



Hillingdon Design and Accessibility Statement (HDAS) Supplementary Planning Document



Shopfronts

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This Supplementary Planning Document has been produced jointly by London Borough of Hillingdon and Llewelyn Davies, Brook House, Torrington Place, London

Introduction

1.0 Attractive and well cared-for shop fronts are of great importance to the quality and pleasantness of our shopping streets, and at the same time contribute significantly to the commercial success and appeal of the businesses located behind them. An attractive trading environment enhances the status of a Town Centre, its wider area and the demand for property, increasing both its capital and rentable value.

1.1 Shops and their frontages have the role not only to address the public realm in an attractive way, but also contribute to making Town Centres active, pleasant to walk in, vibrant and safe. The function of shops is not only strictly related to the activity of selling goods: window shopping contributes to the vibrancy and activity of streets and places, and the way shop fronts are designed and displayed contributes to the character of the environment. Through the attributes of overlooking (passive surveillance) and accessibility shop fronts contribute to make the environment safer for all. For these reasons, the quality and appearance of these

shopping environments contribute more than anything else to shape the visitors' perception of a town and the whole Borough and influence the perception of residents and investors.

1.2 Against this background the Council recognises the importance of well-designed shop fronts in improving the vitality and attractiveness of Town Centres and other shopping streets across the Borough.

Purpose of the document

This Supplementary Planning Document (SPD) has been prepared in anticipation of the development of specific policies in the Borough's emerging Local Development Framework (LDF). In the interim period, this SPD will be taken into account by the Council in determining planning applications as supplementary to relevant policies in the adopted Unitary Development Plan (UDP). Relevant policies to which this SPD relate include Policies BE 26, BE 27, BE 29, BE 30 of the UDP. These policies are set out in full in Appendix 1 of this document. The SPD will be amended in due course to make specific reference to the relevant LDF policies.

- ▶ This document illustrates the main elements which contribute to attractive and well-designed shop fronts.
- ▶ It provides guidance on the design of shop fronts, and explains what is a material consideration in assessing planning applications and Listed Building Consents across the different shopping areas of the Borough, such as Town and Local Centres and other shopping cores, and within Conservation Areas.
- ▶ Its aim is to assist shop owners, shop keepers and other traders, shop fitters, builders, developers and their agents, when applying for Advertising Consent, planning permission and Listed Building Consent for alterations or new development.

Who should read the guidance?

People intending to:

- ▶ Carry out alterations, additions, repair & maintenance work of a **substantial** nature to an existing shop front.

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Substantial refers to alterations to the existing appearance and character of the shop front, and include, for example:

- The replacement of windows
- Taking out or introduction of structural and decorative elements
- A change in materials, signage and lettering
- The replacement or introduction of illuminated fascias and illuminated advertisement
- The replacement or introduction of security measures both internally and externally (i.e. shutters) that would affect the appearance of the shop front
- In addition to the above, in Conservation Areas, Areas of Special Local Character and for Listed Buildings the Council will want to control additional changes to the existing appearance of the frontage. For example, re-painting, re-glazing

and other minor maintenance works will be subject to more rigorous control.

- ▶ Create new shop units (A1) and other units involving the alteration of the existing frontage.
- ▶ Change of use to provide new premises for restaurants and bars (A3), financial and professional services (A2) and other Town Centre uses, which are acceptable according to the Unitary Development Plan (UDP) policies, involving the creation of a new shop front or the alteration of the original shop front or fabric of the building. This guidance also applies to non-A Class uses such as B1a [Offices], where these are considered appropriate at the ground floor in Town Centres and Conservation Areas and where they involve the alteration and adaptation of an existing shop front.
- ▶ Conversion of shops into residential premises which include the alteration of an existing frontage, in particular when it is desirable to retain this frontage as a result of its qualities and contribution

to the street.

- ▶ Carry out alterations of an existing shop front or proposing a new shop front in a Listed Building (Listed Building Consent).

1.3 When non-retail uses are permitted in Town Centres and sensitive areas, the retention of an appropriately designed shop front, where necessary, will help to reduce the effect of undesirable breaks in the shopping frontage. This guidance applies not only to small and independent retail outlets and convenience shops, but also to larger stores, selling comparison and bulky goods, when these are located together with small outlets in Town Centres, Conservation Areas and other primary shopping areas.

How will this guidance be applied?

1.4 The design principles identified in this guidance are general good practice and are applicable to shops in every location, conveying the expectations of the Council in relation to design standards and quality in shop fronts, hence providing guidance on how to

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work towards a successful application.

1.5 The Council will determine each application on its individual merits. A high standard of design will be sought in all locations, but full regard must be paid to the context of the site and its location within the shopping hierarchy and the various designations as defined by the Local Development Framework.

1.6 It is strongly recommended that applicants start early discussions with the relevant Planning or Conservation Officer or Town Centre Manager, in order to ensure that their applications meet the criteria contained in this guidance, and that their proposal contributes to achieve the Council's objectives to preserve and enhance the quality and viability of Town Centres.

1.7 When applications for the design, alteration or development of shop fronts concern sites in Conservation Areas or Listed Buildings, it would be helpful and beneficial to submit sufficient and clear information to allow

the Council to make an informed decision on the design of the proposal. This information is likely to include illustrative material (drawings, sketches and/or photographs) together with a brief written design commentary, which should illustrate:

- ▶ A brief appreciation of the site and the context and the issues associated with the proposal;
- ▶ The key design principles; and
- ▶ How the principles of this guidance have been applied.

