



Redevelopment of Ashton Market Square

Stall and Kiosk Design

Question and Answer Fact Sheet

April 2014

This Fact Sheet provides a summary of all specific comments and questions raised by Market Traders at the consultation events, held in March, to review the appearance and functionality of the proposed new stalls and kiosks. The purpose of the Fact Sheet is to ensure all comments are formally recorded and considered fully by the Project Team redesigning the Market. This then ensures that consistent and accurate feedback is provided to all Market Traders and other interested parties in a timely manner.

What the Stall Market Traders said.....	Our response.....
Can we have a pull out canopy to cover the aisles of the market to protect shoppers from bad weather?	We would not recommend this for design and management reasons. However having listened to traders the canopies have been designed to be bigger than what we currently have to help with weather protection issues.
It is essential that <u>all</u> stalls can be accessed by vans to improve the loading and unloading process for traders.	After listening to trader's reps earlier in the consultation process the market has been designed to ensure that every block of stalls / trading area has vehicle access.
Will the stall lighting be improved from what we currently have?	The lighting scheme designed will be an improvement for both the trading areas and the Market Square.
How will the roof be kept clean and will the stalls look tatty after a while as they do now?	The current stalls are now over 20 years, hence why new modern stalls are needed. The cleanliness and maintenance of the trading area and Market Square will be incorporated into our new maintenance contract currently being discussed.
I currently trade from a bed and build out and my customers have space to walk into my stall. Will this still be possible with the amount of space available as I don't want to have to pay for another pitch?	The trading areas will be flexible. Traders will be able to layout their merchandise in different ways in order to best sell their goods.
How does this design give us additional protection from the rain and wind?	The design of the new Market has relocated stalls away from windy corners and placed blocks of trading areas closer together to

	provide additional weather protection. Stall flexibility allows for fewer beds and therefore more shelter. Demarcating trading areas can further increase sheltered area.
Will there be plug sockets on every stall?	Plug sockets will be available for traders who require them for trading.
Will the beds be hinged / removable? If so who will move them if they are not needed and where will they be stored?	No, some may have stall beds, some not and traders can potentially use their own tables with the agreement of the markets team. We did consider having hinged / removable beds but decided against this due to the maintenance and management issues this design will create.
The overhang of the canopy should be high enough for vans to drive under to help with loading and unloading. Is this possible?	Due to the variation in size of vans it is not possible to design the stalls suitable for all vehicles. The canopies have however been designed to be of a similar size to what we currently have and this is a compromise between providing appropriate vehicle access and weather protection.
Can the wide post (shown on the exhibition board holding the bin) be removed as this will restrict the visibility of our goods?	We will relook at the technical design of the stalls to see if we can modify this arrangement.
Will you be providing strategically located hooks on all stalls so we can hang goods / bags / rails from them?	No, because of the consultation we have carried out we are aware that the trader's requirements are very different and it would therefore be impractical to provide a system which will meet all traders' needs.
Will the structure of the stalls be graffiti proof?	No as there is no material available which is graffiti proof. However because of the materials we are planning to use they will be easier to clean than the current stall structures.
I don't like the orientation of the stalls. Why has the market been designed in this	A considerable amount of consultation, with range of stakeholders including market trader reps, has previously been carried out

way?	to consider a range of options for the best layout of the Market. Traders asked that the outdoor market be brought nearer to the indoor market and this design makes the most of footfall across the Market Square.
I am concerned about the security of the stalls as they seem very “open” and this may encourage shoppers to enter into our area.	The trading areas have been designed to be flexible spaces and it will be the responsibility of each trader to arrange their space to maximise the saleability of their goods whilst protecting their stock.
Has the design of the market considered the current issue we have with birds?	Minimised opportunity for bird perching.
I am worried about the size of the stalls. How does each individual trading area compare with what we currently have?	The design of the trading areas allows for flexibility. If you choose to trade from a stall bed the size of the bed will be approximately 2.4m x 1.2m.
I am concerned that the aisles are not wider and there will be a conflict between prams, wheelchairs and shoppers.	The aisle width is comparable, if not wider, than many markets across the UK. The trading areas have been located closer together to help create a vibrant busy market whilst providing additional weather protection for traders and shoppers.
How will the landscaped areas be managed and maintained to ensure they are kept clean and tidy and free from anti-social behaviour?	Discussions are ongoing with the Council’s maintenance team to ensure that an appropriate cleaning and maintenance contract is in place. This will ensure the area is maintained to a high standard and anti social behaviour is dealt with if it should occur.
Will you provide matching and branded gazebos for use on the pop up market?	We will ensure that stalls are occupied before we allow traders to pitch on the pop up market. We are exploring branding options for the whole of the Market Square to maximise marketing opportunities.
Why can’t we pay our rent by direct debit in advance? This would help us to manage our business and would surely be more efficient and safe for the Markets Team.	The Markets Team have been consulting with the National Association of British Markets Authorities (NABMA) regarding payment methods.

How will you fairly allocate the stalls and kiosks?	We will publish and consult on the proposed criteria for kiosk and stall allocation. In terms of the location of stalls / kiosks we will have to consider what commodities are being sold to ensure the overall balance with the Market Hall and position of the kiosks is taken into account.
The market should not be on 7 days per week. A reduced number of trading days will help make the market busier.	Further consultation around the number of days the market operates is required at this stage.
We didn't know that the market had recently won awards? Where do we find this kind of information out?	All information is added to the Councils website (www.tameside.gov.uk/ashton/marketsquare), facebook pages, twitter feed and when appropriate tannoyed messages are made in and around the Market Hall. Adverts are placed in local and market publications. Work is currently ongoing to ensure all traders receive information via email.

What the Kiosk Market Traders said.....	Our response.....
We need more storage than we currently have in the kiosks	Further discussions about storage requirements will take place during the one to one's that are being planned with traders.
I am concerned that the design of the roof will cause a problem. We really need the roof to be insulated.	Further discussions will take place during the one to one's that are being planned with traders.
Can my kiosk be octagonal rather than rectangular?	No, as this shape will not fit with the agreed layout. In addition an octagonal shape would not provide the same flexibility.
I would like shutters but no windows – is this possible?	Yes, further detailed discussions will take place during the one to one's that are being planned with traders.
Will I be able to build out as I do now?	We will still want to ensure that the area has a 'market feel' but at the same time will need to ensure the area remains attractive. Build outs, where practical, will be permitted within agreed boundaries.

Will all kiosks be accessible by vans?	Yes, all kiosks will have vehicle access.
As we sell food, we need to be near seating, will this be possible?	Your preferred location will be discussed at the one to one's being planned.
We would like to be fully involved in the design of our kiosk in terms of where serving hatches are placed, phone lines etc?	It is essential that you are fully involved in the process so we can ensure, where possible, the internal fit-out suites your needs.