

JACKSON SQUARE REDEVELOPMENT

FAQ'S

Why are you redeveloping Jackson Square?

Like much of the UK retail sector, Jackson Square has faced some significant challenges post pandemic. Our community is at the heart of everything we do here at Jackson Square, and we know that this redevelopment will inject a boost of positivity to Bishop Stortford.

The development will also complement the District Council's proposed Old River Lane plans, providing an active link to the High Street along with significant public realm improvements which will enhance the vitality of the Bridge Street area and streetscape.

What do the plans include?

Plans will see much-loved designer discounter, TK Maxx join the line up at the centre in a c. 20,000 sq ft unit, an impressive new internal public realm created, more placemaking opportunities, additional retail units and a new entrance on The Causeway, paving the way towards an entirely new shopping experience for the Bishop's Stortford community.

What does the design look like?

Below are a selection of CGIs of the new centre once works are completed. Please note these are for illustrative purposes only and are subject to change.

What will happen to the existing stores during the redevelopment works?

The majority of stores will be unaffected and remain open as usual.

To accommodate some of the necessary works, shoppers will see the relocation of several existing stores including F. Hinds, Photosound and Mamdani Opticians. From the very start of the project, the scheme's Landlord have been passionate about retaining as many of the centre's much-loved brands and businesses, with Legal & General entering numerous complex negotiations to ensure those affected by the works have felt comfortable and supported throughout the project.

The plans show an increase in the amount of retail space. Who will be opening in these new stores?

With works now underway, conversations will be picked up with interested parties who have shown interest in opening at Jackson Square. Our main objective is to provide an enjoyable shopping experience for all of the community to enjoy, meaning we are hoping to welcome new names and offerings to the town, both national and independent businesses.

The plans show the Bridge Street entrance will be closing, before the new entrance is open, why is this?

Unfortunately, due to health and safety reasons we were unable to keep the existing Bridge Street entrance open, before the opening of the new entrance. All other entrances to the centre will remain open as usual for our visitors.

The safety of our shoppers remains imperative throughout these works and we understand this may be inconvenient for some of our customers, however anyone requiring assistance whilst shopping with us can speak to a member of our security or cleaning team on the mall for any support they may require.

Will the centre remain open during the works?

Yes, it is very much business as usual for Jackson Square and our stores. There will inevitably be a period of disruption as our centre is expanded, but in the longer term we know it will be worth it as we are creating an even greater place for our community to meet, spend time and enjoy.

Will road access around Jackson Square be affected?

There may be intermittent road works required during the process of the development, however we will work to minimise any disruption and provide advance notice so alternative plans can be made.

What are the development timescales?

We anticipate the will be finished spring 2025.

How will information regarding the redevelopment be communicated?

We will continue to provide regular briefings with key stakeholders throughout the redevelopment process.

Customers and visitors will be communicated to via press releases, emails and Jackson Square's website and social media pages. Working with our customers, listening to them and keeping them informed on every step of this renovation journey has been key to the success of this project so far. This two-way communication will continue to be a priority for us as we bring to life our shared vision to create a vibrant and relevant retail destination in the heart of our town.