1.8 Annex 7 , 4B.1 of the London Plan refers to the need for design statements for strategic referrals and Major Proposals (see the definition in the Glossary of the Plan). In this respect, a detailed statement on shop front design should be incorporated into these design statements.

1.9 All applications that include the design, alteration or development of shop fronts, with the exception of those for advertisement

consent, require the submission of an Access Statement. This Statement should clearly demonstrate the applicant's approach to inclusion, and explain how all the potential users of the shop or premise, regardless of age, disability or gender, can enter and move around the site, enter the buildings and use the facilities.

1.10 The form of the access will depend upon the size, nature and complexity of the scheme. However, each statement should identify:

- ▶ The commitment and approach to inclusive design;
- ▶ The key access issues of the particular scheme; and
- ▶ The specific steps to be taken to ensure that accessibility is incorporated into the scheme.

1.11 Further detailed guidance on Access Statements is given in the Access Statement of the Hillingdon Design and Accessibility Guidance and in the Section on Accessibility (7) of this document.

Shopping in Hillingdon



2.0 There are different contexts and shopping locations that can be identified in Hillingdon, following from the definition of a 'shopping hierarchy' and other statutory designations, as contained in the Unitary Development Plan, and listed as follows:

- ▶ Conservation Areas
- ▶ Major Town Centres and Strategic Centre (Uxbridge) (Primary and Secondary Shopping Area)
- ▶ Minor Town Centres (Primary and Secondary Shopping Area)
- ▶ Local Centres – Core Shopping Area
- ▶ Parades
- ▶ Corner or Local Shops

2.1 A large proportion of the commercial cores and shopping streets of Hillingdon are contained in its Conservation Areas, but there is also a significant number of shops in the Borough located beyond or outside the Conservation Area boundaries, such as along

the High Streets of Uxbridge, Ruislip, Eastcote and Northwood. In all areas, and in particular in Conservation Areas, shop fronts have a particular obligation to contribute not only to the quality of the public realm, but also to the character and quality of the area and the streets scene.

2.2 There is a variety of styles of existing shop fronts in the Borough, ranging from traditional and 'standard house' (where the house has been converted to a shop premise without any shop front being created) to more modern design, and this variety contributes greatly to the interest of the street scene. However, in many instances traditional shop fronts have been insensitively altered, and unsympathetic additions or changes have resulted in the original character of the shop being lost or diminished. Moreover, modern shop fronts can often reflect a standardised, monotonous and functional approach to design, and a lack of distinctiveness and interest.

Design Guidelines



3.0 This section offers detailed guidance in relation to the following elements of shop front design:

- 1** Relation to context and proportions
- 2** Awnings
- 3** Materials
- 4** Illumination and Advertisement (lettering and signage)
- 5** Security devices
- 6** Thresholds
- 7** Accessibility
- 8** Character and distinctiveness
- 9** Forecourt displays and external stalls
- 10** Maintenance

3.1 This guidance implies that the same level of design quality can be achieved in shop fronts of both traditional and modern design, and sets out the principles that are applicable to traditional contexts and modern development.

3.2 Most importantly, the guidance emphasises that it is important to have regard to the context when designing new shop fronts or altering existing ones. For example, in some instances it will be desirable to maintain the traditional design of shop fronts or re-instate their traditional features when lost. However, new shop fronts in modern developments should not try to replicate traditional features just because these are considered to be attractive, but should respond to the local area and the overall design of the development through the application of other good design principles, such as proportions; location, extent and design of advertising; materials; illumination, etc.

3.3 The contribution of the shop fronts design to the quality of the overall building should be considered when applying the good practice principles: building design and style are amongst the elements that make up the context of the proposal.

Design Guidelines

Definitions

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4.0 The following definitions will be helpful to understand the principles of this guidance.

Cornice

4.1 This is usually located above the fascia and serves as a separation and interface between the fascia and the rest of the building.

As a general good practice a new cornice should be introduced where missing.

Capitals

4.2 In traditional shop front design, capitals often surmount columns and serve to divide one shop front from another. The height of the capitals also defines the depth of the fascia sign.

Fascia

4.3 This usually contains the name of the shop, the type of business and the street numbers, and is located above the windows.

4.4 When capitals and cornices are absent, the fascia should have a suitable depth, which is proportionate to the building façade, and should be located at an appropriate height. Usually this is determined by the sills of the first floor windows, the fanlight sitting above the door and the upper section of the windows defined by the fanlight. It is good practice to place the fascia at least 600mm below the first floor sills to avoid too much impact on the building facade. The lower edge of the fascia should be designed to allow a fanlight above the door unless there are particular height restrictions.

