

DESIGN AND ACCESS STATEMENT

FOR: REPLACEMENT WINDOWS AND DOORS TO EXISTING GRADE II LISTED HOLIDAY LET APARTMENTS.

AT: CUSTOM HOUSE, LOWER STRAND, HUGHTOWN, ISLES OF SCILLY, TR21 0PS

ON BEHALF OF: PAUL GROVES

DOCUMENT REF NO: 3528 - Design and Access Statement

ISSUE DATE: December 2025



Figure 0: *The Custom House from Lower Strand – Image Credit: CAD Architects Ltd.*

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By Tom.Anderton at 9:24 am, Dec 17, 2025

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REVISIONS

| DATE | ISSUE | DESCRIPTION |
|----------|-------|-------------------------|
| DEC 2025 | 01 | FIRST DRAFT OF DOCUMENT |
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DOCUMENTATION

| REF NO. | DOCUMENT | REVISION |
|------------|-------------------------------|----------|
| 3528-1-001 | SITE LOCATION AND BLOCK PLANS | - |
| 3528-1-100 | AS EXISTING MIXED FLOOR PLANS | - |
| 3528-1-200 | AS EXISTING ELEVATIONS | - |
| 3528-3-100 | AS PROPOSED MIXED FLOOR PLANS | - |
| 3528-3-200 | AS PROPOSED ELEVATIONS | - |

INTRODUCTION

DESIGN BRIEF

CAD Heritage have been appointed by the client, **Paul Groves**, to prepare the necessary documents for a Full Application with Listed Building Consent. The application seeks approval for replacement windows and doors at **Custom House, Hughtown, Isles of Scilly**.

The proposed works are essential to address areas of the building that require maintenance, aiming to prevent further deterioration of this Grade II Listed property. The focus of this application is to provide thermal upgrades to the windows and doors by providing double glazing, as well as repairing or replacing the existing degrading timber window frames.

SITE ASSESSMENT

SITE CONTEXT

Forming a part of the Isles of Scilly, St. Mary's has quite a rich history with established fortifications and historic towns. Hughtown, located to the West of the island, is one of the most historic settlements at St. Mary's with many heritage assets, including a variety of listed buildings, scheduled monuments and non-designated heritage assets. The Isles of Scilly form a conservation area, to protect these assets.

The Custom House is located to the North of Hughtown on the coastline of the island, along Lower Strand, which forms a prominent route through Hughtown to either side of the island.

The site is situated in:

- Area of Outstanding Natural Beauty (AONB) – *Isles of Scilly*
- Heritage Coast – *Isles of Scilly*
- National Character Area – *Isles of Scilly*
- Site of Special Scientific Interest (SSSI) Impact Risk Zone
- Flood Zone 3

The site is also adjacent a Special Protection Area and Special Area for Conservation.

As illustrated in Figure 1, the site is bordered by:

- **North:** Town Beach and St. Mary's Pool
- **East:** Holgates Green
- **South:** Lower Strand and Properties
- **West:** Properties

LISTING STATUS

The property is Grade II Listed:

CUSTOM HOUSE, STRAND HOUSE – HER 1141180

ST. MARY'S

*SV9010 LOWER STRAND, Hugh Town 1358-0/8/68 (North side) 12/02/75 Strand House and Custom House
GV II*

Two houses, now guest house, custom house and club. Early C19, partly remodelled 1927 by Richardson and Gill for Duchy of Cornwall estate. Coursed granite rubble clad in colourwashed render and stucco; hipped slate roof; rendered ridge stacks. Double-depth plan with 2 rear wings flanking yard. 2 storeys. 3-window first-floor range to Lower Strand has c1986 plastic door and windows. Granite steps with iron railings and gates to further recessed bay on right which has 6/6-pane sash to right of 6-panelled door with glazed upper panels and tripartite fanlight set doorcase with half-columns and capitals to flat hood; right return wall has similar sash. Another recessed bay to right has channelled rustication to ground floor with horned 3/3-pane sash beneath plat band and first floor with rusticated quoins and bracketed cornice over horned 3/3-pane sash. Lean-to to right has 6/6-pane sash to front and, to right return wall, four 6/6-pane sashes to right of round window above Royal Arms and door with side lights. Interior: includes early C19 cornicing and, to first floor of Strand House, moulded architraves to shutters. Richardson and Gill's alterations were consequent to the moving of the custom house from the rear of the Atlantic Hotel (q.v.).

