# 12.0 **Response to Feedback**

#### 12.1

The tables below set out the key themes of feedback received from residents and stakeholders through various forums and during different phases of the consultation process, as well as how the proposals have sought to respond to the views and priorities of the community.

### **Design Working Group**

Торіс	You Said	We Did
Non- residential uses	<ul> <li>More local businesses</li> <li>Avoid retail chains</li> <li>More family-oriented community spaces</li> <li>Farmers' markets</li> <li>Well-being spaces</li> <li>Uses that complement the area</li> <li>Uses that do not compete with local markets and supermarkets</li> </ul>	<ul> <li>We have designed a number of small commercial spaces for as wide a range of commercial spaces as possible and have worked with our agents and RBKC to ensure we provide the right amount of commercial space and make it viable and beneficial to the local community</li> <li>We have designed flexible outdoor space for regular and seasonal market stalls</li> <li>We will look to avoid retail chains to complement exisiting uses.</li> </ul>
Roads, Paths and Public Realm	<ul> <li>User-friendly roads</li> <li>Support for pedestrianisation of Portobello Road</li> <li>Children should be a focus of the design of the public realm</li> <li>Daytime use of Block 9 courtyard for ground floor units</li> <li>Parking and Delivery concerns</li> <li>Provision of cycle hire schemes</li> </ul>	<ul> <li>Phase 3 roads will be user-friendly. Their width and layout have taken into consideration the servicing of the blocks and the traffic needs of the neighbourhood</li> <li>A new TfL Bike dock. Also, there will be delivery and servicing bays along Portobello Rd</li> <li>Phase 3 is intended to ensure the connection of Ladbroke Grove with Portobello Road, and ensure the easy navigation of the area</li> <li>The Block 9 courtyard will be publically accessible during the daytime and will include doorstep play.</li> </ul>

#### Wornington Green Estate, Phase 3 Statement of Community Involvement | October 2021

Торіс	You Said	We Did
Townscape	<ul> <li>Consistent window sizes</li> <li>Preference for recessed balconies and light materials (similar to Phase 1 material palette)</li> <li>Concerns over possible overshadowing by taller building</li> <li>Preference against fully glazed front doors for privacy reasons</li> </ul>	<ul> <li>Window size will be a key consideration as detailed design progresses. It is more economical to have a consistency of window sizes, as well as beneficial to the apartment</li> <li>We have endeavoured to include recessed balconies where possible</li> <li>Daylight/sunlight studies have been developed. A taller building with a narrower footprint will cast longer but narrower shadows that will move quickly through the day.</li> <li>We do not propose fully glazed front doors - small areas of glass are useful to allow natural daylight and to see who is at the door</li> <li>Ground floor homes facing onto the street will have some fenced off space between their door and the street</li> <li>The material palette complements the pale, warm tones of Phases 1 and 2A.</li> </ul>
Common Areas	<ul> <li>Mixed opinions about how to balance a functional aesthetic with a more community feel</li> <li>Request for artwork but not too much colour in lobbies</li> <li>Importance of good ventilation</li> <li>Communal corridors in Phase 1 are too hot</li> <li>8-person lift too small, as it needs to accommodate furniture too</li> <li>Most members do not want carpet in the stairway</li> <li>Good sound-proofing is needed because tenants in Phase 1 can hear lifts while in their flats</li> <li>Residents suggested separate postal room for large parcels</li> <li>Refuse stores to be close to homes and bulky storage for all blocks.</li> </ul>	<ul> <li>Most cores in Phase 3 are currently designed with 2 lifts per core. Lifts will comply with statutory requirements and we will be incorporating 13 person lifts in most of the new blocks</li> <li>CHL will move furniture for existing residents</li> <li>We will insulate lift shafts appropriately to reduce any transfer of noise in accordance with Building Regulations</li> <li>Good ventilation and high comfort levels have been raised with mechanical and electrical services consultants at early design stage</li> <li>We will consider alternative options to carpet that also help absorb noise and are easy to maintain.</li> <li>Colour will be used considerately wherever and whenever it is used.</li> <li>Bulky storage rooms will be provided in each new block</li> </ul>
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Торіс	You Said	We Did
Layouts	<ul> <li>Mixed opinion about open-plan homes</li> <li>Suggestions for a separate balcony for the main bedroom</li> <li>The flats should feel spacious and have good natural lighting</li> </ul>	<ul> <li>Open plan homes allow for greater flexibility and less lost area. All of the larger family units will have a separate kitchen</li> <li>We have tried to include access to the balconies also from the bedrooms where possible</li> <li>All of the flats comply with the described space standards and London Plan 2021 requirements in terms of area and private. space standards in terms of area and private outdoor amenity space</li> <li>All flats will have generous, full- height windows. Also, daylight/ sunlight studies have been carried out assess the levels of internal light.</li> </ul>
Community Centre, Layouts and Cycle Routes	<ul> <li>New centre should accommodate all age groups.</li> <li>Consultations with young people for feedback on the type of spaces they would be interested in</li> <li>Spaces to encourage young people to connect to healthy living</li> <li>Suggestions for the Residents' Room</li> <li>Suggestions of creating a range of different learning materials to better inform residents of layout designs and site-wide developments</li> </ul>	<ul> <li>The new Community Centre will accommodate all age groups</li> <li>We have had a series of consultations with the Venture Centre, which represents the needs of the wider community. RBKC will hold further engagement on the fit-out of the space.</li> <li>The building will be owned and managed by RBKC. We are in dialogue with the Venture Centre as well as RBKC estates team. The current plans provide enough flexibility to maximise community floorspace as well as reproviding the outdoor children's playground</li> <li>We are proposing re-providing the residents' room outside of the community centre. The room will provide 102.02sqm / 1098.1sqft of dedicated space for estate residents</li> </ul>