Corbels or Brackets

4.5 Located at the end of the fascia, they are found above the capitals and also serve to divide one shop from another.

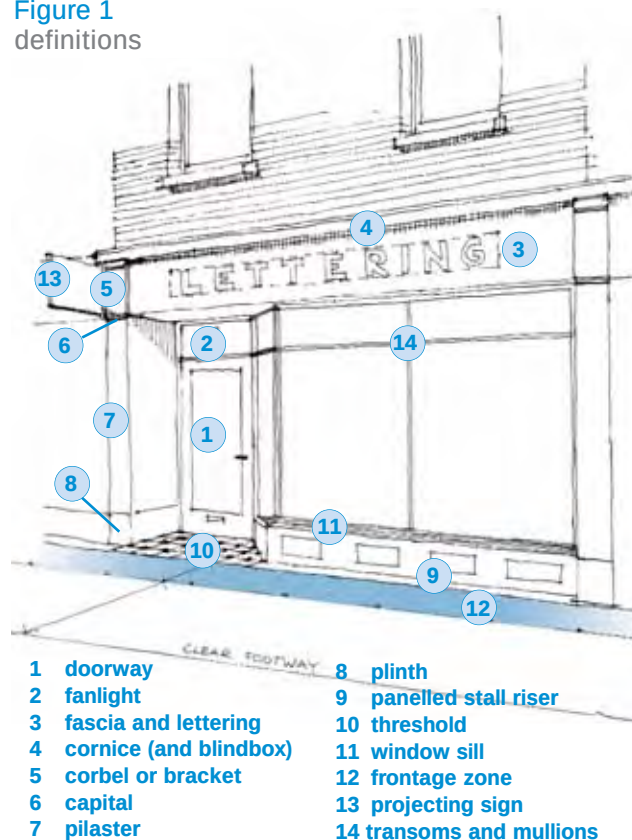


Design Guidelines

Definitions

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Figure 1
definitions



Pilasters

4.6 Generally supported by a plinth, they frame the shop front on both sides and subdivide shops within parades.

Doorway

4.7 This can be flush to the windows or recessed.

Windows

4.8 These are represented by the glazed area of the shop front, and are used for display. They can be of different shapes depending on the nature of the shop, as illustrated in Figure 2.

Window sills

4.9 Window sills are created at the foot of the windows when these are recessed from the building line. They are usually made of stone or wood.

Transoms and mullions

4.10 These are horizontal and vertical bars in the windows that reduce the scale of the glazed area.

Stall riser

4.11 Surmounted by the window sills, stall risers raise the level of the windows from the floor reducing the size of the glazed surface.

Awnings

4.12 These are a traditional feature of high street and traditional shops, usually in the form of straight retractable blinds usually made of canvas. In addition to the objective of providing shade and shelter, awnings offer the opportunity for advertising, such as lettering, to be displayed, and can add colour and variety to the street scene. - Figure 3.

'Signable' area

4.13 For the purpose of this guidance, the 'signable area' will normally comprise the shop front frame. This includes, in some cases, pilasters and columns which can form a useful junction between one style of shop front and another.

Design Guidelines

Definitions

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Figure 2
types of shopwindows

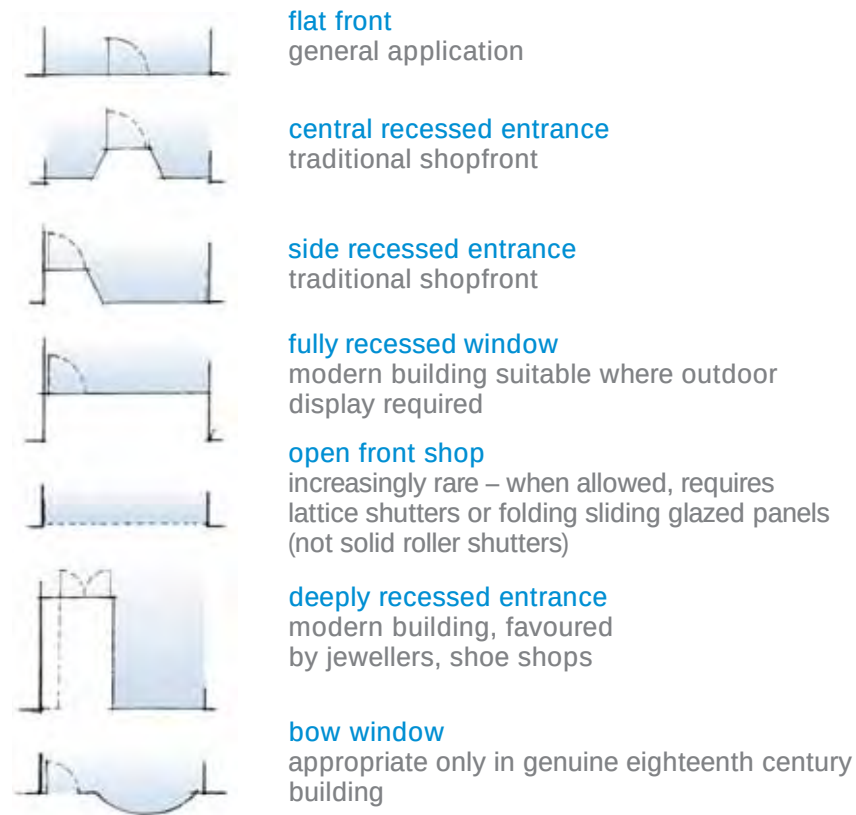
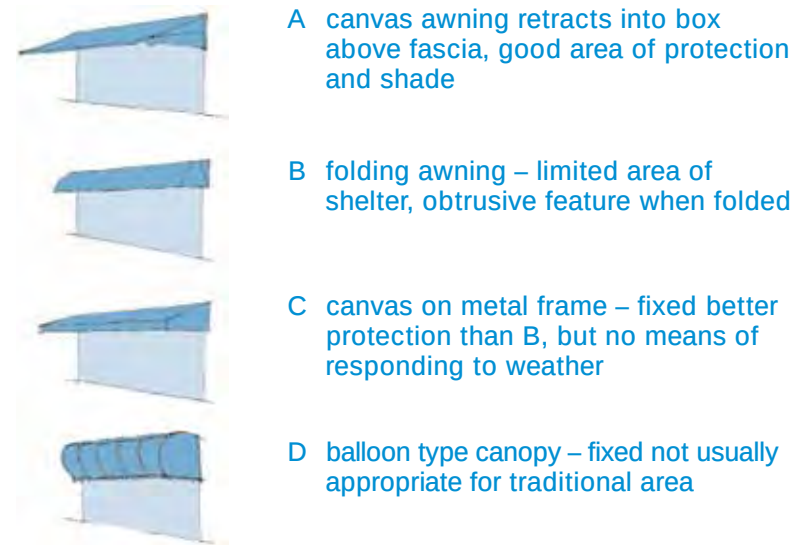
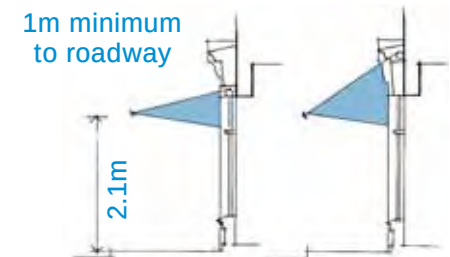