Listing NGR: SV9040810573

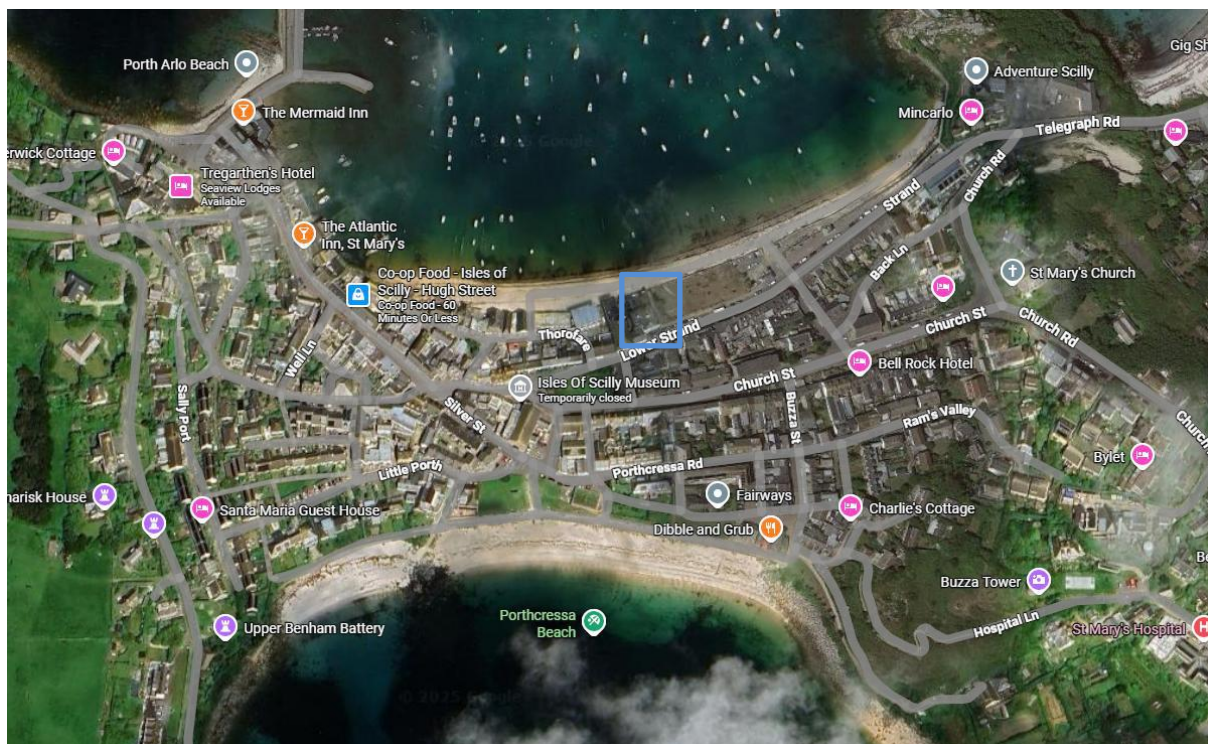


Figure 1: Google Map Extract showing the site in context.

PLANNING HISTORY

The planning history for the site is detailed below:

P3182 - Circular 18/84 procedure for provision of new DSS sign at Customs House [No decision notice or stamp found]

P4838 - Install 4 stacked dipoles in omni pattern.

P4946 - Single doorway to be created through internal wall, new door and frame.

P4592 - Install VHF radio aerial at roof height approx 2m in height.

P5326 - Removal of Custom House crest for display at museum.
Refused – 21.07.2003

P/07/007 - Installation of conservation rooflights and additional window
Approved – 13.02.2007

P/07/008 - Installation of conservation rooflights and additional window plus internal alterations
Approved – 27.02.2007

P/07/045 - Replace flat roofs with pitched slate roofs and form extension to office
Approved – 07.06.2007

P/07/046 - Listed Building Consent for changing flat roofs to pitched roofs for extension to office
Approved 07.06.2007

P/13/026/FUL - Demolition of existing rear extension and replacement with new extension, reconfiguration of internal accommodation, replacement of courtyard doors and paving.
Approved 04.06.2013

P/13/027/LBC - Demolition of existing rear extension and replacement with new extension, reconfiguration of internal accommodation, replacement of courtyard doors and paving.
Approved 04.06.2013

P/14/002/LBC - Replacement of existing railings and balustrades on front elevation with galvanised steel and installation of two vents on East elevation.