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# Public Consultation Feedback, June 2019 – January 2020

Key changes to the masterplan

Summary	You Said	We Did
Need more information	<ul> <li>"It will be more beneficial to see the model when completed." (Public Consultation)</li> <li>"Bit more communication. Leaflets/letters." (Door- knocking)</li> </ul>	<ul> <li>The design of the new neighbourhood has been communicated through 3D walkthroughs and images of the proposals</li> <li>A number of public engagement and consultation activities were undertaken, using a range of promotional and feedback tools</li> </ul>
Concern for noise from the new community centre and/or railway	<ul> <li>"It's ok. I'm worried about noise from the railway, but I like double glazing and improved windows." (Public Consultation)</li> <li>"Should work well. Noise issues of CC (Community Centre?) a potential problem - opening times important." (Public Consultation)</li> <li>"Less noise would be nice" (Door-knocking)</li> <li>"Sound insulation for adventure playground and for the buildings is very important. Allow for noisy late-night parties." (Public Consultation)</li> </ul>	<ul> <li>Acoustic studies and noise surveys have taken place with respect to the adventure playground and proposals are being developed to minimise noise spill-out</li> <li>The community centre has been specifically designed using materials and techniques that have noise-controlling properties, unlike the current Venture Centre. We expect that the occupier of the community centre and RBKC will also need to plan and agree a Community Centre Management Plan. The hours of operation will be controlled by planning condition</li> <li>Noise from the railway is reduced considerably with specialist glazing. The effectiveness of this in Bond Mansions has been demonstrated to the Design Working Group</li> </ul>
Sceptical of new local 'centre' at the top of Portobello Road	<ul> <li>"I am a little bit sceptical about creating a new 'centre' at the top of Portobello Road - will it impact on Golborne Road?" (Public Consultation)</li> </ul>	We have taken these concerns on board and thoroughly reviewed our approach to commercial spaces. We've analysed the impact that the new buildings and additional retail spaces will have on the area, and there is strong evidence that they will bring more people all the way along Portobello Road. We have sought advice on the best ground floor uses to achieve a vibrant street while being sensitive to surrounding businesses.