Figure 3
different types of awnings



all the above should have a minimum clearance of 2.1m from footpath and 1m from roadway

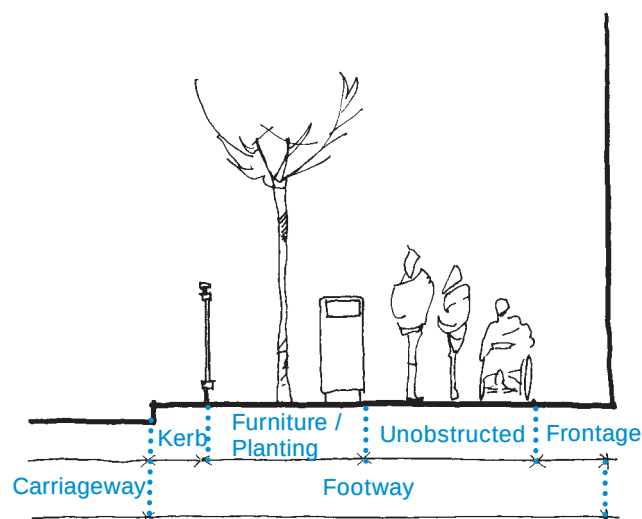


Design Guidelines

Definitions

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Figure 4
frontage zone



Illumination

4.14 In traditional shop fronts the illumination of the fascia and signs generally occurred through wall hanging lamps or spotlights. In this way the light emphasises the relevant elements in a subtle and unobtrusive way. It is interesting to note that although generally aimed at the fascia, sign or windows, shop front illumination can contribute in a positive way to the overall street illumination, and therefore should be given particular attention, as this is an important element of streetscape and public realm design.

Projecting signs

4.15 The front edge of projecting signs should be at least 1m from the kerb line and the underside should allow for 2.6m above the footpath.

Frontage Zone

4.16 The Frontage Zone is the area between the footway clear zone and the ownership line as illustrated in Figure 4. Wherever possible this zone must be kept free of obstructions as

it provides the best route for the visually impaired to walk along the street using continuous building facades and property boundaries as a guideline and allows easy access into the shops. The lack of obstructions also allows window shopping for all users, including those with disabilities.

4.17 Encroachments into the public highway, such as signs, overhangs, awnings and shop front display occur within this zone.

4.18 Such encroachments are not permitted without the relevant statutory approval: all projections over the public highway often require a licence from Highways, additionally ramps are unlikely to be authorised within the public highway. This guidance will set out the standards for sizing and position for these obstructions.

4.19 Doors swinging open onto the public footway or the Frontage Zone are discouraged and will not be considered acceptable unless design and accessibility considerations demand otherwise.

Design Guidelines

Relation to context and proportions

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5.0 Approval for extensions beyond the Frontage Zone into the footway zone must only occur when a minimum clear headroom of 2.1m below suspended signs and awnings.

5.1 In all applications, the Council will require applicants to demonstrate an appreciation of the context, and how this has been taken into account in the design of the altered or new shop front. For applications concerning Conservation Areas and Listed Buildings, applicants should submit a short design commentary to indicate how the context and the principles of this guidance were taken into account in the design of the proposal.

5.2 Good design does not stop at the front door, but extends into public areas beyond the building. The context in which the building is set includes the location of the site, the character of the area, the building that hosts the shop front, the neighbouring premises; and the wider street scene.

5.3 The Council does not consider existing shop fronts of poor or unsatisfactory design to be a precedent or a reference in assessing the context and the character of an area. The assessment of the context will be based on the appearance, style and fabric of the building that accommodates the shop front; the overall character and quality of the street and the wider area and the specific location of the site in terms of the shopping hierarchy defined by the Council. The Council is committed to raising the design quality of all shop fronts in any location and will use every opportunity to do this. In particular, the Council will encourage all applicants to adopt good design that can set an example for others and can trigger improvements in the appearance of other shop fronts in the locality.



