Approach – Converting Windows to Doors

Image 1: Existing Central Entrance on Lower Thames Street

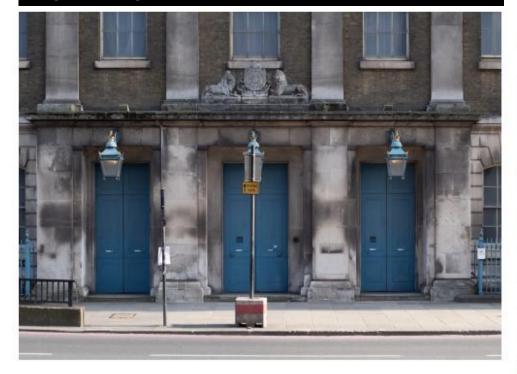
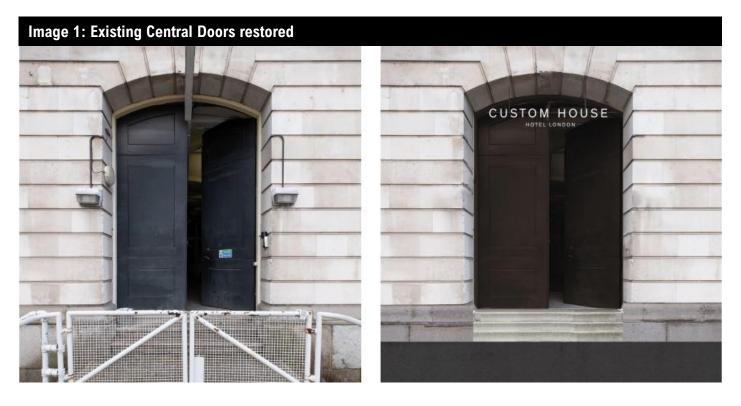
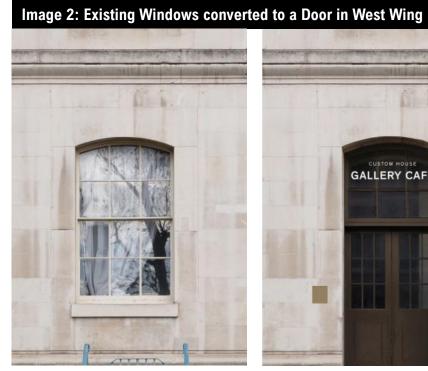
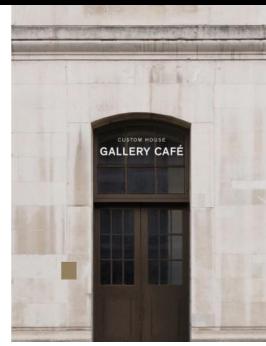


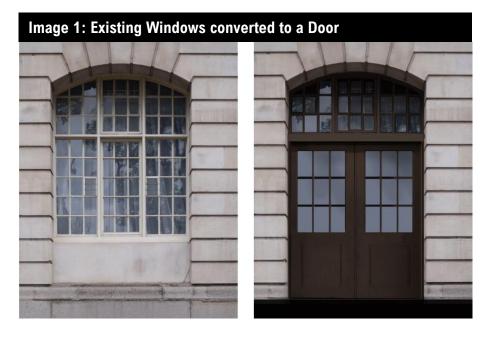
Image 2: Proposed Refurbished Entrance on Lower Thames Street















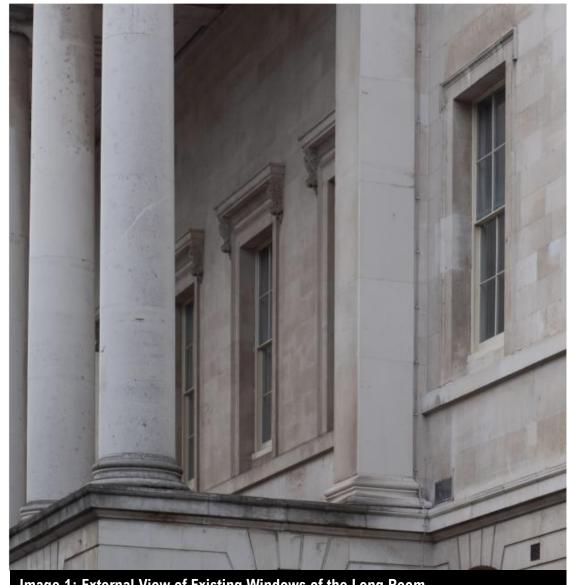


Image 1: External View of Existing Windows of the Long Room



Image 2: External View of Proposed Lowering of Long Room Windows from the Quayside



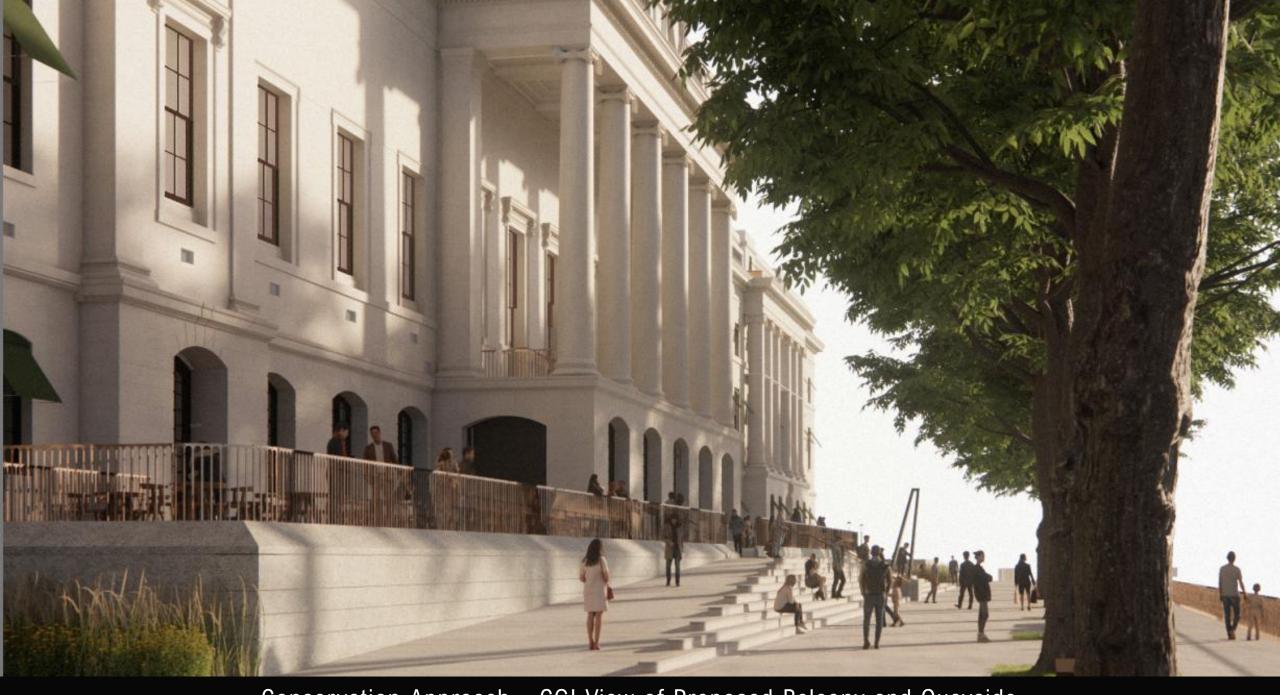
Conservation Approach – CGI View of Existing Portico and Quayside



Conservation Approach - CGI View of Proposed Balcony and Quayside



Conservation Approach – CGI View of Existing Portico and Quayside



Conservation Approach - CGI View of Proposed Balcony and Quayside



Conservation Approach – CGI View of Existing Portico and Quayside



Conservation Approach - CGI View of Proposed Balcony and Quayside

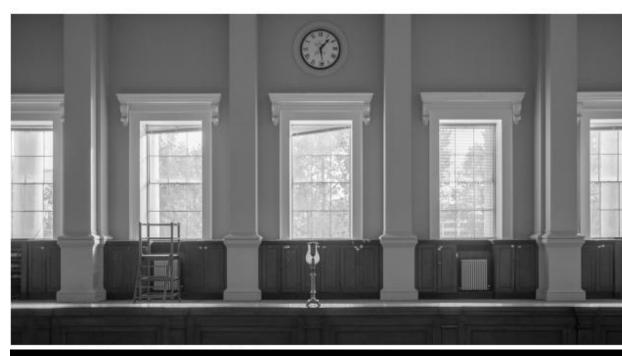


Image 1: Existing Window and Cabinetry in the Long Room



Image 2: Proposed View of Lowered Long Room Windows

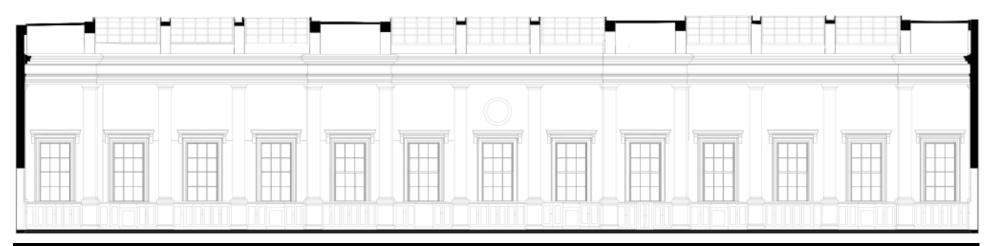


Image 1: Existing Internal Elevation of South Facing Windows in the Long Room

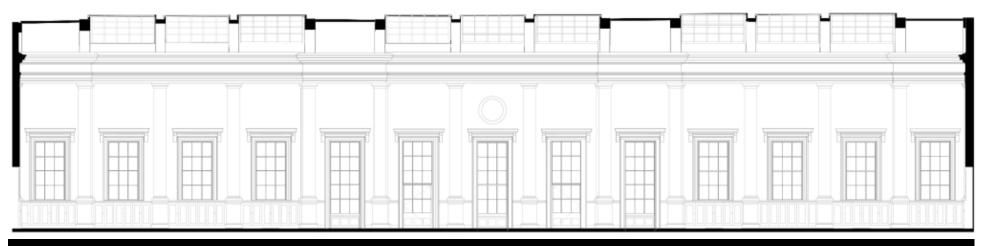
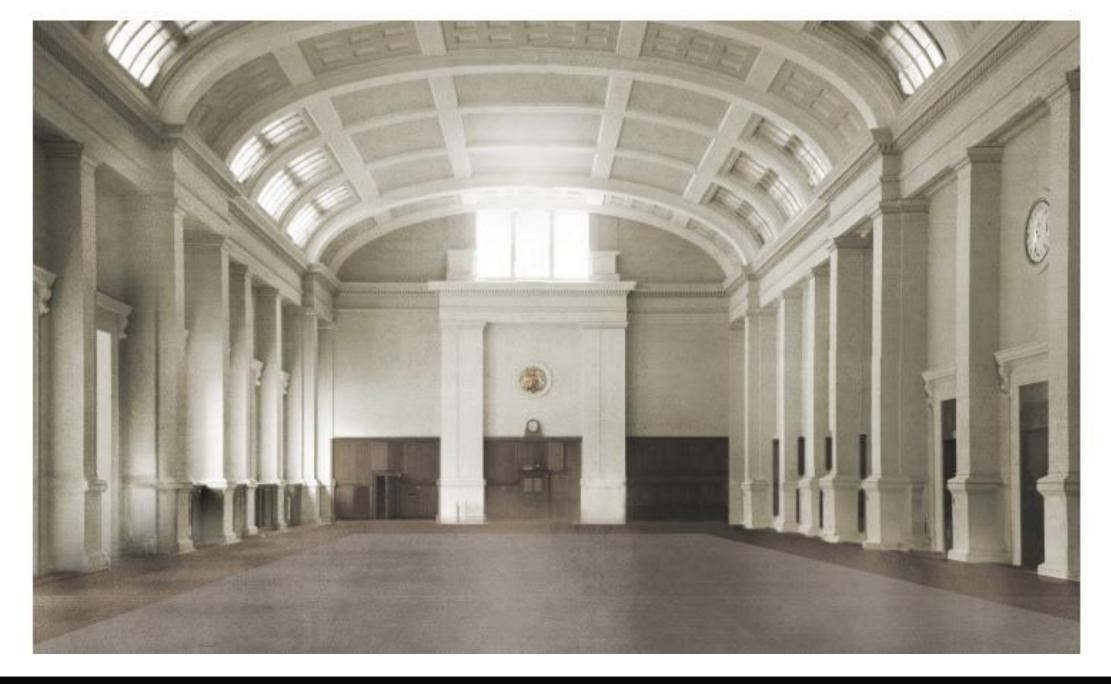
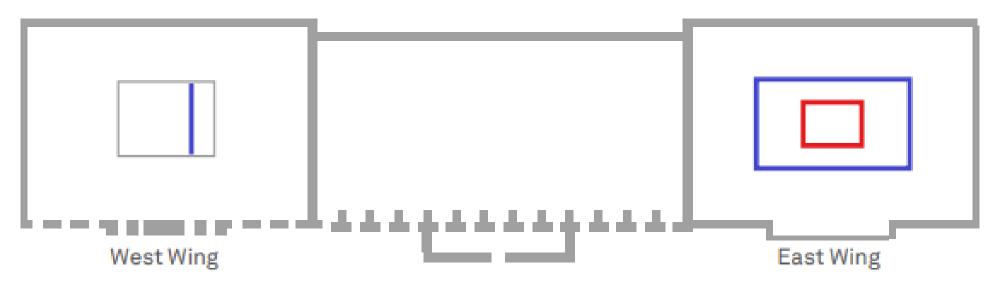


Image 2: Proposed Internal Elevation of South Facing Windows in th Long Room with Lowered Central Bay