# The proposed townscape

Summary	You Said	We Did
Concern about taller building	<ul> <li>"Tall building may look out of place - need to see how [this] develops." (Public Consultation)</li> <li>"Not happy about the proposal to build a high-rise block may affect quality of people's life" (Door-knocking)</li> <li>"Not to build such a high rise. Would prefer 5 or 6 storeys to blend in with existing development" (Door-knocking)</li> </ul>	<ul> <li>A review of our design approach found that a 15-storey building is still the best way to deliver the required number of homes while giving the best possible levels of daylight/sunlight</li> <li>We have carried out a Sunlight/Daylight review that demonstrates that the proposed flats will offer the required leve of comfort to the residents</li> <li>We have changed the form of the buildin</li> </ul>
General suggestions about the tall building	<ul> <li>"Hopefully the buildings won't be so tall that they aren't overshadowing other flats." (Public Consultation)</li> <li>"The 15 storey building should have distinctive features, variations in colour/finishing materials and windows etc NOT totally symmetrical." (Public Consultation)</li> <li>"Breaks in massing key to allow light in - kills bacteria and improves way of life." (Public Consultation)</li> </ul>	<ul> <li>to have a pentagonal (5-sided) shape rather than a square one. This gives the building a more residential feel and makes it more elegant and less imposing. This also allows for a greater proportion of dual aspect units and better quality accommodation.</li> <li>We have included variations in the façade to make it less formal and more inviting. We have also looked carefully at the way the building meets the ground, to ensure it feels inviting at ground level</li> <li>Landscaping has been designed so the spaces with the most active uses (e.g., gardening, play or seating areas) get the most sun.</li> </ul>

# Roads, paths and public space

Summary	You Said	We Did
Support for the proposals	<ul> <li>"Like pedestrianised road - it's easier as car can't go here. New road joining Ladbroke Grove from Wornington - good for access." (Public Consultation)</li> </ul>	The design offers a unique opportunity to generate greater connectivity. Portobello Road will be a shared surface with one- way access for vehicles. It will be designed in such a way that it can have pedestrian priority.
Suggestions for features for public space	<ul> <li>"Need more green space - planters - grass areas: need to encourage footfall - attractive" (Public Consultation)</li> <li>"All round should be well lit to improve the crime rate." (Public Consultation)</li> </ul>	<ul> <li>We have designed a flexible outdoor space, with plenty of greenery</li> <li>All of the public spaces will be well-lit in order to create a safe and secure environment</li> </ul>
Support for the proposals	<ul> <li>"Like pedestrianised road - it's easier as car can't go here. New road joining Ladbroke Grove from Wornington - good for access." (Public Consultation)</li> </ul>	The design offers a unique opportunity to generate greater connectivity. Portobello Road will be a shared surface with one- way access for vehicles. It will be designed in such a way that it can have pedestrian priority.
Suggestions for features for public space	<ul> <li>"Need more green space - planters - grass areas: need to encourage footfall - attractive" (Public Consultation)</li> <li>"All round should be well lit to improve the crime rate." (Public Consultation)</li> </ul>	<ul> <li>We have designed a flexible outdoor space, with plenty of greenery</li> <li>All of the public spaces will be well-lit in order to create a safe and secure environment</li> </ul>
Perceived lack of parking and requests for space for taxis and deliveries	<ul> <li>"More Parking" (Door-knocking)</li> <li>"Want to be able to have taxis/ deliveries dropped near the front door - can't in Phase 1" (Public Consultation)</li> </ul>	On-street parking numbers are supported by a parking survey that was carried out and permits will be available to residents that have a right to return. There will be delivery/ drop-off points in Phase 3. Also, there will be a new TfL bike dock. There will also be long-stay and short stay (visitor) cycle parking provided.

Safety concerns for traffic and anti-social behaviour	<ul> <li>"Better traffic control" (Door- knocking)</li> <li>"Security is important. Doesn't like existing walkways - men hanging around and smoking" (Public Consultation)</li> </ul>
More seating provision in the public square	<ul> <li>"Benches, somewhere to enjoy the sun/the day. Markets would be a nice idea." (Public Consultation)</li> </ul>
Wheelchair accessibility	<ul> <li>"Very accessible - please ensure it works for mobility impaired too." (Public Consultation)</li> </ul>

- The team has designed public space that discourages crime and anti-social behaviour, in line with the Metropolitan Police's Secured by Design principles. A series of meetings have been held with the Met Police to discuss the proposals
- The whole masterplan is well connected with the rest of the area. There will be no dead ends or unused spaces
- Safety has been a key part of the brief for developing the spaces. We held discussions with RBKC Highways regarding the road layouts and controlling vehicular traffic. Although Portobello Road will be a shared surface, it can be used for public activities at certain times of the week. Also, several traffic calming measures will be in place. Wornington Road is now also proposed to be oneway.
- The landscape proposal includes seating at the new public square

