# Plans submitted to transform Custom House into luxury hotel



Plans have been submitted to transform Custom House, a historic Grade-I listed building located on the north bank of the River Thames in London, into a luxury 179-room hotel. The site, which played a crucial role in the city’s global trading network, was most recently occupied by the HM Revenue and Customs (HMRC) until it was vacated in 2021.

Previously, an application for development by Cannon Capital Developments faced rejection after an appeal by the Planning Inspectorate in 2022. This decision came after the City of London Corporation, the local planning authority, indicated it would not approve the proposal. Objections were raised by organisations such as the Georgian Group and SAVE Britain’s Heritage concerning potential harm to the historical integrity of the building should the application have been accepted.

In 2023, Custom House was purchased by Jastar Capital, through its subsidiary, Custom House City Ltd. The latest plans submitted to the City of London Corporation outline a substantial overhaul of the site. The proposal includes the creation of a 179-bed hotel, alongside dedicated spa and health facilities, as well as food and drink spaces.

A cultural strategy is also part of the submission. The applicant indicates that this strategy aims to establish a ‘Golden Thread’ connecting key historical areas within the site. The envisioned changes include a new public ground-floor route through the former King’s Warehouse, which will feature historic displays. Additionally, plans for a public quayside aim to enhance access to the Thames Path, making it available for public use year-round.

Further amenities proposed in the plans encompass a café that would complement the overall guest experience.

Jay Matharu, a representative of Jastar Capital, expressed excitement about the new project, stating, “As long-term custodians, we are thrilled to put forward our plans to revitalise Custom House with welcoming community spaces, a heritage-focused hotel, elegant event spaces, exceptional dining experiences, a dedicated spa, and a dynamic quayside.” He also acknowledged the contributions of stakeholders who aided in shaping the proposal, describing it as an opportunity to bring this iconic London landmark back to life.

Elyse Howell-Price, Associate Director and Historic Buildings Specialist at the architectural firm Orms, emphasised the sensitive nature of the project, noting, “Custom House is a hugely sensitive heritage asset in one of the most significant riverside sites in The City of London.” She further detailed that Orms’ approach involves a comprehensive investigation into the history and construction of Custom House while envisioning the potential benefits of its revitalisation for the experience of the riverside. Howell-Price expressed satisfaction with the collaborative dialogue with stakeholders invested in the preservation and celebration of the building throughout the process.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.hospitalityandcateringnews.com/2025/04/new-hotel-plans-submitted-for-city-of-london-custom-house/> - This article corroborates the details of the plans submitted for transforming Custom House into a hotel, including its historical significance and the proposals for a 179-bed hotel with spa and event spaces.
* <https://www.costar.com/article/1005239703/plans-lodged-for-luxury-hotel-makeover-of-londons-custom-house> - This article confirms the plans for the redevelopment of Custom House into a luxury hotel, preserving its Grade I listing, and highlights the involvement of Jastar Capital through its subsidiary Custom House City Limited.
* <https://www.hospitalityandcateringnews.com/2025/04/new-hotel-plans-submitted-for-city-of-london-custom-house/> - This article details the role of stakeholders such as the Georgian Group and SAVE Britain’s Heritage in objecting to previous proposals due to concerns over historical integrity, which is consistent with the context provided.
* <https://www.costar.com/article/1005239703/plans-lodged-for-luxury-hotel-makeover-of-londons-custom-house> - It further outlines that Custom House was purchased by Jastar Capital in 2023 and that the new plans include significant cultural and public access elements.
* <https://www.hospitalityandcateringnews.com/2025/04/new-hotel-plans-submitted-for-city-of-london-custom-house/> - The article also covers the public quayside and café proposals, which align with enhancing public access to the Thames Path as mentioned.