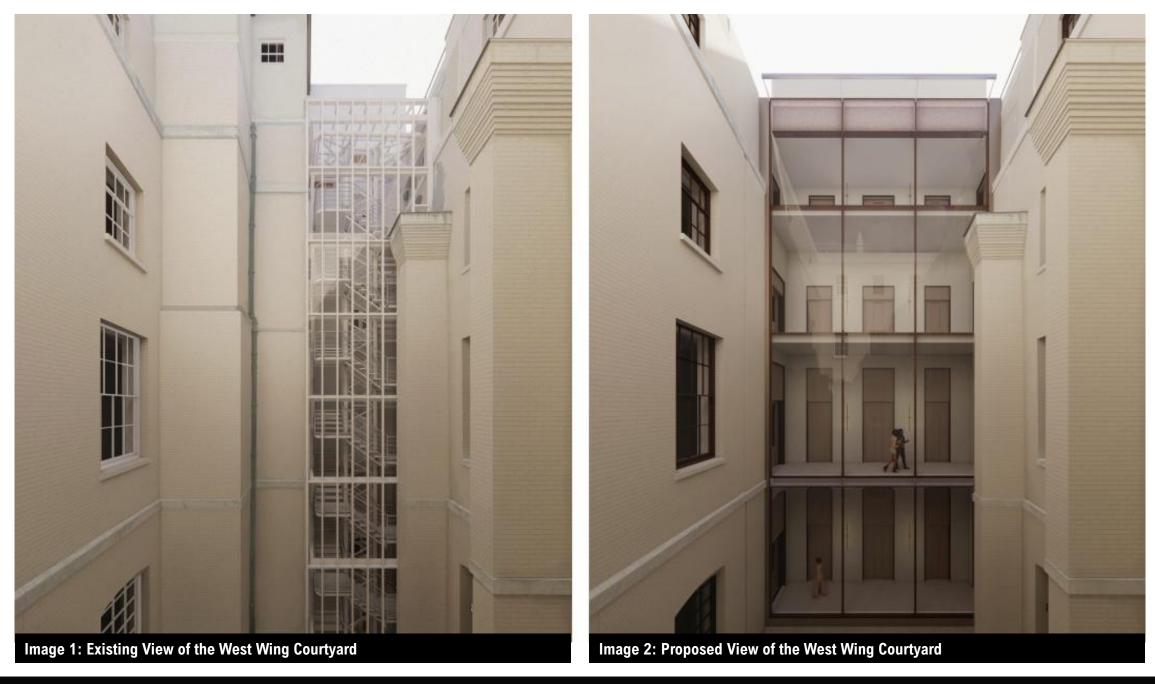
CGI Views of the Proposed Long Room





Extent of New Facades:

The diagram above shows the location of new facades in the east and west courtyards and whether they are reflecting (red) or revealing (blue) the spaces within

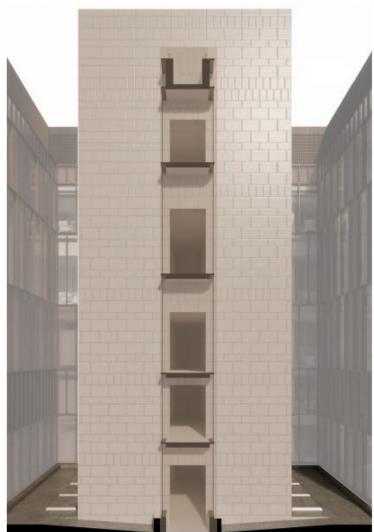


CGI Views of the Proposed West Courtyard



CGI Views of the Proposed West Courtyard

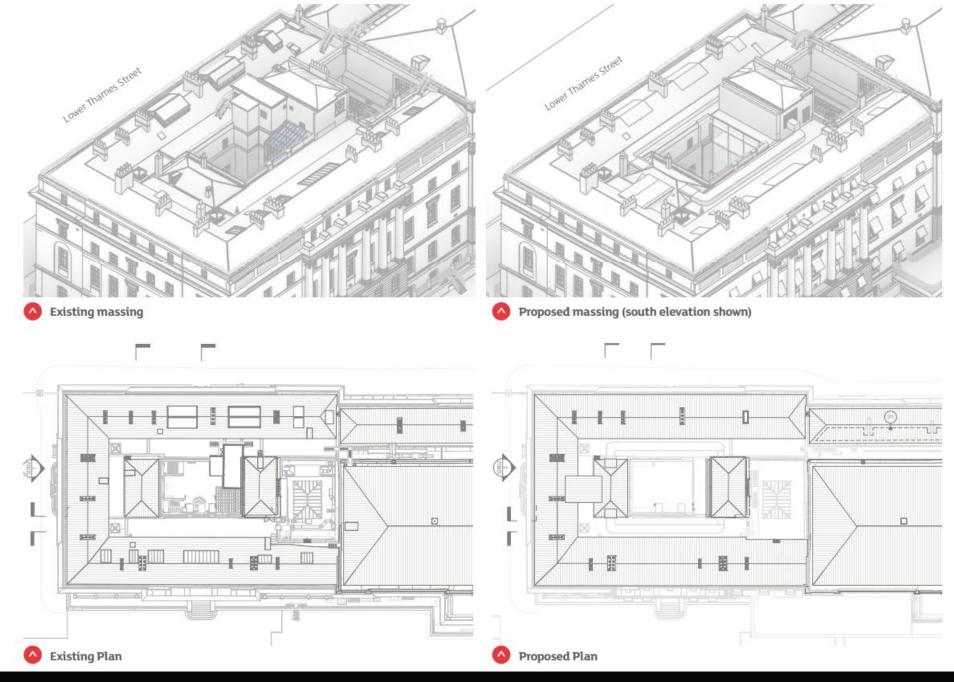




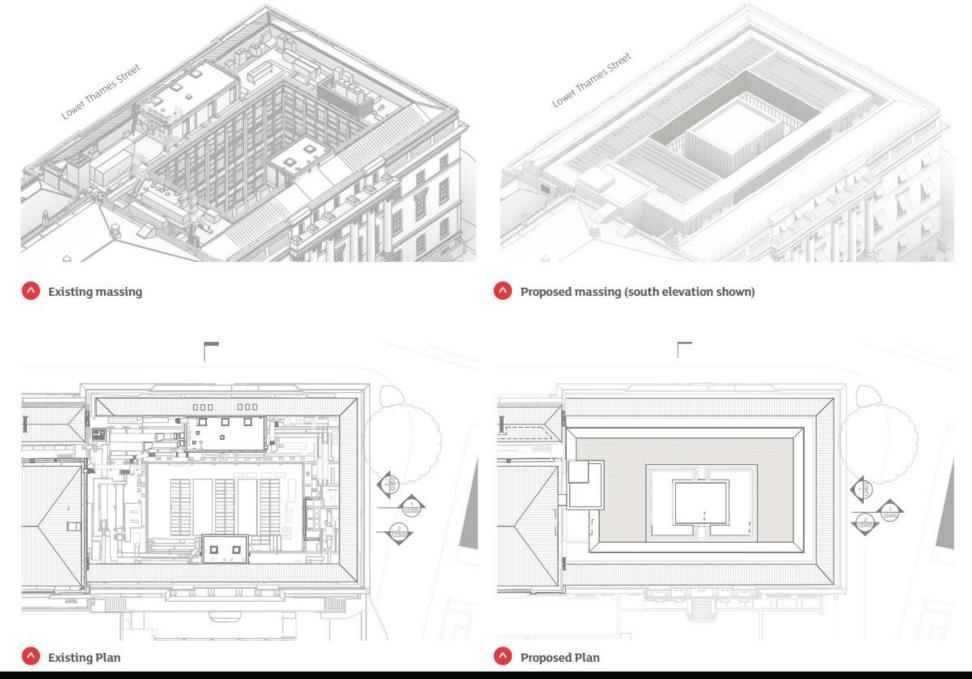




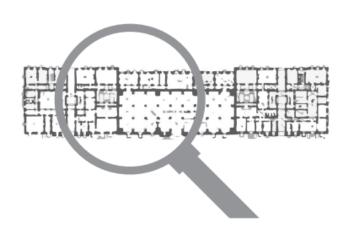




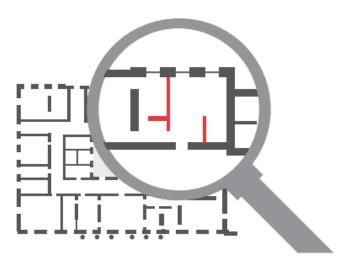
West Wing Roof Proposals



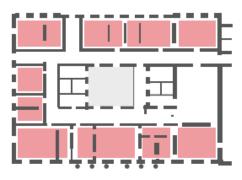
East Wing Roof Proposals



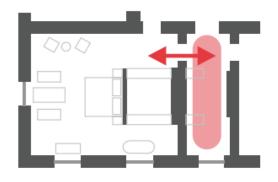
Look to Historic Plans



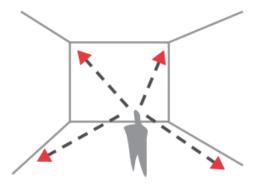
Identifying areas of previous change



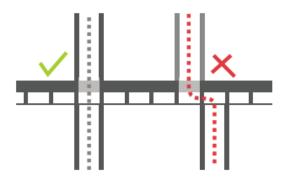
Not interrupting room sets



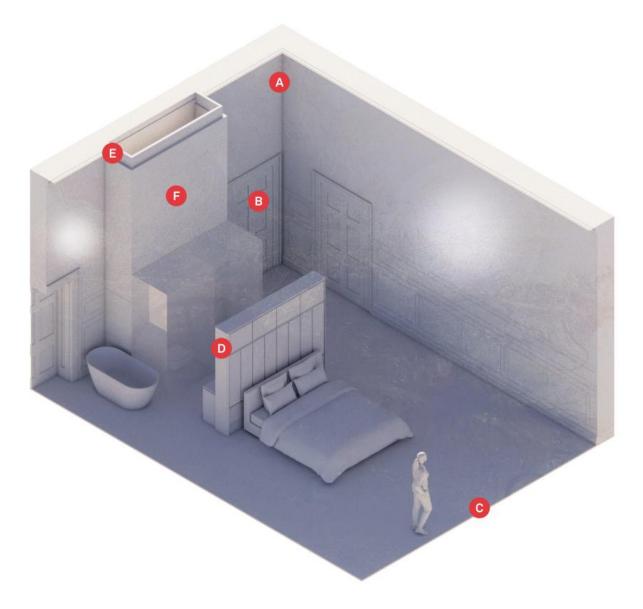
Using adjacent rooms for bathrooms



Read the four corners of the room



Stacking routes and minimising transitions



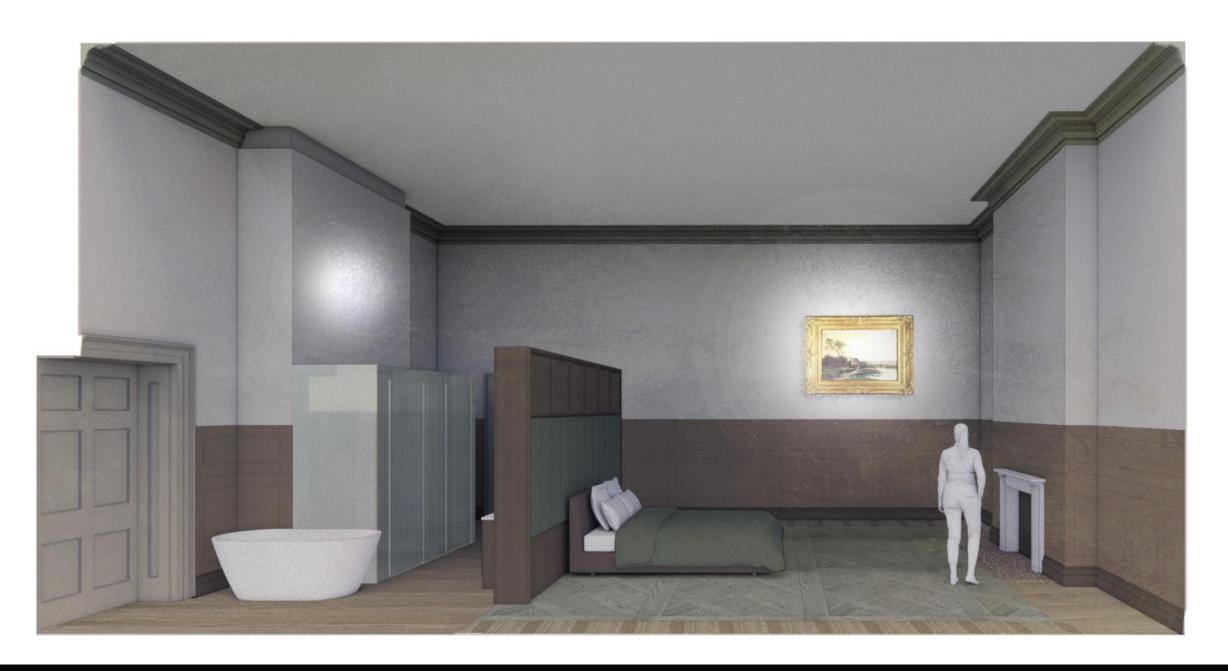
- Scale and Proportion The corners and cornices are retained and visible.
- **Enfilade** The enfilade is respectfully kept free of visual interference and is reinforced by the placement of the headboard element.
- **Fireplace** The fireplace is the focus point on the adjacent wall
- Windows The three bay rhythm has been respected with the headboard location in between two bays
- **Historic Fabric** The inserted riser is set forward of the existing cornice so services will not damage it.
- Features Picking up on the existing room datum, the new riser is shown to read as a chimney breast.