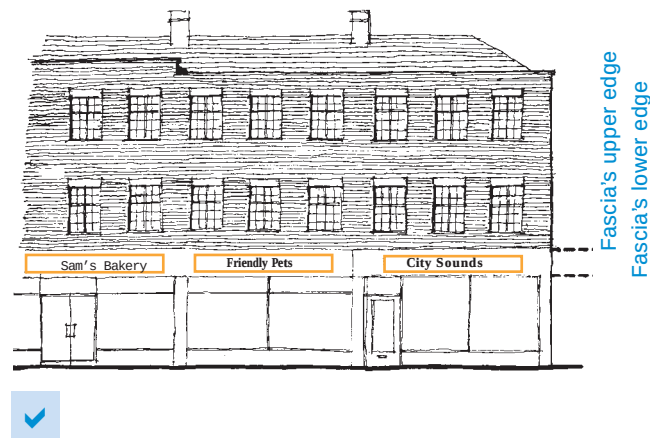
This corner shop sets an example of good design in its context.

Design Guidelines

Relation to context and proportions

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Figure 5
shop fronts & proportions

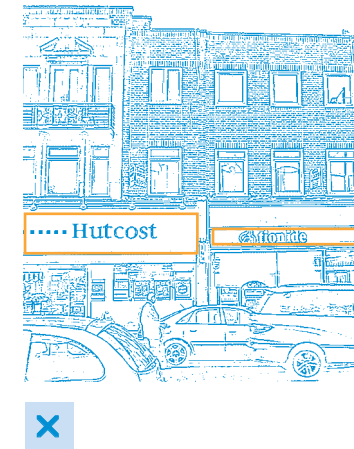


Good example of co-ordination & consistency achieved between shop fronts and the building facade.

The lack of proportions and consistency in the design & location of the fascia can affect the design of the shop fronts and the appearance of the whole parade.



- ▶ To respect its context a shop front should be proportionate and relate well to the building façade, the fabric and the features of the building above, in terms of materials, colours and appropriate size and extent of advertising material.
- ▶ If the shop is part of a parade, all elements, including lettering and signage, should relate well with the other shop fronts to achieve visual coordination and consistency.



- ▶ Shop fronts should try, where possible, to maintain the rhythm of the fenestration above.
- ▶ Fascia zones should be well defined with an upper and lower edge. Where possible, and when compatible with the design of the building above, the upper edge of the fascias should be located about 600mm below the first floor sills. The lower edge should allow fanlights above the shop door, except in cases of restricted height.

Design Guidelines

Relation to context and proportions

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5.4 Shop fronts across the different shopping areas of Hillingdon are framed by building façades of varied architectural styles and details. In some instances, the buildings and street present a vertical emphasis and modular elements (such as Victorian streets), and the lines and openings of a shop front should aim to reflect this in terms of dimensions, frames and partitions. The insertion of obtrusive and overpowering horizontal features in these contexts is unacceptable, as they would disrupt the rhythm and proportions of the building façade and introduce an alien element in the frontage and the street.

5.5 In contrast to the Victorian style, some building façades in Hillingdon are characterised by 20th Century features such as more homogeneous, continuous and horizontal lines. It is equally important that the shop fronts reflect the context and the language of the overall building façade.

- ▶ Long horizontal bands with disproportionately deep fascias can ruin the vertical emphasis and rhythm of the frontage and street scene, whilst contributing to the loss of the individuality of each shop front and the variety at street level that the Council seeks to achieve. At the same time too large and obtrusive lettering, signage and fascias can overwhelm the original character of the building and obstruct the visual appreciation of the building.
- ▶ In case of shops with multiple frontages, lettering could be used to define different shop bays and break up the length of the fascia sign.

Design Guidelines

Relation to context and proportions

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Figure 6
shop fronts in traditional streetscape



- ✓ Sensitive design that responds to the modular building frontage and the details of the shop front are sympathetic to the facade above.



- ✗ Shop fronts are unrelated to the host buildings. The fascia is too low or too high the dimension of lettering and fascia is out of scale. Inappropriately sized glazing, the lack of stall risers, unsuitable style of windows, are typically inappropriate in shop fronts in traditional context.

5.6 Traditional features such as cornices, capitals, pillars, sills, corbels and stall risers (see Definitions) are usually considered to be an important design quality of a shop front. These features are of particular value and quality as they contribute to achieving individuality of each shop and diversity in the street scene, whilst ensuring that a consistency of style and basic structure is maintained across different shops. This is a result of the use of different materials and details, such as pilasters, fascias and windows.

- ▶ Together with the context, the consideration of the existing shop frontage is also important when designing alterations or replacements. If traditional elements are found on the existing front these should be retained and enhanced. The Council will encourage the retention and improvement of valuable historic references. Alterations

Design Guidelines

Relation to context and proportions

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X Here the long fascia ruins the individuality of the modules of the facade above. Lettering is not proportionate to the fascia & the thin transoms exacerbate the size of the window.

