

Regent's Place

Property overview

Regent's Place is a 13-acre, fully-managed estate in the West End of London, NW1. It comprises around 1 million sq ft of office, retail and leisure accommodation, and is home to around 7,000 workers. It is managed by an on-site team from Broadgate Estates, a wholly-owned subsidiary of British Land.

The [Regent's Place masterplan](#) will see the estate double in size to around 2 million sq ft.



Our use of resources

We have reduced like-for-like energy use in the common and estate parts at Regent's Place by 13% since 2004, cutting carbon emissions by 16%. 1, 4 and 7 Triton Square improved energy efficiency by improving how the Building Management System controls the heating and cooling systems. Next year, the team plans to install energy efficient light bulbs and adjust the Building Management System controls to further reduce energy use.

338 Euston Road reduced annual water use by 10%, saving over 7 million litres of water and cutting water bills for our occupiers. Last year, the building management team installed sani-sleeves on all urinals. These are designed to reduce smells and blockages from urinals, cutting the number of times in a day that urinals need to be automatically flushed. This has also cut the amount of cleaning chemicals used and reduced maintenance costs, as there were fewer blockages. We will be applying the lessons from 338 Euston Road to our other properties where appropriate.



We achieved 64% recycling at Regent's Place, with zero waste to landfill since January 2009. We collected waste from all of our occupiers except for Abbey, processing all materials streams except for some confidential paper. We worked with a number of retailers who joined the scheme to raise awareness of the environmental importance of recycling. We hope that this will help to improve recycling rates further.

Our customers and us



We worked with all office occupiers to understand resource use and share best practice, through our Regent's Place Environmental Working Group. A new Environmental Working Group was also set up at 350 Euston Road to target resource use reductions. This group consists of Balfour Beatty, Capital One, ELEXON and General Medical Council, as well as British Land and Broadgate Estates. All four office occupiers signed up to the Green500 scheme to improve energy efficiency and cut carbon emissions. In March, the majority of occupiers at Regent's Place participated in Earth Hour 2009, turning off all their lights for an hour. This raised awareness of the importance of energy conservation and was used to encourage people to implement lights-off policies in every building, every day.

The overall feedback from our third independent customer satisfaction survey was positive. Our customers also identified some opportunities for improvement. Value for money is a clear priority. We will be consulting with occupiers to identify opportunities to reduce service charge costs, whilst maintaining essential services. Physical works to develop and enhance Regent's Place will ultimately benefit our occupiers. We recognise that these works have caused some difficulties to our occupiers over the past year. We are improving how we keep occupiers informed and working with project teams to minimise any disruption.

We worked to improve communication with occupiers, sending out more frequent email updates and launching a new website. The new website provides comprehensive information about the Estate and the local area, as well as about our development plans. This is helping us to keep occupiers informed about how they might be affected by construction activity. New online features also include live departure boards for Euston, King's Cross and Liverpool Street stations, live underground status information and a journey planner that takes into account service disruptions to suggest the best route and means of travel.

We are improving [pedestrian links and public spaces](#) as part of our development of the Estate.

Our communities and us



We supported the West Euston Partnership for the 16th year. We work with the local community in West Euston, where Regent's Place is located, to make the area a better place to live and work. Volunteers from British Land and Broadgate Estates provided regular reading support to children at Netley Primary School and participated in a team challenge day to transform the school playground. We also sponsored a ballroom dancing group comprising 30 elderly local residents, as well as funding a trip out for Christmas lunch for several of the 25 residents of the sheltered housing unit at Esther Randall Court.



Occupiers, local people and other visitors enjoyed a multicultural programme of events in Triton Square for the fifth year. A five-week summer festival, organised by Diorama Arts, gave over 25 local groups the opportunity to showcase their talents. Performances included African drumming, Argentinean tango, belly dancing, Japanese Taiko drumming and salsa dancing. We also hosted an event to promote safe and healthy travel to work. Dr Bike carried out free repairs to over 20 bicycles and gave maintenance advice. Camden Borough Council and local police were on-site to answer questions from occupiers, local people and visitors. In July, Camden People's Theatre performed *Sprint*, a three-day show in Triton Square.

Six members of the Regent's Place team participated in 'Movember', raising funds for the Prostate Cancer Charity by sponsored growing of moustaches.

We engaged with the local community at every stage of the [Regent's Place masterplan](#).



Over the summer, 60 children from three local primary schools participated in a six-week art project, called UNITE. They worked with a local artist to design and build an art installation inspired by the built environment and public artworks around Regent's Place. Their final piece was temporarily displayed in Triton Square. As well as being a positive experience for the children involved, this generated a creative atmosphere for occupiers over lunchtime in Triton Square. This is the second year we have supported a creative project run by Camden's Out of School Learning Service. In 2009, we will be supporting another creative art project in Camden, called CONSTELLATION.



In July, we part-funded the Camden Mela, a Bangladeshi fair enjoyed by thousands of people. We displayed messages from our Sustainability Exhibition at the Mela to raise environmental awareness and gave 1,000 customisable cotton bags to visitors to encourage them to stop using plastic bags. We also supported the Camden Green Fair for the fourth year. The Fair is held in Regent's Park every year to raise awareness of the sustainable lifestyle choices that are available to all of us, as well as of sustainable companies and products.

[Visit the Regent's Place website](#)



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