# Non-residential spaces

Summary	You Said	We Did
Suggestions for non-residential uses	<ul> <li>"I am concerned that there should be office and light industrial space. I am concerned that there should be planting of large trees especially around the park - to make it fit in with the other tree-lined roads in the area" (Public Consultation)</li> </ul>	<ul> <li>We are working with a commercial agent to identify the best uses for the area to ensure the success of the commercial space and the surrounding public realm</li> <li>54 new trees will be planted across Wornington Road and Portobello Road. (but 13 will be delivered as part of phase 2). Also, there will be significant planting in the new public square. We have also looked at where we can retain exisitng trees (further detail can be found in the DAS).</li> </ul>
Suggestions for Community Centre	<ul> <li>"Activities for children and teenagers" (Door-knocking)</li> <li>"Children's play - in park (hut) or community centre." (Public Consultation)</li> <li>"Concerned about Venture Centre becoming sanitised." (Public Consultation)</li> </ul>	<ul> <li>We will take any suggestions for the community centre to the community centre working group to consider</li> <li>RBKC will own and manage the centre, and while we've worked with the Venture Centre to make sure all current uses would be provided for, RBKC will select the occupier for the new centre, who will confirm the exact uses</li> </ul>
Concern over excessive retail	<ul> <li>"The area appears to be becoming more commercial losing some of the cultural dynamics that litl is known for. Yes, it gives more opportunities for small businesses however, it has consequences for people who have lived in this area for many years such as noise, parking problems, loss of this area being a residential area." (Public Consultation)</li> <li>"Small shops - not large units that encourage visitors/cars - coming and going." (Public Consultation)</li> </ul>	<ul> <li>This is a residential-led project, and the Applicant will work hard to make sure new commercial spaces don't detract from the neighbourhood's residential character and that they provide a useful and attractive offer for people living nearby</li> <li>We are working with our commercial agents and RBKC to plan a viable commercial offer that only enhances the surrounding residential neighbourhood</li> <li>We are now proposing less commercial space and more homes in Phase 3 than we were previously. This is less than what was permitted under the hybrid planning permission 2010. Moreover, the parking provision has taken into consideration the current demand and needs of the local residents</li> <li>The individual units do not exceed 175 sqm in size and will provide active frontages and natural surveillance</li> </ul>

# Materials, doors and balconies

Summary	You Said	We Did
Support for material choices and proposed balconies	<ul> <li>"Good. The tone and colour will be a nice touch with a traditional yet modern feel." (Public Consultation)</li> </ul>	The proposed material palette has been developed in discussion with the Council and AAP/QRP.
Support for Phase 1 material palette	<ul> <li>"Like materials used in Phase 1. Like brick - brown." (Public Consultation)</li> <li>"Like Phase 1 material palette" (Public Consultation)</li> </ul>	<ul> <li>The material palette complements the pale warm tones of Phases 1 and 2A</li> <li>Following discussions with RBKC the whole community centre will now be brick and we have changed the taller</li> </ul>
Suggestions for colour palette	<ul> <li>Materials not too grey. Happy overall – prefer creamy pale colour." (Public Consultation)</li> <li>Several shades of green works elsewhere in London. The terracotta brown is interesting. Have doors and window frames in different colours and styles." (Public Consultation)</li> </ul>	building to a warmer pink-toned (but still pale) brick to maintain the colour palette while giving warmth and variation.
Suggestions for balconies	<ul> <li>"Prefer recessed balconies " (Public Consultation)</li> <li>"Light balconies with shelter." (Public Consultation)</li> <li>"More spacious balconies would be good" (Public Consultation)</li> </ul>	<ul> <li>The vast majority of the homes will have recessed balconies, with some exceptions that will enjoy a great view across the new public square or the extension of Portobello Road.</li> <li>All of the balconies are minimum 1.5m deep, in line with current space standards</li> </ul>
Concerns about balconies	<ul> <li>No balconies outside to see neighbours." (Door-knocking)</li> </ul>	
Suggestions for front doors	<ul> <li>"Prefer not to have glass in the doors: privacy/safety." (Public Consultation)</li> <li>"Front doors with shelter." (Public Consultation)</li> </ul>	<ul> <li>Entrance doors will either be recessed or incorporate a canopy to give shelter</li> <li>Entry doors to ground floor flats will not have large areas of glass</li> </ul>