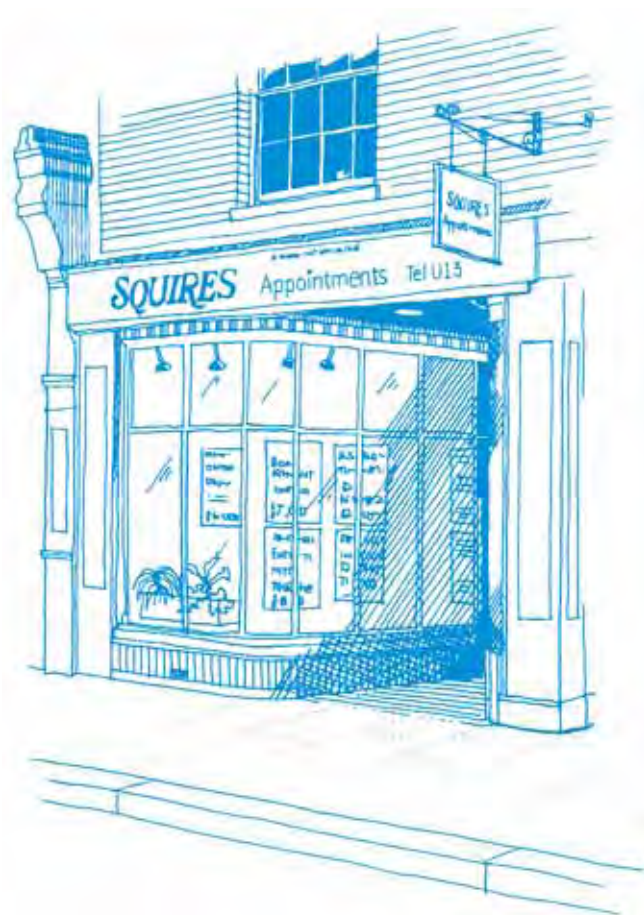
within the 'signable areas' involving the removal or substantial damage of the existing traditional features which are considered of architectural interest should be avoided. For example, the Council discourages applications that involve:

- The removal of features or alteration of stall risers, pilasters, capital, cornice, fascia and recessed doorways. These features all contribute to the individuality of each shop defining vertical articulation, and the Council's objective is to preserve this individuality.
 - Duplication, enlargement and extension of the fascia beyond the 'signable area'
 - The enlargement or unsympathetic alteration of existing windows
 - The use of inappropriate materials to replace traditional materials
 - The construction of fascias of common length which visually link two or more buildings that have separate architectural identities or different shop fronts
 - The introduction of self illuminated fascias on a traditional shop front
- ▶ Where some (or all) of these elements are lost or in a state of disrepair and abandonment and the context demands a traditional shop front design, all applicants will be encouraged to reinstate the original features in a coherent and genuine manner that is true to the original language, function and character of the front.
- ▶ The context should suggest whether the design of new shop fronts should make reference to vernacular shop fronts, and when it will be appropriate and desirable to ensure that new or altered existing shop fronts are close to the original concept of separate village shops.
- ▶ When the context demands a traditional design approach in new frontages, there should be an attempt to express individual and identifiable features that define a traditional frontage in a coherent and

Design Guidelines

Relation to context and proportions

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genuine manner. For example, the Council will look for the use of:

- Stall risers
- Several smaller panes of glass instead of one large sheet of glass and more traditional types of windows
- Vertical subdivisions at ground floor level below the fascia, which would appropriately relate the front to the street and to the building above, and avoid an overwhelming and dominant appearance within the façade
- Traditional materials such as hardwood framing for windows and to break up large areas of glass

5.7 Some modern shop fronts introduced in the last 30-40 years onto older buildings tend to ignore the context and their settings and introduce alien features that detract from the character of the building and the surrounding environment. Moreover, in most modern shops the use of eye-catching and large text and signage to capture the attention of passers-by

and potential shoppers prevail over considerations of sympathetic and good design.

5.8 For example, the introduction of large plate-glass shop windows into simple buildings, which originally had small openings and other traditional architectural features, generally results in the appearance of the whole building being spoilt. For this reason, smaller panes and subdivisions in windows will usually be preferred to large and unrelieved surfaces of glass in buildings of traditional design.

5.9 Whereas smaller glass surfaces are generally more typical of a traditional context, there may be instances where bigger areas of glazing are appropriate and desirable. In these instances, it should be demonstrated that the design and the details are of a high standard and complement and enhance the shop and the quality of the street scene.

- ▶ The design of a shop front should follow the character, building design, language, period and features of the building above.

Design Guidelines

Relation to context and proportions

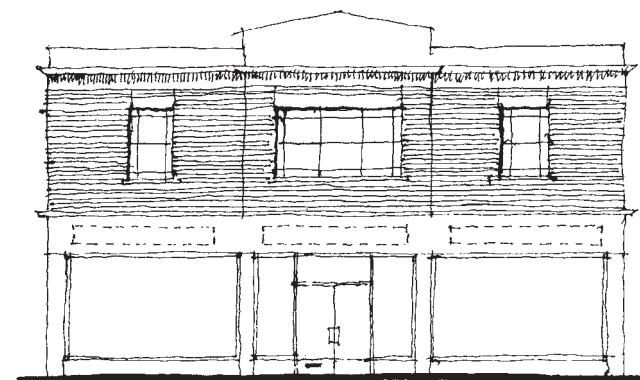
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- ▶ Traditional forms, colours and materials are more appropriate in historic settings and when the context demands it, shop fronts of modern design that use less traditional materials can also achieve a design of high quality, in accordance to the principles contained in this guidance, and should be designed having regard to the overall context and the features and fabric of the whole building.
- ▶ When the alterations or a new frontage would affect a Listed Building or a historic building with architectural merit, stricter control will be applied to ensure that character of the building is retained. This does not entail designing a traditional frontage or copying the style of the building above, but making sure that alterations are kept to a minimum and that there is a demonstrable and clear commitment to good design standard and details. In Listed Buildings, shops should be innovatively designed to adapt into the

existing structure and alterations should be kept to a minimum.