Image 1: Existing Photograph of a Room in the West Wing



Image 2: Proposed CGI view of the Room as a Bedroom





WC1.60 6/6 sash, slim timber panelled reveal



WW1.07

3/6 sash, deep timber panelled reveal



WWT.88 3/3 sash



12 casement window, 1no. openable panel



WCG.10 6/6 arched sash



WCT.56 1/1 sash



Image 1: Existing Window and Bomb Blast Curtains



Image 2: Proposed Secondary Glazing



- Toilets
- Staff Facilities / Spa BOH
- Spa
- Health Centre
- Plant Rooms
- Back of House (BOH)



Proposed Central Wing Basement Plan

Toilets, Changing rooms, Changing Place

Staff Facilities / BOH

UKPN

Health Centre

Plant Rooms

Back of House (BOH)

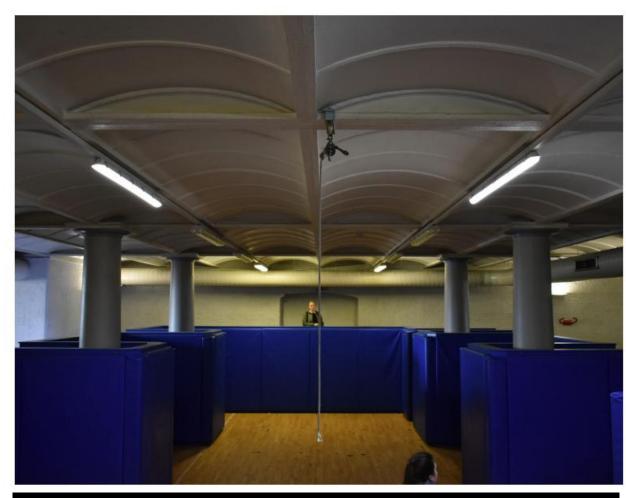


Image 1: Photograph of the Existing Gym Space

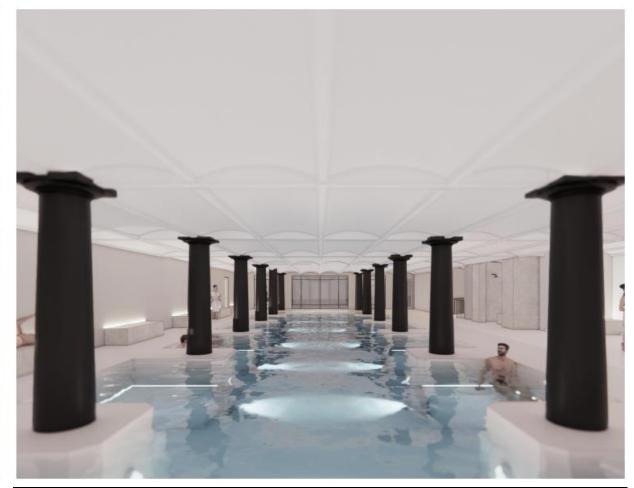
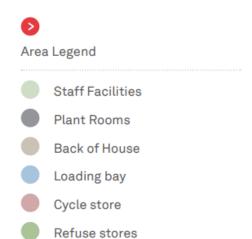
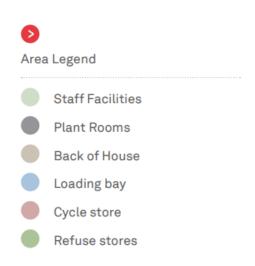
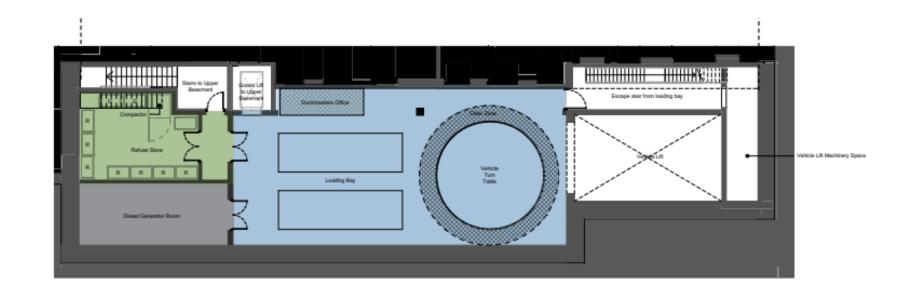


Image 2: Proposed CGI view of the Proposed Pool

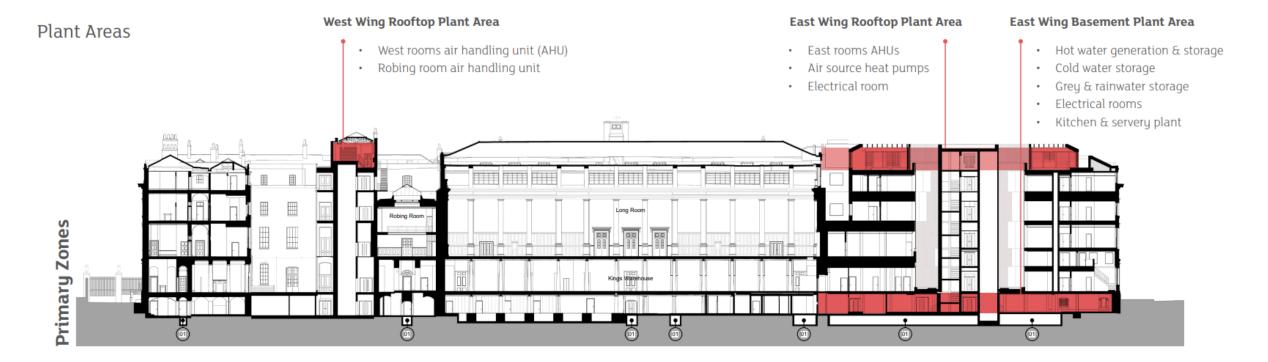


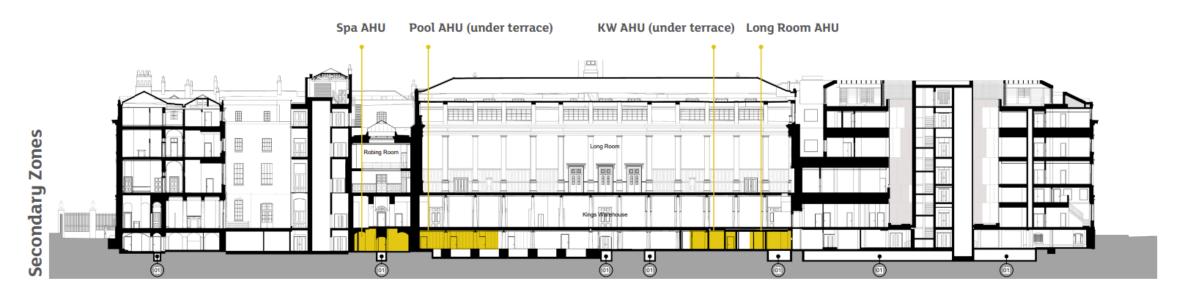














^

Basement plant diagram

Legend

Domestic cold and hot water storage and distribution (rooms only)

Electrical rooms and electrical distribution (rooms only)

Kitchen AHU & ecology units

Long room AHU and distribution

Kings Warehouse AHU and distribution

Pool AHU and distribution (indicative, to be designed by specialist)

Spa AHU & distribution

Hotel rooms AHUs and ASHPs, and distribution

Domestic hot water storage

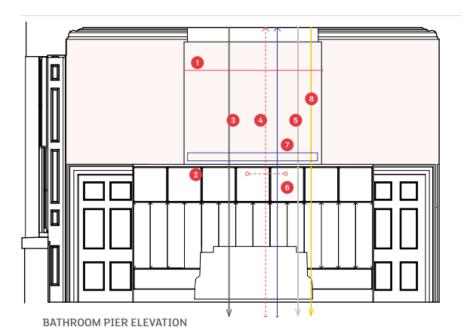
Grey water harvesting and storage

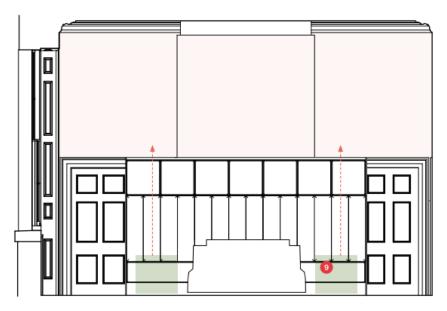
Domestic cold water storage

Generator (loading bay)

Rainwater harvesting and storage

Service trench





Pier riser

New projecting pier, set out to suit room datums, to house combined waste, mechanical and electrical services, as illustrated.

Toilet

Set within a glazed enclosure (behind bed headboard). Direct waste connection to riser.

Black water waste Soil pipe for toilets.

Air extract duct work

Extract duct work shown indicatively. Two intake points required- one to shower and one to toilet. Ideally an additional extract grille will be placed as locally to the bath as possible.

Grey water waste

Waste pipe for bath, shower and basins- separated to allow for grey water harvesting.

Fully enclosed glazed shower (behind bed headboard) with direct extract.

7 Fresh air supply

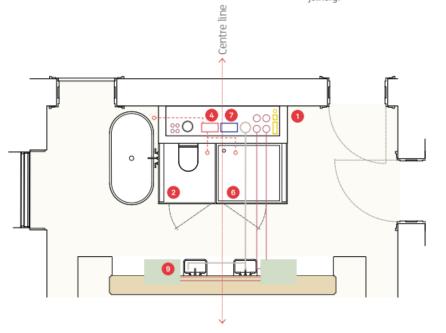
Air supply grille indicative- set directly above shower & toilet enclosure to minimise visibility

Electrical supply & services

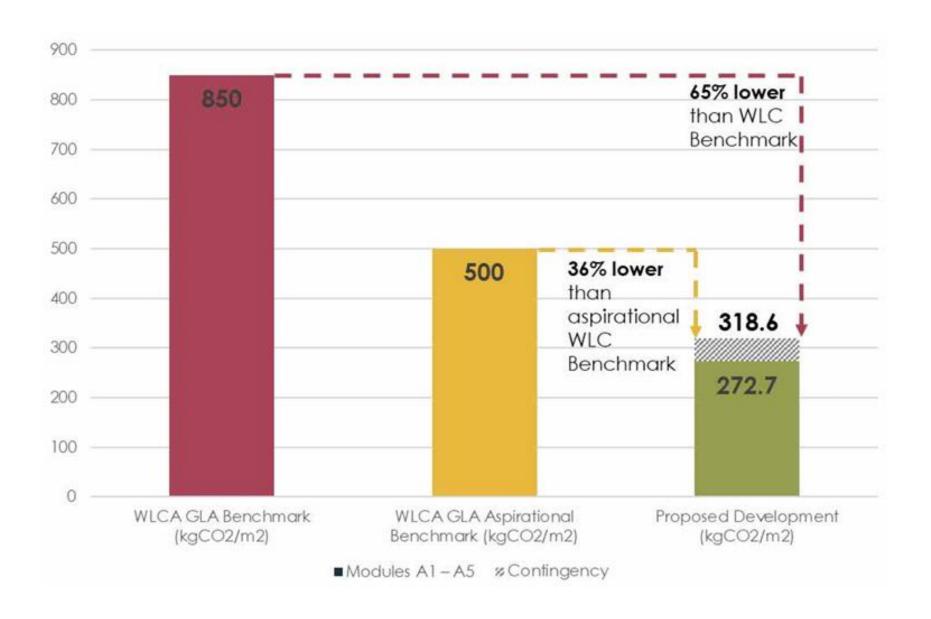
Will need to have separate containment within the riser. To distribute to electrical fixtures such as lighting control panel, concierge panel, consumer unit, etc.

FCU

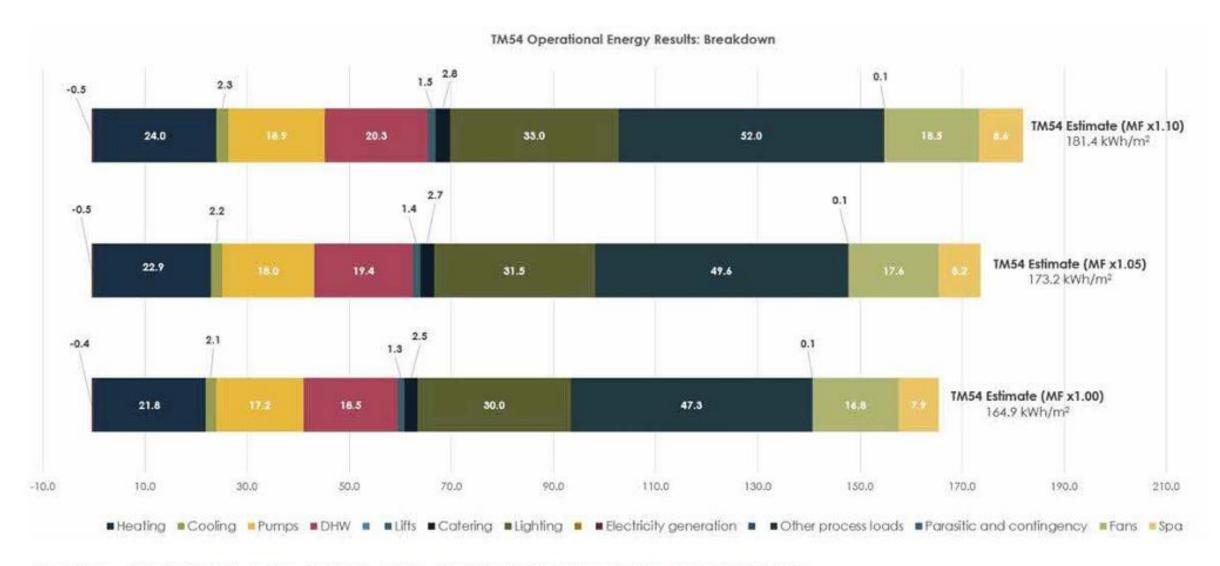
Floor mounted fan coil unit housed within the vanity unit and ducted to grills in the top of the headboard



