

## Salt Pond Plaza - Concerns and Questions, June 16, 2009

### Property/site

1. Many Salt Pond homeowners are surprised and upset that your commercial property will be served by a massive, water containment tank installed in plain view of private homes and the community as a whole and, frankly, some are questioning the reason this form of storage was specified. No other stores or public facilities in the area (or even within some distance) have constructed an above-ground tank of this scale; it seems the worst possible solution for this residential setting. We know that other options existed and would appreciate knowing why this was the best (or only) option for Harris Teeter's facility here.

**Harris Teeter Response: The Landlord was required to provide the Harris Teeter building with water pressure and flow rates meeting our insurer's (FM Global) specifications for adequate fire protection. The water flow and pressure at the site did not meet the specifications. The Landlord mediated this with a water tank and pump house. The design and location of the tank and pump were determined by the Landlord's engineers.**

2. In addition to dismay at its very presence, many homeowners are distressed about the location of the water containment tank. It is not at the rear of the store, as one would expect, but instead has been placed at the side of the building in a small space next to the private road (Bethany Loop) which is considered the main entrance to the Salt Pond residential community and golf course, and across the small, 2-lane street from private homes. It is the main focal point for anyone entering Bethany Loop from Fred Hudson Road, especially after they pass the Plaza entrance from this private road, and seems to have been placed without consideration of the residential community.

**Harris Teeter Response: The design and location of the tank and pump were determined by the Landlord's engineers and with regard to the constraints of the site. The location was approved by Sussex County as part of the overall development permit.**

3. We were told by the developer's engineer (Doug Liberman) and by Kevin Ross that the tank would be shorter than the building ("more than 20 feet tall, but less than the height of the building") but as constructed it is actually 8 to 10 feet taller than the nearest store wall, which further accentuates its size; it appears that only the peak at the front of the store is taller than the tank. We understand that the tower will be painted red/brown to match the brick on the front of the building, but we would like to know what other steps are planned to help minimize the visual impact of this large structure.

**Harris Teeter Response: The Landlord has developed a landscaping plan that is part of the overall development permit. The Landlord or the Planning Department of Sussex will be able to provide additional details regarding this.**

4. We would like to know how the loading docks, trash compactors, dumpsters, etc., will be treated; presumably they will be behind block walls or otherwise hidden from the community.

**Harris Teeter Response: Sussex County did not require Harris Teeter to screen any portion of our building's operational areas with any physical structures. The Landlord's vegetative screening for these areas are shown on the approved Landscaping Plan. The Landlord or the Planning Department of Sussex will be able to provide additional details.**

5. We were initially advised that the store would be identical to your store on Route 24 in Long Neck, Delaware. They are obviously not going to be identical, because that store does not have a water containment tank. We would like to know what other exterior (visual) differences are anticipated. We have seen other Harris Teeter properties in other states, some of which have false "windows" or other decorative features and wonder whether any of these enhancements are planned for this store, as it is located at the entrance of an established, affluent, residential community.

**Harris Teeter Response: Please find enclosed our architect's elevation drawing for this store. Harris Teeter is unaware of any representations made by other parties to the Salt Pond Home Owners Association.**

6. What type and how much on-store signage is anticipated? Will it be internally lit or lit by the exterior lighting installed by the developer? If internally lit, how many lumens are anticipated? During what hours will the signage be lit?

**Harris Teeter Response: The elevation drawing shows our typical internally lit neon signs covered by translucent face panels attached to our building. Our building signs are illuminated during operational hours at approximately 100 lm/w per foot.**

#### Operations:

1. What are the hours of store operation?

**Harris Teeter Response: Harris Teeter will initially operate this store between 7:00 AM and 11:00 PM, 7 days per week.**

2. The developer has modified the parking lot lighting scheme and we are optimistic that there will be little or no increase in light levels near or on the residential properties once it is in place. It is unavoidable that there will be light pollution in the night sky over the Plaza. What is your plan for dimming or extinguishing lights at night if the lighting scheme is too bright for an established residential area after early evening shopping hours?

**Harris Teeter Response: Harris Teeter will require the parking lot lights to remain on during the dark hours of store operations at the legally allowed levels for the safety of our customers and associates. The Landlord has developed a photometric plan that is part of the overall development permit. The Landlord or the Planning Department of Sussex will be able to provide additional details.**

3. We understand that you traditionally limit the times of day that delivery trucks, trash removal and other services occur. What is the plan for this store? Will you prohibit delivery trucks arriving before normal delivery hours and then idling at the loading docks? Do you anticipate multiple deliveries daily, and how many various delivery trucks do you anticipate from all vendors on a daily basis? Will there ever be trailers left on the site for any reason beyond the time period typically associated with cargo unloading?

**Harris Teeter Response:** Harris Teeter will require its trucks and those of all vendors to make their appropriate deliveries in accordance to local ordinances as well as our prescribed operational procedures. It is normal for deliveries to commence prior to the store's daily opening and to receive product throughout the day. The number of truck deliveries is correlated to the sales activity of the store. It is anticipated that there will be deliveries in the range of 10 to 15 trucks daily.

**Harris Teeter will position a trailer at our dock to pack all recyclable materials that accumulate during the week. When full, this trailer will be switched out with another to repeat the cycle.**

4. We have been advised that Harris Teeter has established a traffic pattern for delivery trucks and other service vehicles utilizing Bethany Loop to access the store; please confirm that pattern (direction of traffic, arrival and departure locations, etc.).

**Harris Teeter Response:** The Landlord's approved development plan does allow for delivery traffic to access the Harris Teeter building via Bethany Loop

5. What sound attenuation is planned to reduce noise pollution from compressors and refrigeration units, trash compactors, etc.?

**Harris Teeter Response:** Harris Teeter will install our prototypical equipment suitable for this store's size and operational needs.

6. What protocol is anticipated to control trash and other debris from blowing off the developed site, and who is the ultimate responsible party (Harris Teeter or BBC Properties) for ensuring this protocol is followed?

**Harris Teeter Response:** Harris Teeter will adhere to our standard policies of keeping the areas under our control in a reasonably clean and orderly condition. Harris Teeter will require the Landlord to contract with a parking lot cleaning service to properly maintain the areas around our building.

7. Please advise of any other operational issues that affect property owners and neighbors, or that other homeowners have traditionally been concerned about when a new store is constructed in or near their community.

**Harris Teeter welcomes all comments concerning our stores. Please contact the Harris Teeter Customer Relations representative at 800-432-6111 (option 3) or our web site at [www.harristeeter.com](http://www.harristeeter.com).**