### November/December 2020 consultation

Summary	You Said	We Did
Provision of new housing, including social housing	Whilst the majority of residents welcomed the delivery of new homes, including affordable homes, several people called for a higher proportion of affordable housing to be delivered, given the overall increase in the number of homes on the site.	The planning application is proposed to be for up to <b>377</b> homes, this is an uplift of 20 homes compared with the outline consent. Our plans include up to <b>213</b> homes for social rent, an uplift of <b>15</b> homes compared with the outline consent. This means that the majority of the additional homes (compared with the outline planning consent) are for social rent. We need to deliver market sale housing to fund our programme of affordable housing. Any surplus that is made on any of our schemes is used to subsidise affordable housing delivery.

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#### Summary

You Said

Proposed height of new buildings Several people raised the height of the 15-storey building, suggesting that it was too tall. Concerns included the impact on the character of the estate, the possibility of overshadowing, and the potential effects on wind in neighbouring streets. Some welcomed the changes to the design of the building.

"15 storeys way too high. It will totally change the feel of the estate, which up until now has always enjoyed a strong sense of community."

"The change of Block 9 to an octagonal shape is effective in reflecting the Victorian nature of other buildings on Portobello Road."

#### We Did

We have previously tested design options which look at how we can deliver the number of homes we require within Phase 3 to fulfil our obligations.

There has also been a rigorous design review process around the tall building, efforts to optimise this highly sustainable and accessible site to provide max no. of new homes and affordable homes.

We still believe that the 15-storey building is the best option. We compared the overshadowing impact of a 15-storey building with a 12-storey building, and the difference was so small as to be hardly noticeable.

This approach has been broadly supported by the GLA, the Council and members of the Quality Review Panel, who have emphasised the importance of high-quality design for the taller building.

Reducing the height of the tallest building would mean adding height and length to the other buildings alongside the courtyard, which would create more overshadowing. Sunlight studies have found that any shadow cast by the taller building is relatively narrow and moves quickly through the day.

Wind modelling has also been carried out and showed that wind speeds would be suitable for sitting and walking comfortably in all areas.

We also tested the impact of the building from a number of viewpoints in the surrounding area and it was not shown to be overly dominant. The functional, cumulative and visual impacts have been tested and assessments are provided as part of the planning submission.

### Summary

#### Landscaping and greenery on site

Landscaping and greenery on-site were key priorities for respondents. People said they would welcome an increase in public green space in the plans, as well as a commitment to safeguard existing trees on site. Respondees were alo keen to retain as many exisiting trees as possible.

You Said

Further suggestions included rooftop garden spaces, as well as green areas dedicated to boost biodiversity and offering residents the opportunity to grow their own produce.

"Rooftop garden spaces would also be welcomed, along with space for a whole community garden with raised beds and even beehives"

"Need bigger pavements and more trees and greenery. Too much concrete on the ground."

### We Did

Our proposals for Phase 3 include an increased amount of green space when compared with what was proposed under the outline consent.

We have reviewed our tree strategy with the Royal Borough of Kensington and Chelsea and shared an update with the RSG, DWG, estate residents and wider stakeholders prior to submission.

We have also retained more exisiting trees through the changes we have made to the road layout. We met with RBKC Officers to discuss how the max. number could be retained.

The proposals have sought to maximise retention and planting on-site and will see 11 trees retained (four more than in the 2010 outline consent) and 41 new trees planted (18 more than in the outline consent).

We have included green and brown roofs and extensive PV on our roofs. The community kitchen garden will be reprovided on the roof of block 10A. as well as locating air source heat pumps on the roofs as part of our sustainable energy strategy.

This means that there is no roof space available for rooftop terraces, but we hope that the green roofs will be a positive contribution to the scheme and local area.

Summary	You Said	We Did
Design	Many respondents commended the architecture, the colour of the brickwork, the design of the façades and the general look of the development. Most respondents agreed to some extent that the design approach had sought to respond to the local context and the wider masterplan in terms of height and appearance, while a minority were neutral or more critical of the designs. <i>"Light brickwork and facades are really pleasing, as are large windows"</i> <i>"The difference in brick work and colour is a welcome development, as is the difference to front elevations along the northern end of Wornington Road."</i> <i>"The 15-storey tower is badly sited. It will overshadow</i> homes and the street to the north of it. A more sensible plan would place high-rise housing provision along the north side of Wornington Road, so that it overshadows only the railway lines."	We have further developed the design approach on blocks 9, 5 and 10. On block 9, we have developed the design for the top of the building to slightly reduce the height and the impact on the skyline. We have also looked at different bricks, keeping the light shade that previously received positive feedback but now with a pink tone which has a warmth and similarity to the bricks for the nearby Phase 2b. The review of blocks 5 and 10 have looked at subtle ideas to differentiate the different parts of the blocks. This includes different colours in the entrances and different threshold treatments.