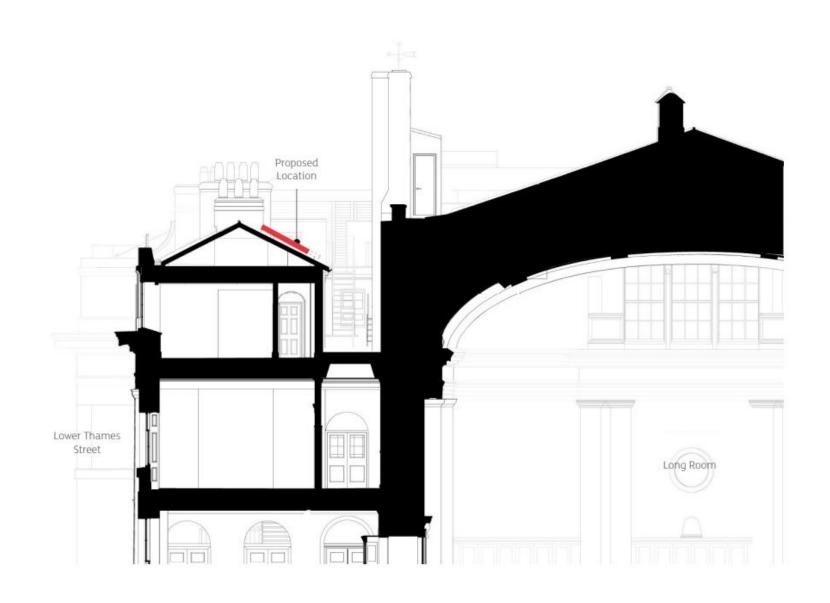
BEDROOM HEADBOARD ELEVATION



GLA Whole Life Carbon Benchmark Comparison (A1-A5)



GRAPH 4: CALCULATED OPERATIONAL ENERGY CONSUMPTION BASED ON CIBS ET M54



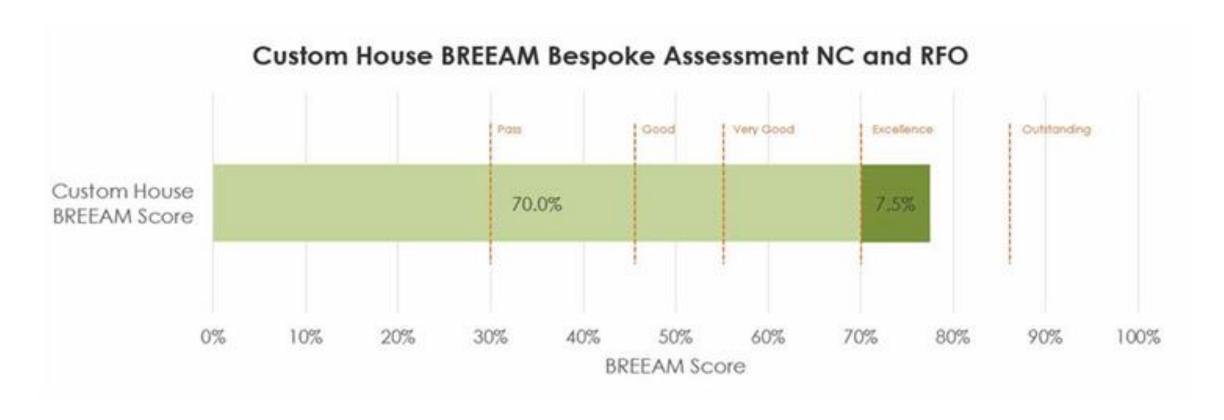


FIGURE 3: BREEAM UK BESPOKE ASSESSMENT RFO AND NO SCORES

Materials for Re-Use Off-Site



Lighting Fixtures

Circular Lighting

Exploring re-manufacture opportunities for re-use off site



Ceiling Tiles

Deconstruction for donation to charity Re-use off site



Doors and Door Furniture

Deconstruction for donation to charity Re-use off site



Raised Access Floor System

Removal for cleaning and warranty for re-use on site.



Vinyl Flooring & Carpet Tiles

Removal for donation to charity. Re-use off site

Materials for Re-Use On-Site



Historic Partitions

Historic Timber partitions from Kings Warehouse



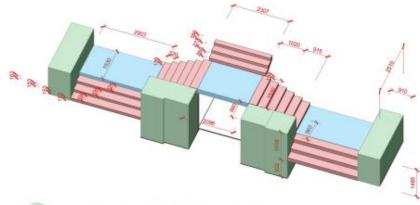
Historic Lighting

Historic lighting from the Long Room and Robing Room





Diagram of the existing steps that would be reused in the proposed steps and ramp:



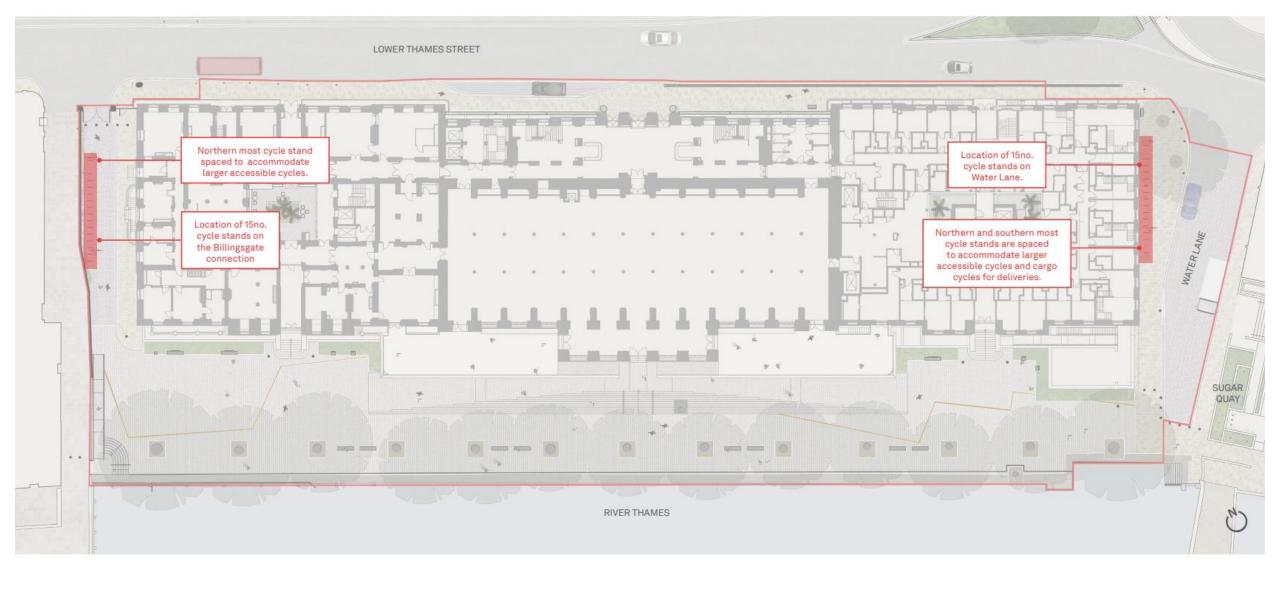
- Large granite blocks to be reused
- Granite landings to be reused, potentially as flat portions
 - Granite steps to be reused, potentially as integrated seating



- 1. Quayside
- 2. Lower Thames Street
- 3. Water Lane
- 4. Bilingsgate Walk



Landscape Design Proposals





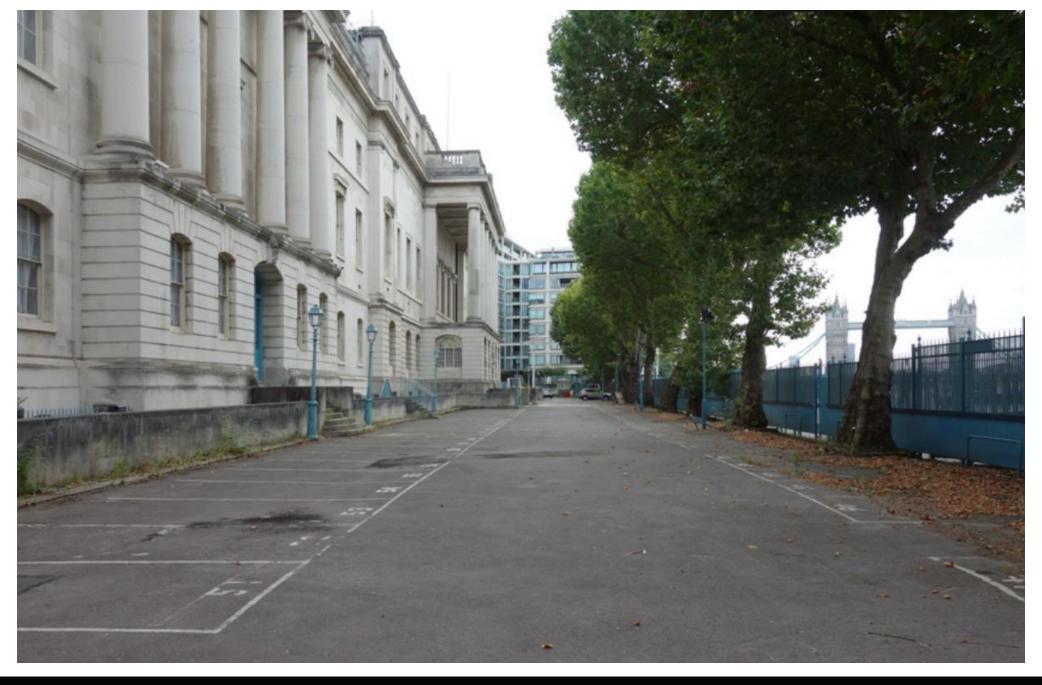
PUBLIC REALM LIGHTING PROPOSALS

- Existing heritage lamp columns refurbished and relocated
- Existing heritage lanterns above entrances retained and refurbished
- In-ground uplighters surrounding existing trees
- Building facade lighting
- Integrated linear lighting to stairs, ramps and railings

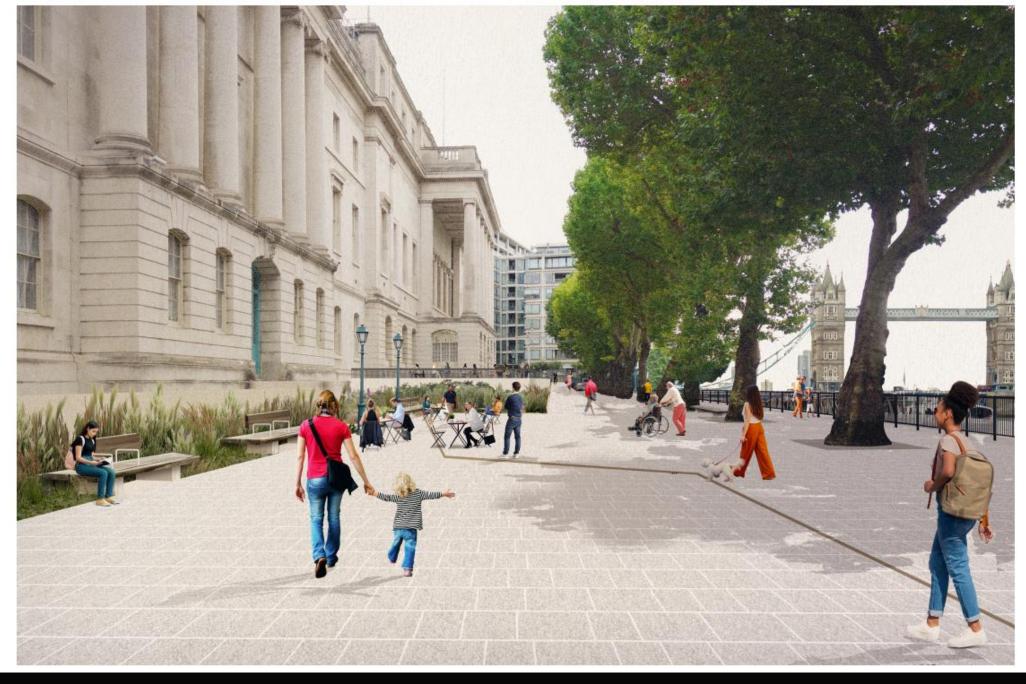


KEY

- Existing drainage to sewer retained
 - Existing overground drainage to River Thames retained
- → Underground drainage infrastructure for quayside planting beds into River Thames



Existing Quayside Landscape



Proposed Quayside Landscape

SEATING PROPOSALS

- Bench with armrests
- Bench with arm- and backrests
- Individual bench
- Location of drinking water fountain