Approved 04.02.2014

P/21/032/ROV - Variation of condition 4 of planning permission P/12/044 (change of use of commercial premises to holiday letting unit) to allow for the permanent residential use of "Topsail" by the transfer of the holiday letting restriction to "Spinnaker".

Approved 27.05.2021

PLANNING POLICY

For this application, the most relevant and up-to-date planning guidance and policies are:

- **National** – National Planning Framework 2023 [NPPF]
- **Local** – Isles of Scilly Local Plan (2015-2030)

PROPOSED WORKS

OVERVIEW OF THE PROPOSED WORKS

To replace the existing external windows and doors, due to the evidence of their deterioration.

PROPOSED LAYOUT, AMOUNT, SCALE AND APPEARANCE

As part of this application, the remaining elements of the building fabric are to be retained as existing.

The replacement windows and doors are to replicate the existing with appropriate profiles and proportions which are to be specifically designed to suit each opening. Each unit is to be slim line doubled glazed timber with frame colours to replicate the existing.

ACCESS

The existing methods of access to the site are unaffected by the proposed works.

CONCLUSION

The proposed works are focused on retaining the character and prominent appearance of the Custom House, whilst ensuring that the building is appropriately maintained for its existing use as holiday let apartments. By replacing these window and door units with similar alternatives that also provide an appropriate thermal upgrade through double glazing, the quality of these apartments would be enhanced. This application seeks support from the Local Authority to carry out these necessary works, which will help protect this heritage asset and contribute positively to the important historic value of Hughtown and the wider Isles of Scilly Conservation Area.

WASTE MANAGEMENT STATEMENT

All waste shall be removed from the islands by appropriately competent contractors. All works are contained within the boundaries of the site and will be coordinated via the main entrance door to Lower Strand and the rear courtyard accessing onto Town Beach. Waste will be segregated on site where possible, or where not achievable, the appointed third-party waste removal contractor will collect, sort and transmit to waste to licensed waste facilities on the mainland.

PROJECT START DATE AND DURATION

The works are scheduled to commence as soon as possible and are proposed to continue throughout the winter period.

PERSON RESPONSIBLE FOR THE MANAGEMENT OF WASTE

The Principal Contractor and On-Site Project Manager are responsible for organising the management of any waste on site. This is then to be managed by a reputable third-party removal contractor.

THIRD PARTY WASTE HANDLING (OFF ISLANDS)

Third parties, receiving imported waste from the islands, will be required to provide documentary evidence of their license to handle, transport and dispose of waste and provide consignment notes for each consignment of waste received for final disposal including tonnages removed.

OBJECTIVES

- To take all reasonable steps to ensure that waste management controls are observed.
- To minimise the amount of waste generated and maximise the amount of waste reused & recycled.
- To re-use as much waste as possible on-site. Where reuse on-site is not possible to identify the most appropriate waste management option in line with the waste hierarchy.
- To manage waste as close as possible to the site location.

RESPONSIBILITIES

The Principal Contractor is responsible for the implementation of the SWMP - duties include, but are not limited to:

- Ensuring waste is managed on site according to the SWMP.
- Ensuring all staff and sub-contractors understand their duties in relation to the SWMP.
- Ensuring correct records and documentation is kept.
- The 'Site Waste Coordinator' is the point of contact for all staff, contractors and waste contractors in relation to the SWMP and waste management issues.
- All contractors' staff and operatives working on site are responsible for adhering to the principles of the SWMP. This includes attending training as specified and following arrangements for the movement and segregation of waste on site.

FLOOD RISK

The existing site is located within designated flood risk zone 2 & 3. The proposed would not involve any alterations to increase the roof or site's impermeable area, and as a result will not have any impact on the existing situation or flood risk.

SUSTAINABLE DESIGN MEASURES

By protecting the condition of the existing listed building, the proposals are inherently sustainable – maximising the use of the existing listed building for the foreseeable future.

SITE PHOTOS



Figure 2: *The Customs House from Lower Strand – Credit: CAD Heritage*



Figure 3: *The Customs House from Holgates Green – Credit: CAD Heritage*



Figure 4: *The Customs House from the Rear – Credit: CAD Heritage*



Figure 5: *The Customs House from the Town Beach – Credit: CAD Heritage*