Summary	You Said	We Did
Inclusive and accessible environment	Several recipients commented that they wished to see plans which are inclusive of all residents regardless of background and that the development should facilitate disabled- friendly accessibility. "Please do not forget people using the community facilities often are disabled and need to access and park easily."	All buildings will meet the requirements of building regulations with regard to step-free access. All the parking will be delivered along the Highway which will be adopted by the Council, so we will work with them on the location of any disabled bays, we have currently identified to so far and will continue to develop this. Our residential amenity proposals will be open to all our residents. These include a residents' lounge, co-working space and gym, which will be paid for via service charge. For some of the amenities i.e. the co-working space and gym we will offer residents the choice to opt in so that they are not automatically added to service charge. We will offer our affordable residents the choice to opt-in – the private residents will be automatically opted in They are all located on the ground floor with step-free access.
Priorities for the Community Centre	The reprovision of the adventure playground for children was a clear priority for people. Other recommendations included providing an events space for community use and a non-profit café for residents and neighbours. There were no comments on the location of the community centre, apart from one response which noted that the location of the foyer would be key in monitoring the comings and goings through both entrances. <b>"An attractive venue consistent with increased civic pride – a fun place to</b> go etc."	The adventure playground will be re-provided in the new proposed location on Portobello Road and we have worked with the Venture Centre on these proposals. All existing community floorspace will be reprovided within a high-quality, modern building fronting Portobello Road, which has been designed to be able to deliver a number of different uses. The spaces are flexible to ensure that different services can be provided, but some of the key elements include a hall, nursery and music room. We have also recently included a steelpan workshop which will have its own entrance, to provide for the existing steelpan workshop. We will continue to work closely with the Venture Centre and the Council (who will own the community centre once it is built) to develop these plans further. The exact uses of the spaces will be decided by the occupier of the building, who will be selected by RBKC.

Summary	You Said	We Did
Traffic and parking concerns	The clear majority of people supported the proposals to encourage walking and cycling and to discourage parking and traffic on Portobello Road. Similarly, traffic calming measures were broadly welcomed. However, a number of concerns were raised with regards to the restoration of the area's historic street pattern and the impact on traffic flows in surrounding roads. Also, whilst some respondents requested that the development be car-free, others suggested that we should include more parking for residents. The importance of blue badge parking to facilitate accessibility for those with disabilities was again highlighted. <b>"Even with traffic calming</b> measures in place, I feel there is a very high risk of the northern end of Portobello Road becoming a rat run for cars."	In line with a review of our tree strategy we have also reviewed the road layout. Whilst keeping the previously proposed historic street pattern, traffic movements, parking layouts and numbers have been reviewed to aid retention of 11 trees in total – four more than in the 2010 consent. We will be providing disabled bays, as required by RBKC. The parking and roads will be adopted and managed by the Council.

### Summary

### You Said

Providing affordable space for small and local businesses There was a strong consensus that small, local businesses should be given priority within the development. Respondents stressed the need for affordable and adaptable spaces in order to support these types of businesses and start-ups.

There was little appetite for chain stores or supermarkets and broad acknowledgement that the proposals for ground floor shops, restaurants, cafés and other businesses would benefit residents and the wider area.

"Perhaps you need to think about how to encourage and support small local businesses by providing affordable rents for shops and cafés, artists' studios, workshops, shared working spaces, etc."

### We Did

We have developed our proposals with expert input from our agent BGP. The strategy proposed looks to include commercial properties along Portobello Road. The proposed spaces include different sized units which would attract different sized businesses.

We have tried to make the spaces flexible to attract a range of different occupiers. These properties in Phase 3 are not proposed to be completed until 2027/2028.

#### 12.2

In the event that the application is approved, the Applicant will continue to engage with residents and stakeholders throughout the detailed planning and construction processes.