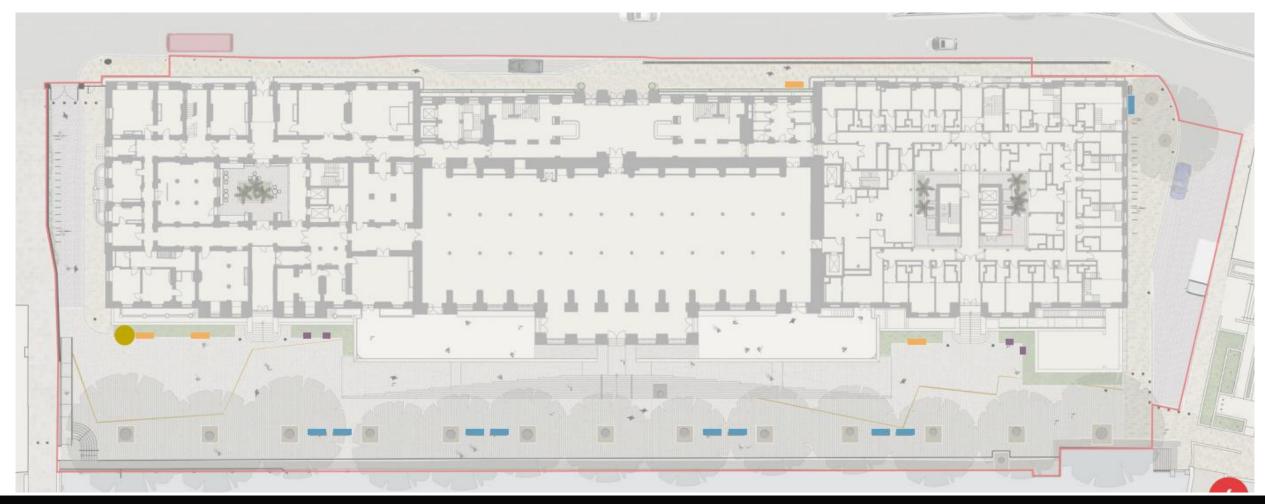
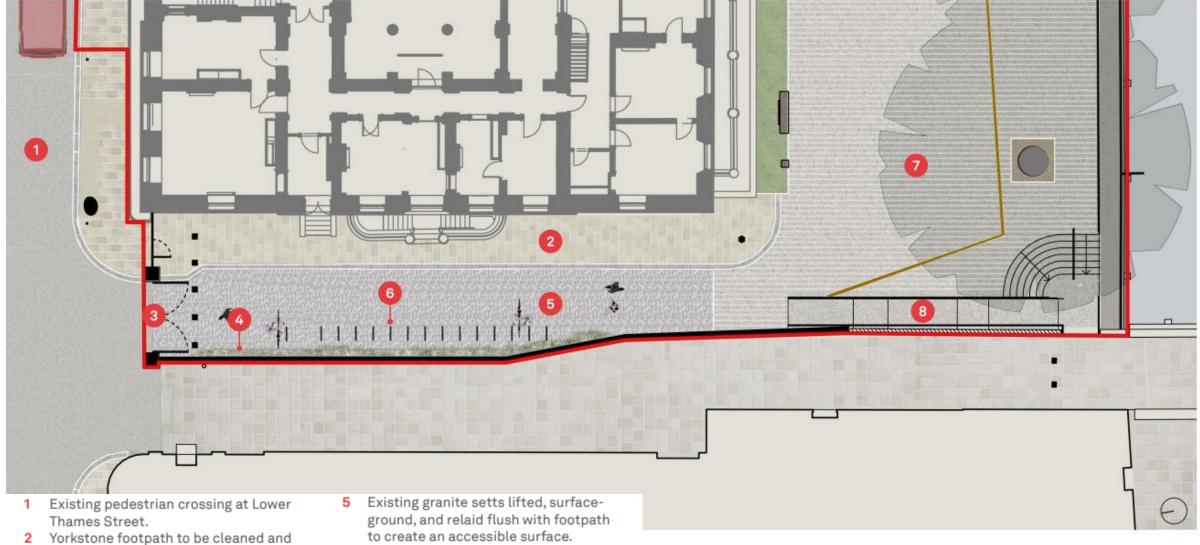




Image 1: Existing View





- Yorkstone footpath to be cleaned and repaired as necessary.
- 3 Entrance gates to remain open to provide 24/7 access to the quayside.
- 4 In-ground planting beds with climbing plants along Old Billingsgate boundary wall.
- 6 15no. short stay cycle stands.
- 7 Quayside paving.
- 8 Accessible ramp designed to Part M of Building Regulations.

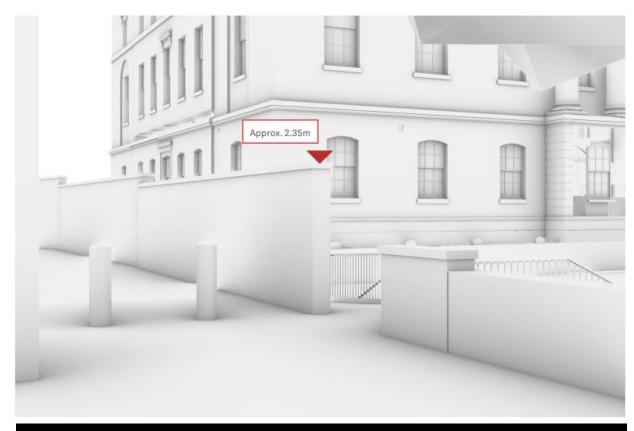


Image 1: Existing View and Height of the Wall

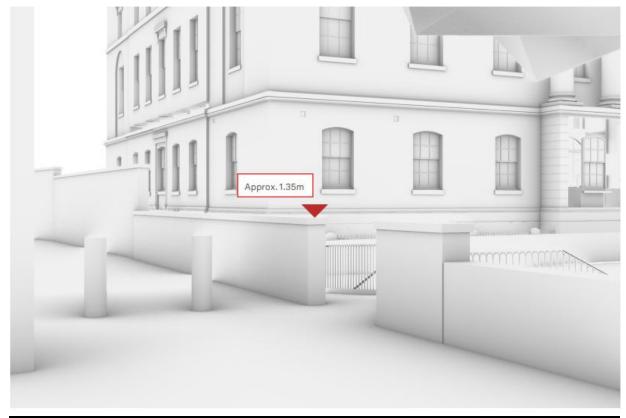
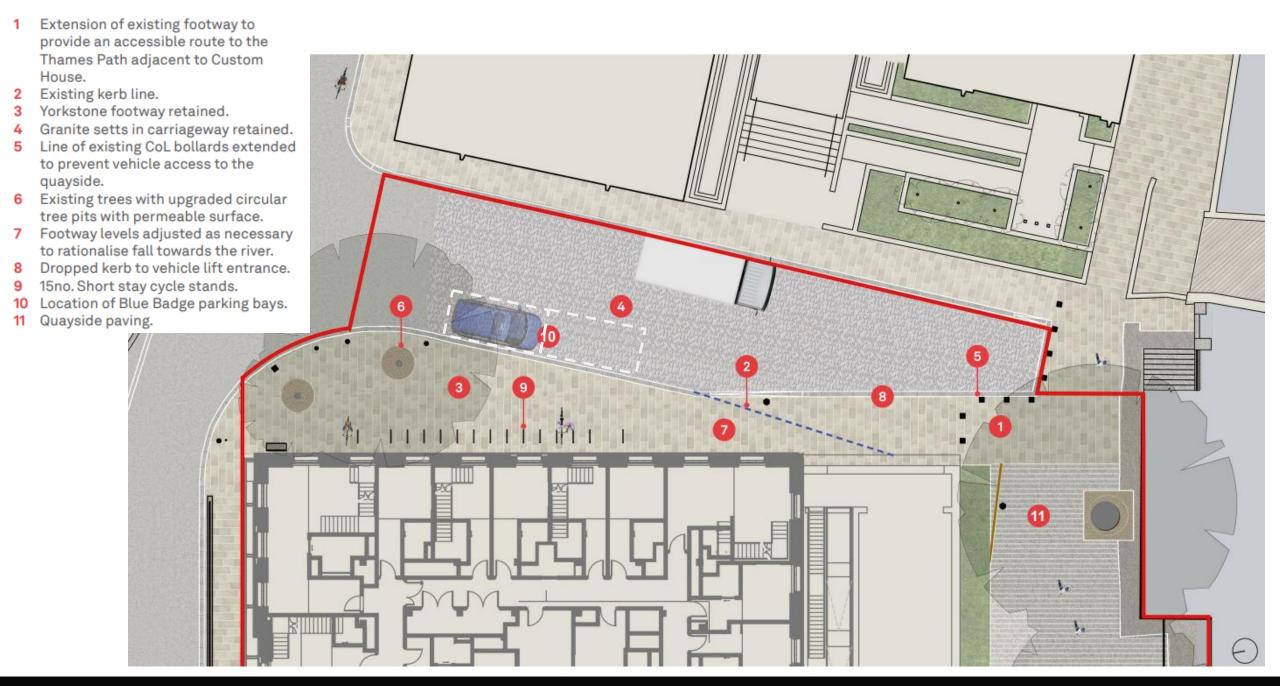


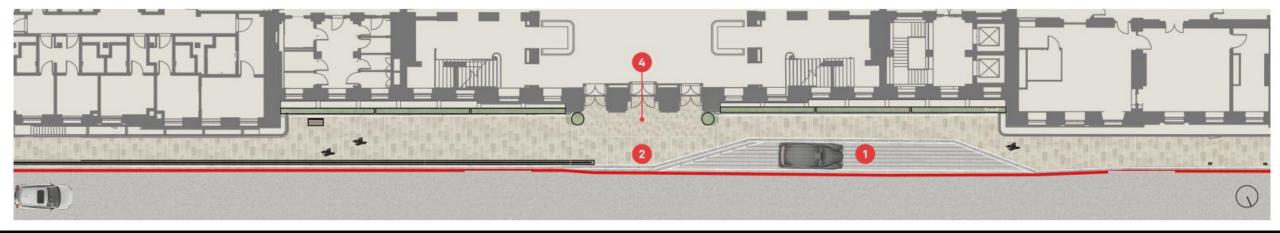
Image 2: Proposed View and Lowered Height of the Wall



- 1 Proposed lay-by with silver-grey granite paving.
- 2 Levels of existing footway adjusted to provide an accessible main entrance to the hotel.
- 3 Planters replacing the existing railings through the central block bring valuable greenery to the street.
- 4 Medium-format Yorkstone paving to demarcate the entrance.