- ▶ In some instances a 'standard house' design can be appropriate to a building and its setting. For example, Listed Buildings or shop fronts affecting an adjacent Listed Building will demand additional attention in the design. This is likely to entail a reduction in advertisement materials, and tighter control on elements such as corporate colours and lettering, details and materials, as well as illuminated signs, fascias and lettering.
- ▶ Where shops are designed to fit into the ground floor of an existing building without creating a formal shop front, applicants should make sure that there would be no damage to the character of the building and that valuable architectural features (such as openings, for example) are retained. This will have an implication on the way signage, lettering and other decorations are

Figure 7
shop front design in 20th century building



Modern shop fronts in 20th century and more modern buildings can respect the context through the appropriate use of proportions & dimensions.

Design Guidelines

Relation to context and proportions

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designed.

- ▶ Shops that are not part of a parade and are located at the ground floor of individual buildings should contribute to create a strong frontage and respect the features and character of the building above.



The features of these 20th century buildings have been reflected in modern shop fronts through appropriate forms, window areas, materials, details and colours.

Design Guidelines

Relation to context and proportions

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Figure 7
house type design



In a standard house design fascia signs should be omitted and lettering should be placed directly onto the wall.

Figure 8
individual shop front



Shops in individual buildings should make a contribution to the frontage and respect the character of the building.

Figure 9
shop fronts in corner locations



Small and larger shops located in corner positions should respond to the character of the building and their location.

Design Guidelines

Relation to context and proportions

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- ▶ Shops in corner locations, whether individual corner shops or larger stores should equally respect the character of the building above and emphasise the visually prominent location.

5.10 In principle, the Council does not support the change of use of ground floor retail units to residential. When applications involve the conversion of a shop into residential premises and the removal of the existing shop front, in addition to relevant land use policy, the Council will consider the contribution that the existing shop front makes to the character and quality of the building and the street scene.

5.11 If it is considered that there are reasons to retain or enhance the existing shop front or parts of it, when for example:

- ▶ The building is Listed, located in a Conservation Area or in a core retail area
- ▶ The shop front is visually part of an uninterrupted parade



This shop blends well within its residential surroundings.



Successful response of shop fronts to their corner location.

Design Guidelines

Relation to context and proportions

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- ▶ The shop contributes to the character of the local environment in other ways

5.12 Applicants will be requested to design the internal layout of the dwelling in a way that adapts to and respects the external original front.

5.13 Corporate retailing is one of the most powerful and potentially harmful influences on design of shop fronts.



✗ Unsuccessful adaptation of corporate fascia sign, lettering and colours.



✓ Examples of successful adaptation of corporate branding to historic buildings.

Design Guidelines

Awnings

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- ✓ Awnings on the upper floor of this building respect its character with appropriate dimension, colour and lettering.

- ▶ The Council will expect commercial firms that wish to use a corporate image to carefully consider the details of their design, such as colours, size of lettering and illumination. A corporate image approach will not be supported if this is detrimental to the character of the building and unless it is demonstrated that there are valid reasons that prevent the corporate branding adapting to the context and texture of the building and the existing shop front.

6.0 In Conservation Areas, applicants will be expected to adapt their corporate signage to retain and enhance the quality of the building, the character of the area and the street scene.

6.1 The Council considers that it is important to control blinds and awnings because if poorly designed or over-prominent, they can detract from the appearance of buildings and be obtrusive features in the street scene.

Advertisements on blinds and canopies also need approval and their unauthorised use will result in enforcement action.

6.2 Blinds are a traditional feature of shop fronts. In recent years, traditional canvas rollers have been replaced by quarter-round curved rigid-framed and 'balloon' blinds. The first type, if designed subtly, has the potential to respond to the character of the shop and the building, improve the character of the street scene and is usually less intrusive, although inherently more cumbersome when retracted. Permanent 'balloon' blinds can be visually intrusive and are more alien to the traditional shopping street design.

6.3 In some instances, the use of curved blinds and plastic materials can adversely affect the character and appearance of the Conservation Areas or the architectural and historic interest of Listed Buildings.

Design Guidelines

Awnings

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6.4 Care should be taken in the selection of an appropriate blind, when desirable, in terms of type, style, materials, colours and reference to the character and period of the building and the area. The type of blind should be appropriate to the age and character of the building and should pay respect to the street scene. In Conservation Areas or on Listed Buildings:

- ▶ Authentic details and traditional craftsmanship is required;
- ▶ The most appropriate material is canvas with a matt finish, whilst bright, fluorescent, glossy or metallic finish blinds will not be considered appropriate;
- ▶ Retractable blinds, which have no adverse impact on the quality of the street scene, are preferred;

- ▶ Blinds will only be permitted where they do not adversely affect the architectural or historic interest of the building;
- ▶ Where blinds are unsuitably designed, mounted or located, the Council will take appropriate action to have them removed.

6.5 When external rollers are desirable and appropriate, the roller mechanism should either be located in a slot above the fascia or within the cornice. In both cases the rolling mechanism should be as unobtrusive as possible.

6.6 The lettering of the advertising material appearing on the blinds, when allowed, should be proportionate in scale to the blind itself and the building above.

6.7 Wherever possible, the Council will insist upon canopies being positioned within the recesses of the window openings in order to

avoid the 'stuck-on' effect of attaching to the building face itself. Awnings must be mounted below the fascia panel, not above it, and most certainly not across it.

6.8 Blinds would be permitted above the ground floor level if these are found to retain or contribute to the character of the building.