Northern elevation at Lower Thames Street



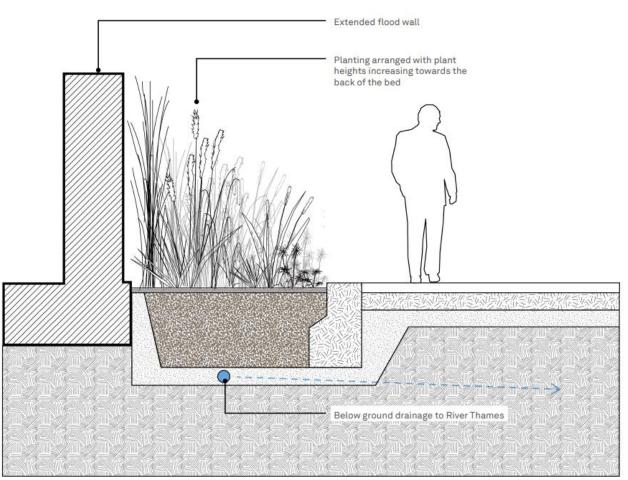


Image 1: Proposed Planter and Flood Wall

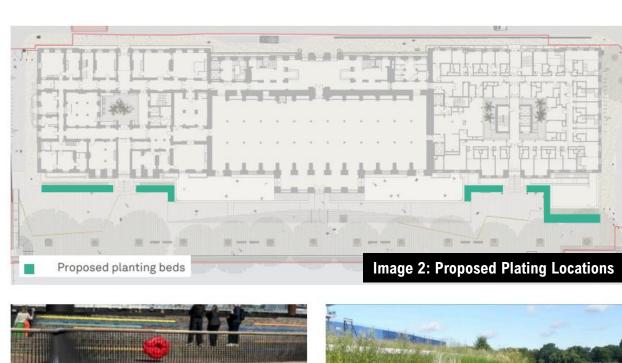






Image 3: Existing examples of Flood Resistant Planting

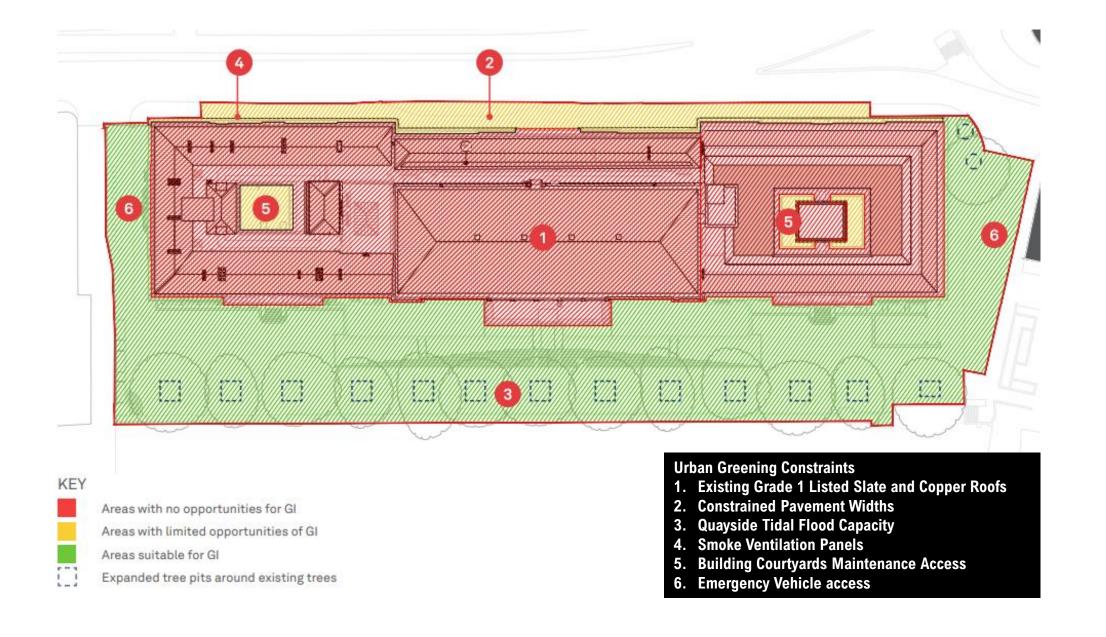




Figure 3.4 Sketch render of southern facade lighting



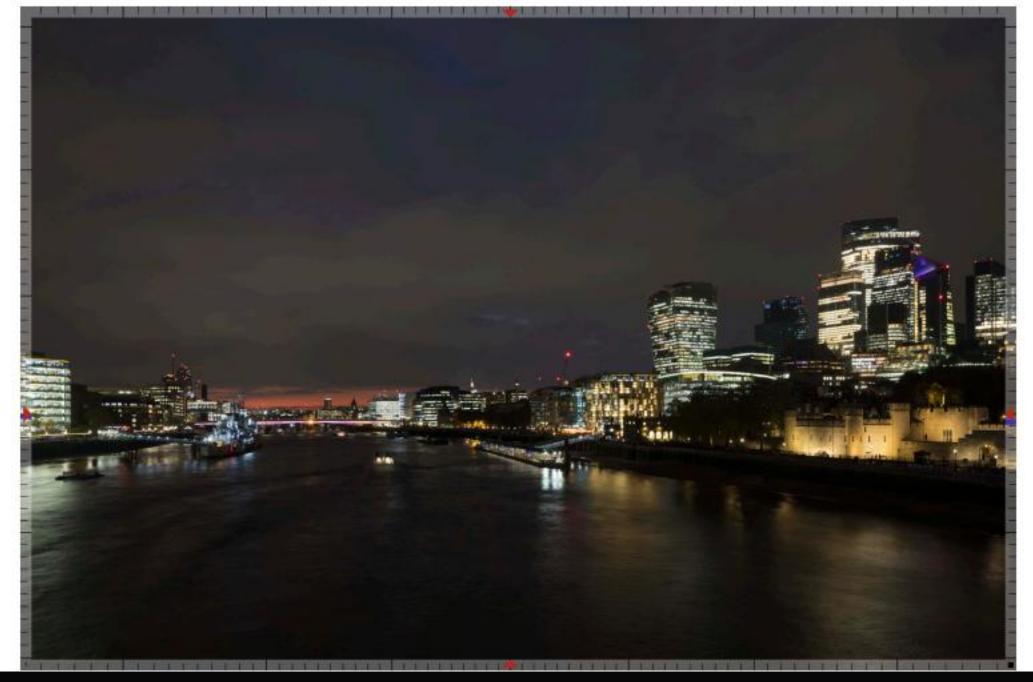
Views - Location Plan



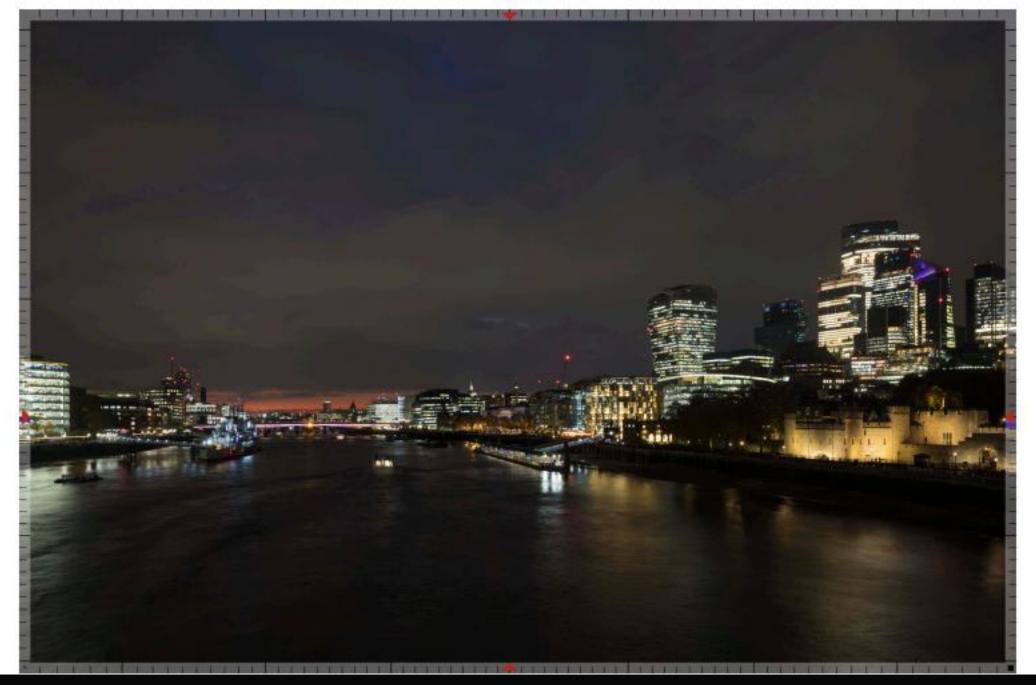
LVMF - View 10a - River Prospect: Tower Bridge (Existing)



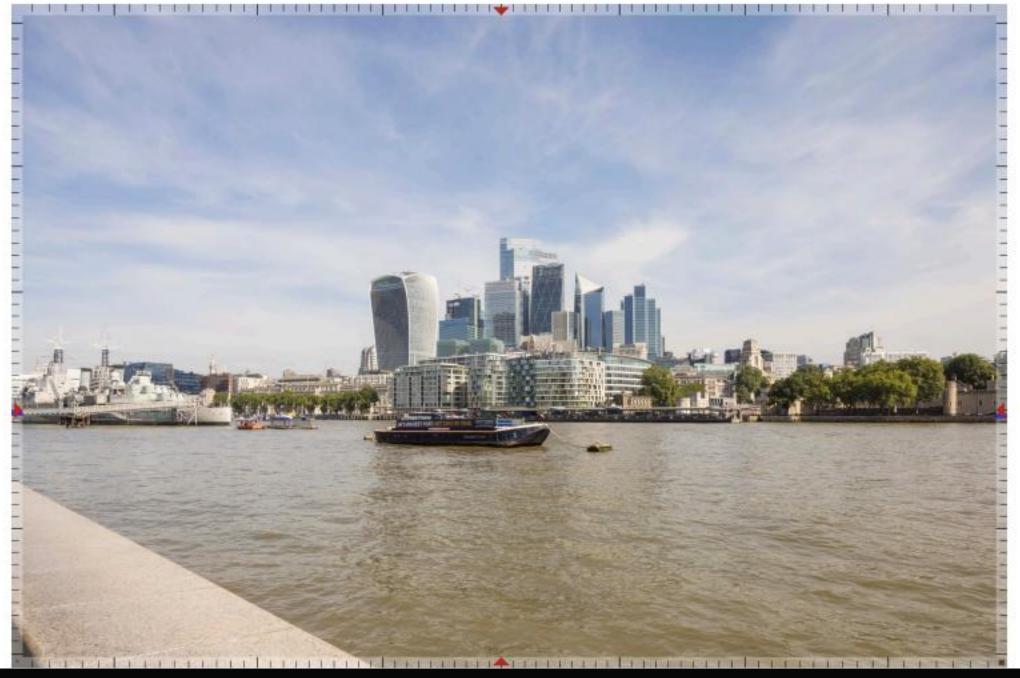
LVMF - View 10a - River Prospect: Tower Bridge (Proposed)



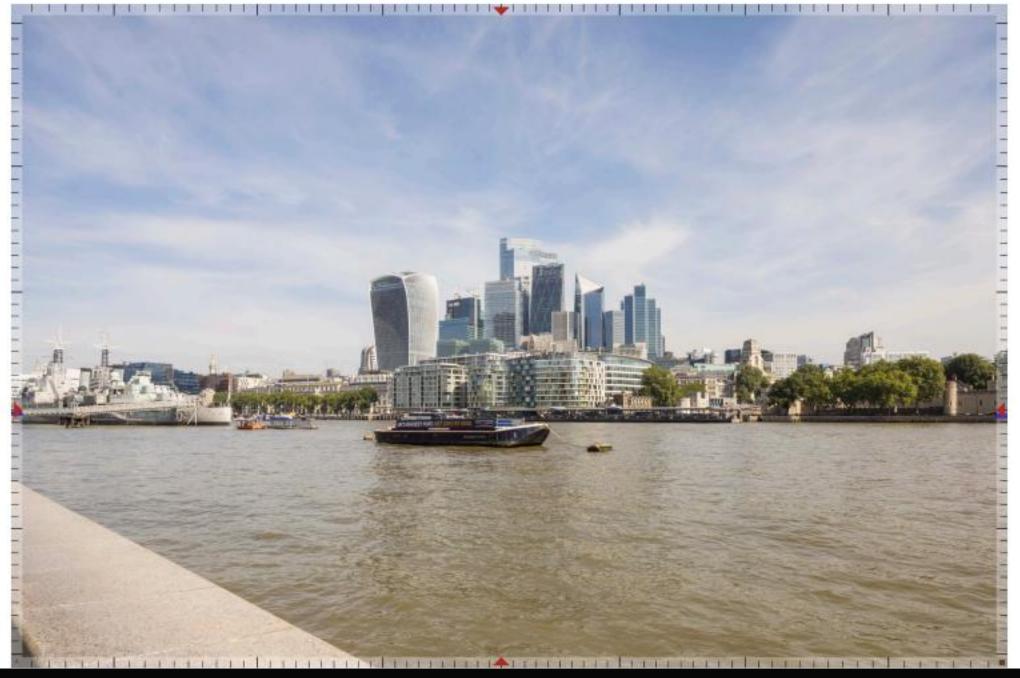
LVMF - View 10a - River Prospect: Tower Bridge (night) Existing



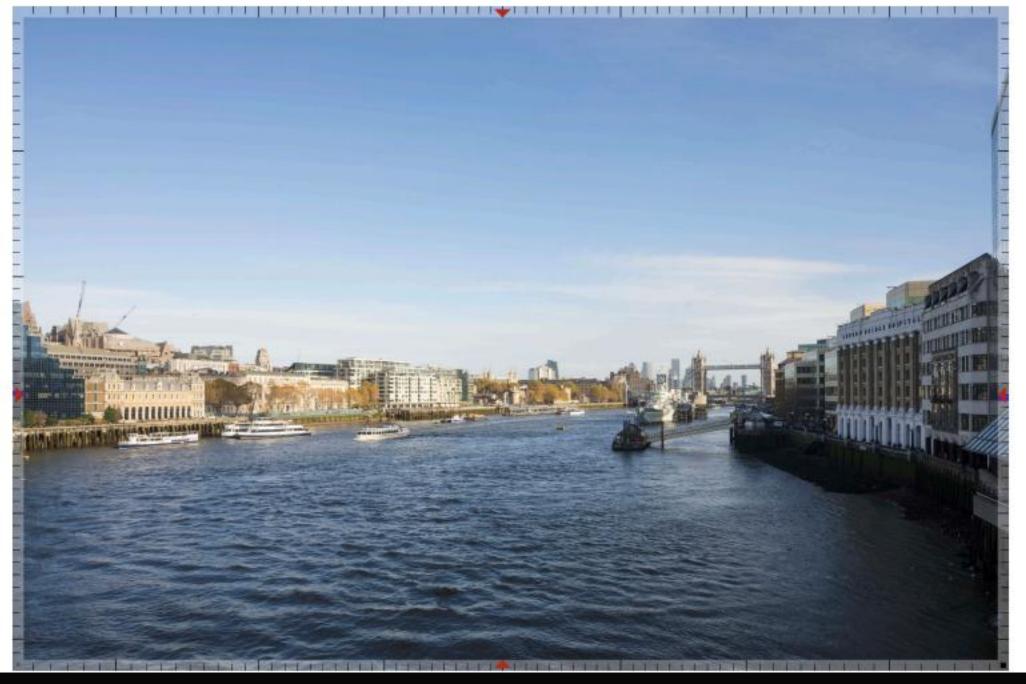
LVMF - View 10a - River Prospect: Tower Bridge (night) Proposed



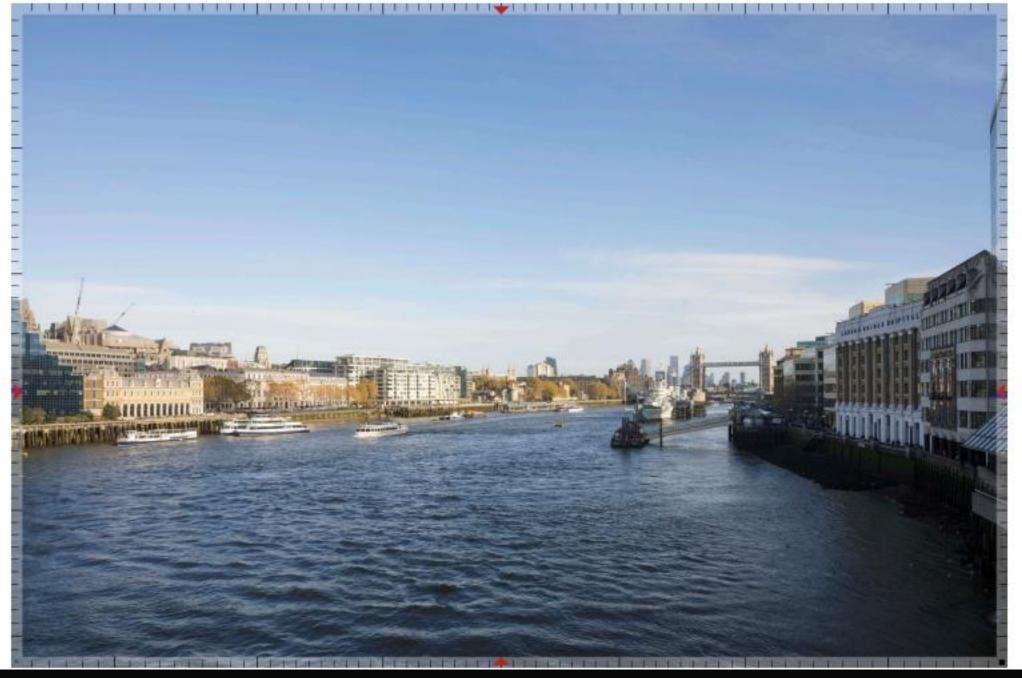
LVMF - View 25a - Townscape View: The Queen's Walk to the Tower of London (Existing)



LVMF - View 25a - Townscape View: The Queen's Walk to the Tower of London (Proposed)



LVMF - View 11b.2 - River Prospect: London Bridge (Downstream) Existing



LVMF - View 11b.2 - River Prospect: London Bridge (Downstream) Proposed



LVMF - View 11b.1 - River Prospect: London Bridge (Downstream) Existing



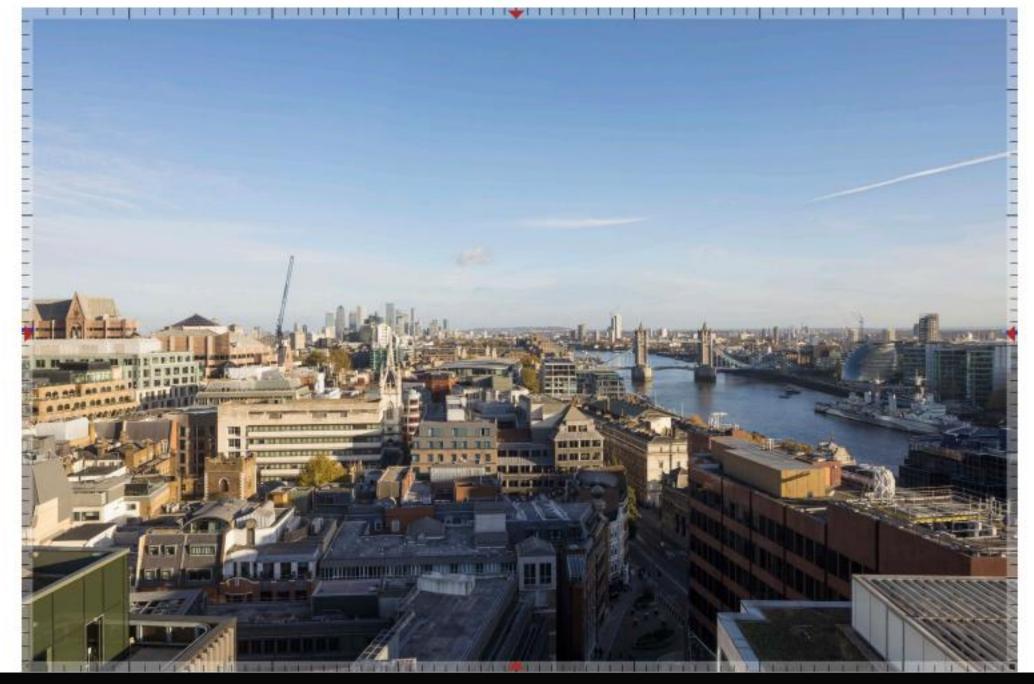
LVMF - View 11b.1 - River Prospect: London Bridge (Downstream) Proposed



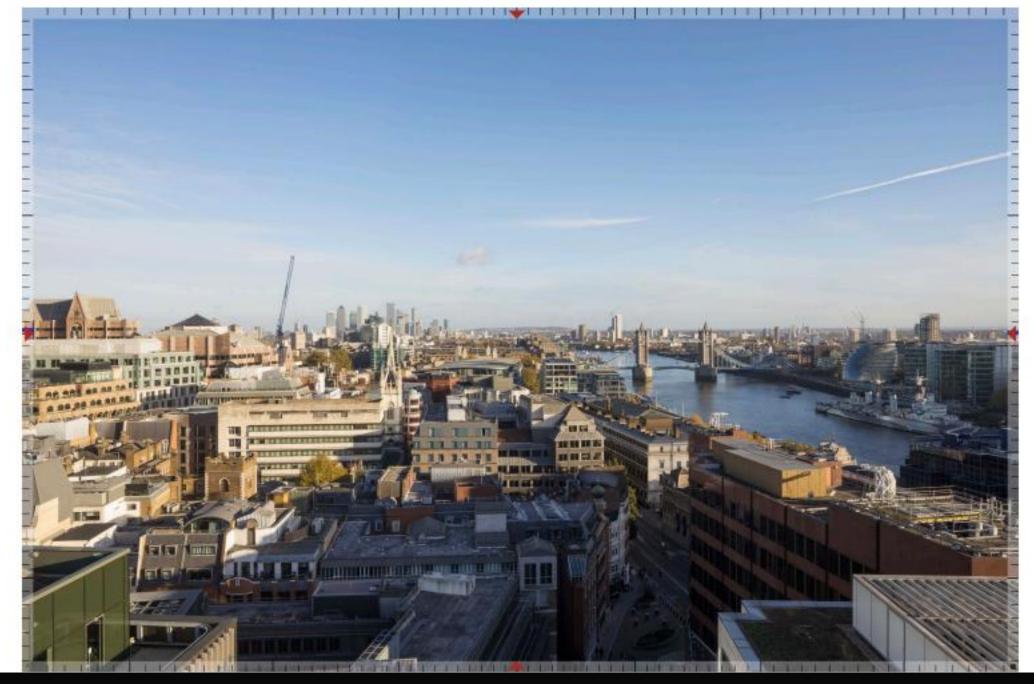
LVMF - View 11b.1 - River Prospect: London Bridge (Downstream Night) Existing



LVMF – View 11b.1 – River Prospect: London Bridge (Downstream Night) Proposed



Townscape Views - View 6 from The Monument (CoL Protected View SPD) Existing



Townscape Views - View 6 from The Monument (CoL Protected View SPD) Proposed



Townscape Views - View 3 (Existing)



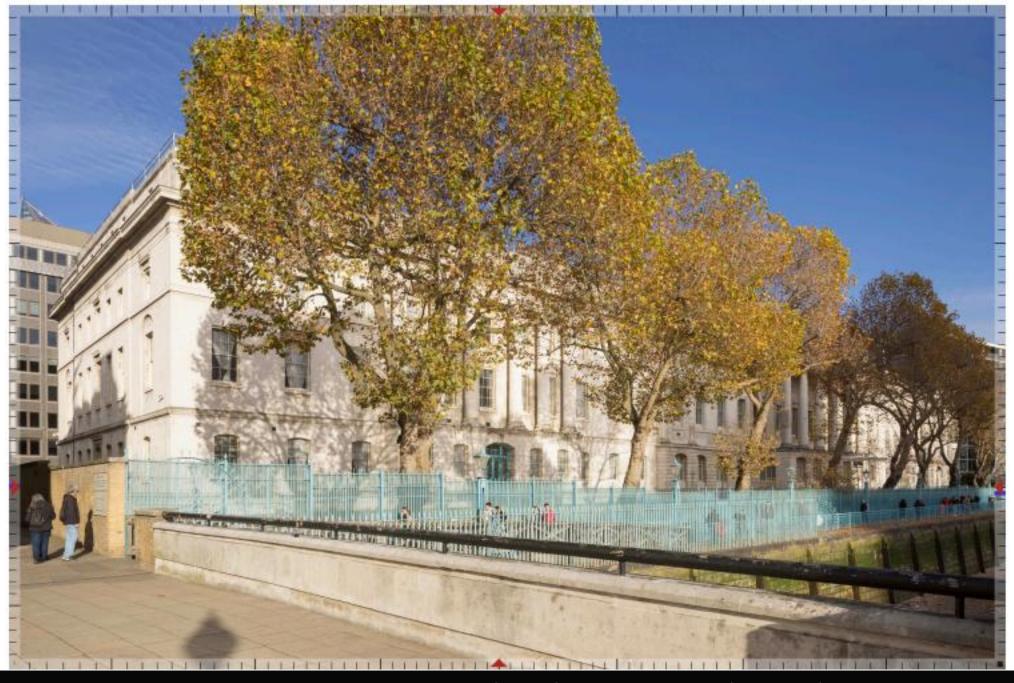
Townscape Views - View 3 (Proposed)



Townscape Views – View 3 (night) Existing



Townscape Views – View 3 (night) Proposed



Townscape Views - View 7 from Old Billingsgate (Existing)



Townscape Views - View 7 from Old Billingsgate (Proposed)



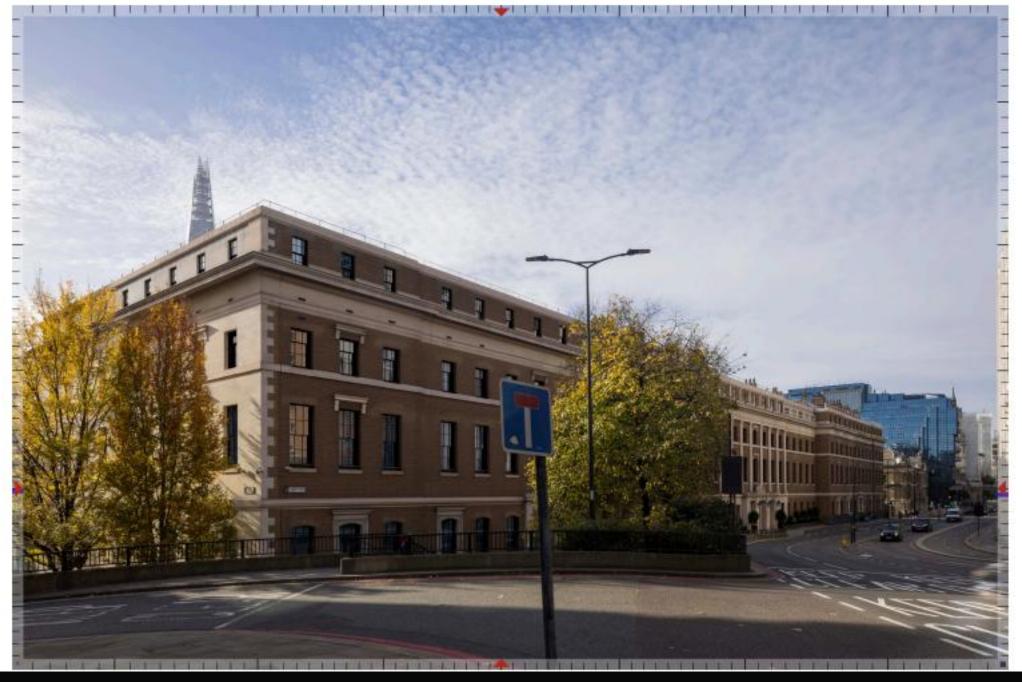
Townscape Views - View 8 from Water Lane (Existing)



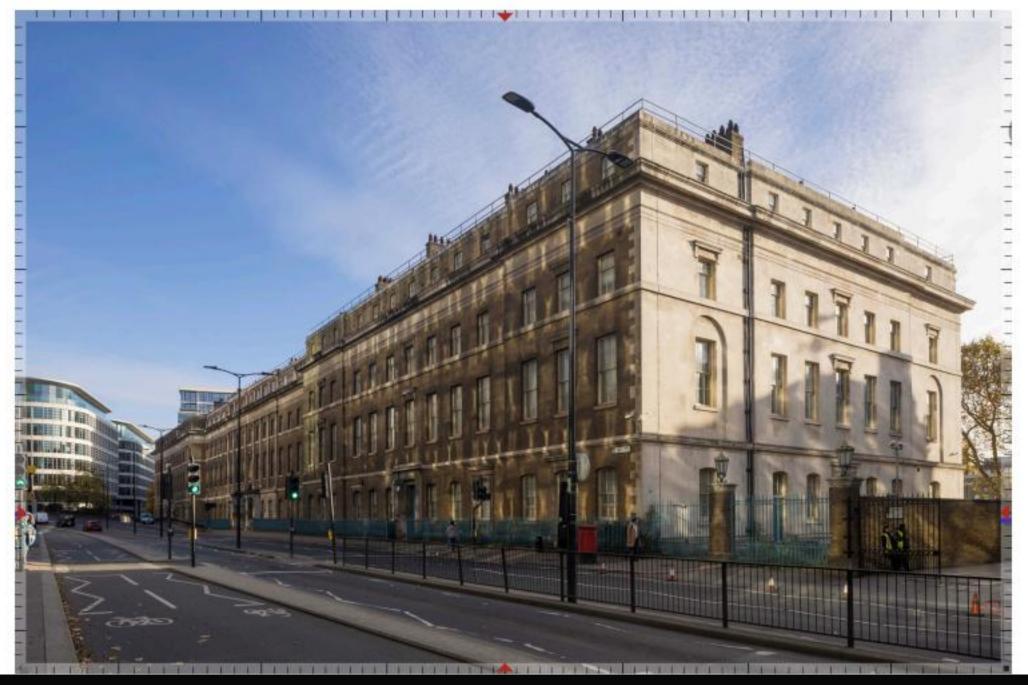
Townscape Views - View 8 from Water Lane (Proposed)



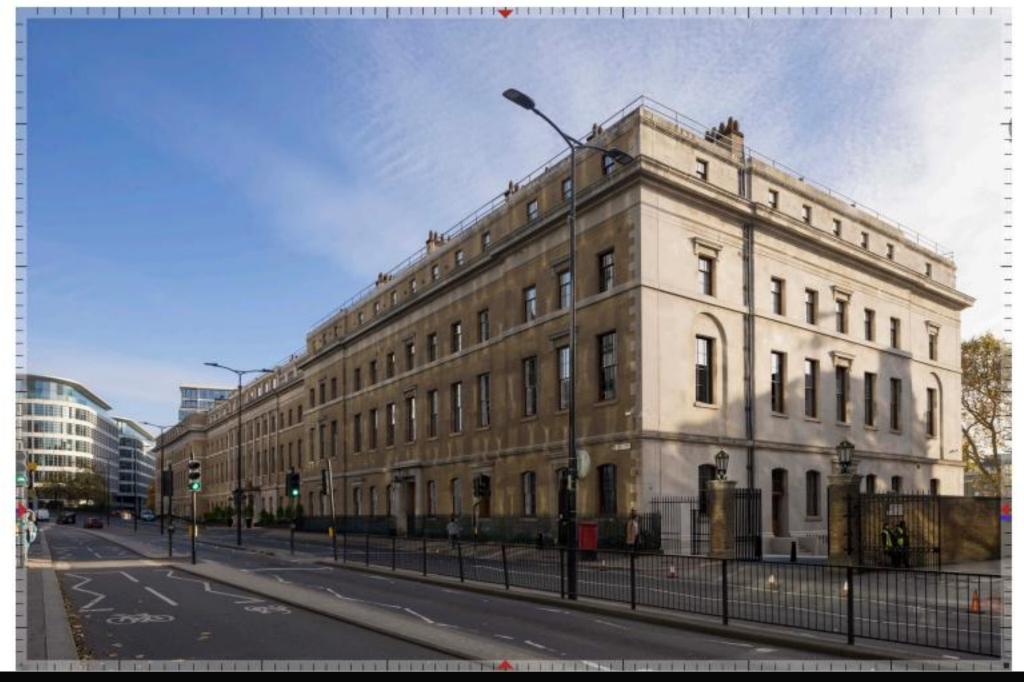
Townscape Views - View 9 from Byward Street (Existing)



Townscape Views - View 9 from Byward Street (Proposed)



Townscape Views - View 10 from Lower Thames Street (Existing)



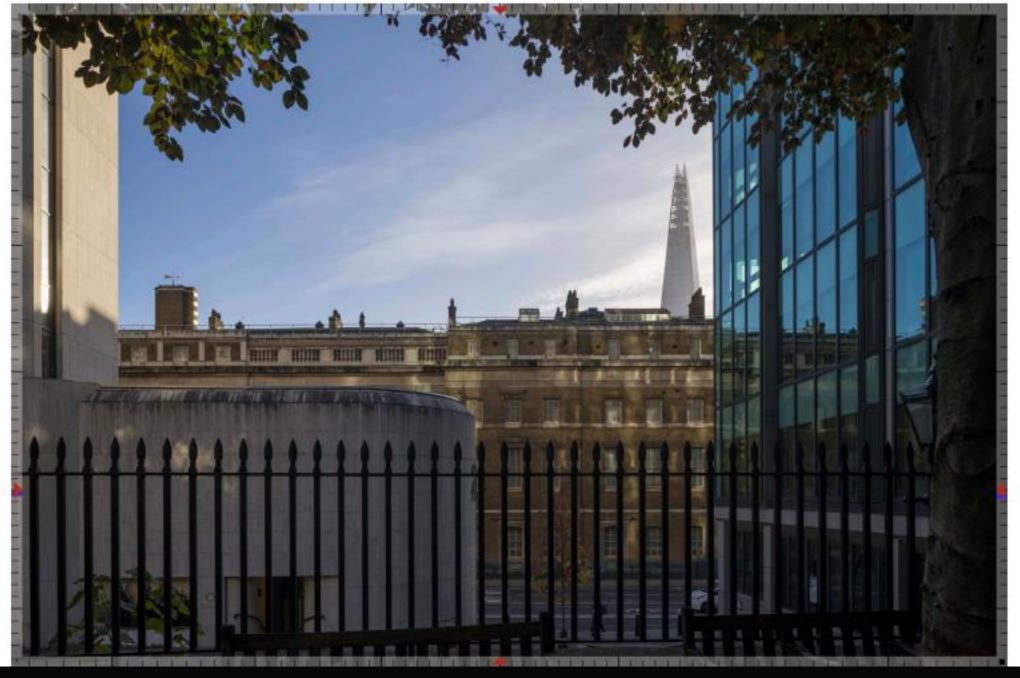
Townscape Views - View 10 from Lower Thames Street (Proposed)



Townscape Views - View 11 from Sugar Quay Walk (Existing)



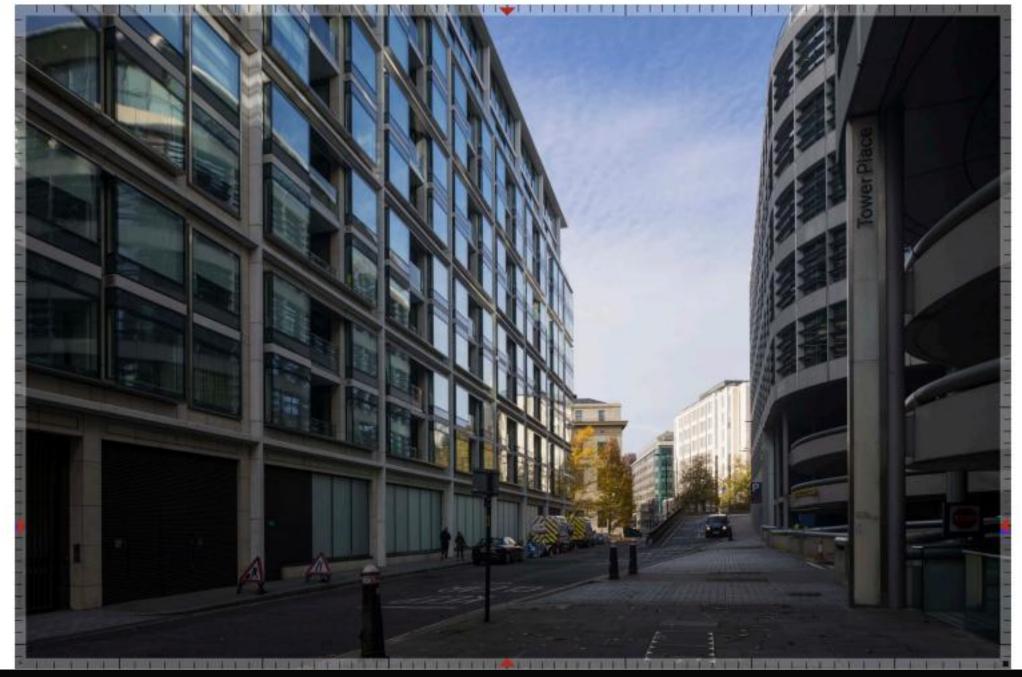
Townscape Views - View 11 from Sugar Quay Walk (Proposed)



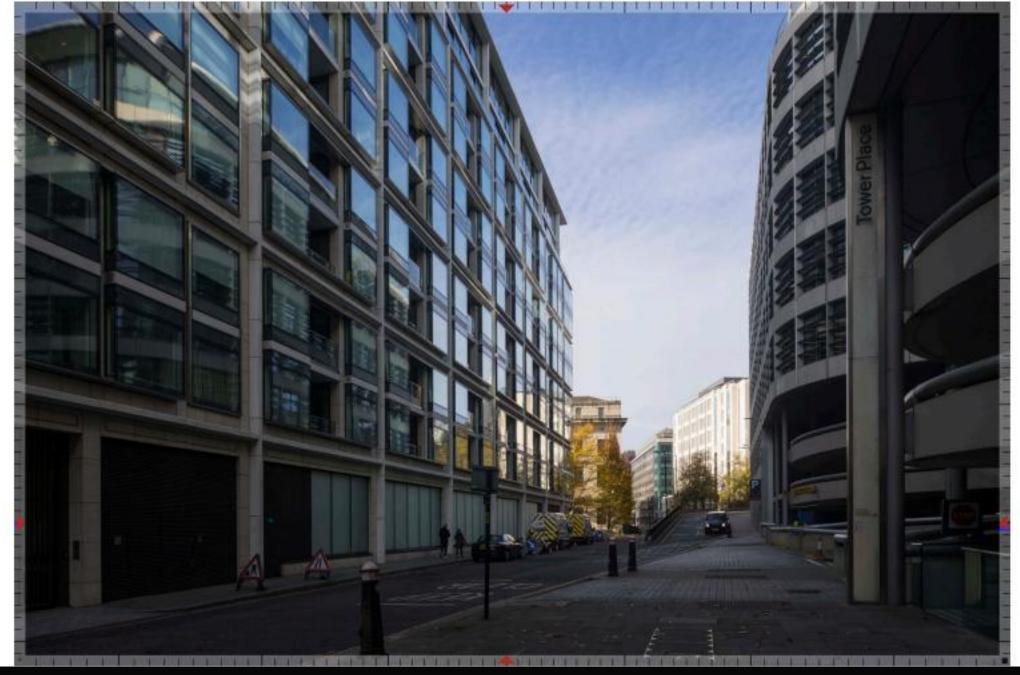
Townscape Views - View 12 from St Dunstans (Existing)



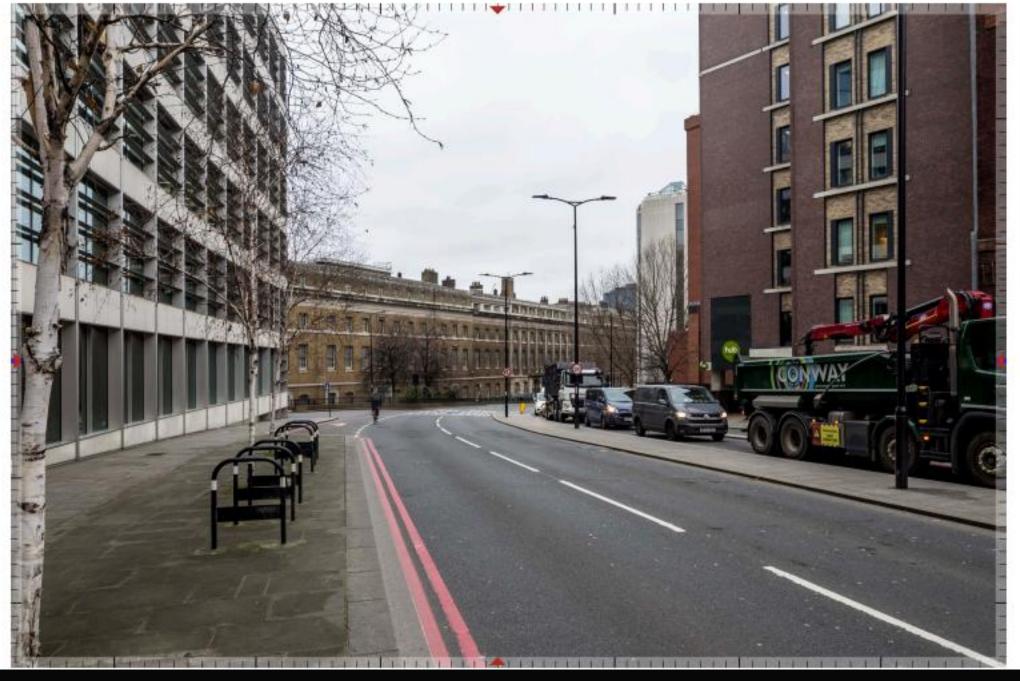
Townscape Views - View 12 from St Dunstans (Proposed)



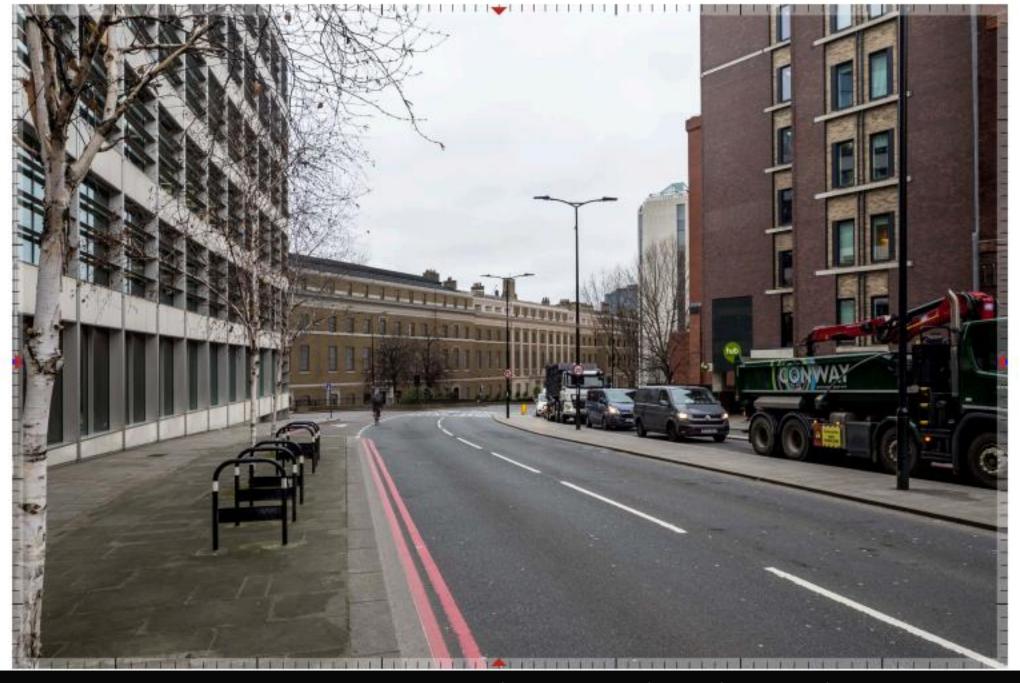
Townscape Views - View 13 from Lower Thames Street (Existing)



Townscape Views - View 13 from Lower Thames Street (Proposed)



Townscape Views - View 14 from Byward Street (Existing)



Townscape Views - View 14 from Byward Street (Proposed)



Next Planning Applications Sub-Committee 30th September 2025