6.9 Both fixed canopies / blinds and folding canopies projecting over the Frontage Zone (see Definitions) or the Public Highway will need a minimum vertical clearance, measured from the surface of the Highway to the underside of the canopy of 2.1 m. A minimum horizontal clearance of 0.9 m will be required from the edge of the carriageway to the canopy.

Design Guidelines

Materials

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Modern and traditional materials.

7.0 The choice of materials and colours in shop fronts should be primarily guided by the context and the materials used in the surrounding shops and the buildings above.

7.1 Within the same shop front, a proposal that adopts a large number of different materials or materials which are in stark contrast with the surrounding fronts will not generally be considered acceptable, unless there are exceptional design considerations to justify a wide palette of materials and contrast.

7.2 Generally, the use of a simple pallet of materials results in more coherence and continuity. However, variety and individuality are qualities to be pursued, and often these are achieved through the use of different materials. Whilst consistency in materials is often necessary to avoid an incoherent appearance, variety can sometimes be achieved through the use of different colours and the use of details such as lettering and signage.

7.3 In Conservation Areas the Council will want to make sure that materials as well as style and detailed design are carefully chosen to retain the special character of the area. Materials such as brickwork, stone, timber, clay, tiles, slate and render will be generally considered suitable, although less traditional materials will be allowed only if it can be demonstrated that these are used sympathetically and can enhance the quality of the shop and appearance of the area. Synthetic materials like aluminium, acrylic, UPVC, fibreglass, Glass Fibre-Reinforced Polyester Composites (GRP) are not usually considered to be appropriate in sensitive contexts such as designated areas or Listed Buildings.

7.4 Silver anodised aluminium is currently widely used in shop fronts installations; however, this material has a harsh appearance quite out of keeping with most buildings in Conservation Areas or Listed Buildings. More acceptable colours (i.e. bronze or dull gold) are available in anodised aluminium and this is to be preferred.

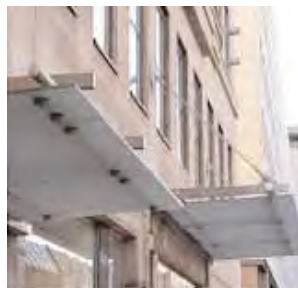
Design Guidelines

Materials

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Modern and traditional materials.



7.5 Hardwood (or softwood painted in sympathetic colours) is considered to be a more appropriate, sustainable, and natural material for window framing, and should be incorporated in new shop fronts in sensitive context and everywhere else whenever practical.

7.6 Acrylic fascia panels are particularly prone to shiny, reflective or highly glazed finishes, and therefore are discouraged in all contexts.

7.7 Generally, where original natural materials are in good conditions, they should be preserved whenever practical. In Conservation Areas the Council would insist that not only existing traditional materials are preserved, but also that they should be reintroduced where lost to improve the appearance of the area. Any restoration of original or traditional materials in shop fronts will have to match the colour and type of the rest of the building and be truthful

to the original character of the building.

7.8 Projecting and hanging signs should be constructed of traditional and sympathetic materials such as bronze, cast-iron or traditionally painted timber (not stained). It might be possible to use modern materials in sensitive areas and on historic buildings, but only where it is demonstrated that this can be done in an interesting, innovative and skilful way, and where the design quality of the details is very high.

7.9 The Council will seek to assess whether the choice of non-traditional or natural materials in refurbished or new fronts is a result of financial considerations (costs) or other issues, whether design choice or matters related to sustainability, maintenance and context. Where the Council will see a genuine attempt to achieve a high standard of design and innovation by using modern materials, and where this will not result in a compromise in design quality, the use of these materials will be supported.

Design Guidelines

Illumination and Advertisement (lettering and signage)

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Illumination

8.0 Advertisement and its illumination significantly affect the appearance of a shop building as well as the general character of the area.

8.1 Amongst the features that have been progressively introduced in modern shop fronts and have contributed to change the traditional appearance of shop front design are self illuminated fascias and signage, often together with oversized lettering. The sense of proportion and simplicity of traditional shops has often been lost to an overtly eye-catching and 'loud' design approach.

8.2 Illuminated signs, lettering and advertising should be used with considerable restraint in historic areas. Totally illuminated fascia panels are generally too bright and are

therefore unacceptable. Indirect illumination (i.e. by concealed spotlights shining onto the fascia, or individually illuminated lettering with either an obscured glass front or of the halo type) is considered more suitable, especially in more sensitive contexts.

8.3 It is important that the paraphernalia associated with illuminated fascias such as switchgear and wiring should be concealed as neatly as possible, as this can be very obtrusive if it is not hidden.

8.4 Flashing and intermittently-illuminated fascias and signs in particular may look too intrusive and out of context in streets that are domestic and traditional in scale and character, such as Conservation Areas and will be generally considered unacceptable.



✓ Examples of corporate lettering adapted to suit its position.

Design Guidelines

Illumination and Advertisement (lettering and signage)

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- ▶ In Conservation Areas or on Listed Buildings, the replacement of an existing totally illuminated, internally illuminated or intermittently illuminated fascia panels or proposals for new ones would not normally be acceptable, and there will be a preference for spotlighted fascias or fascias and lettering with indirect illumination. These fascias will also need planning permission as they are classed as an illuminated sign.
- ▶ The use of internally illuminated fascias, signs and lettering, whether individual letters or as part of an internally illuminated fascia will not be permitted within Conservation Areas and on Listed Buildings.
- ▶ The Council will permit lettering or signs to be spot-lighted externally as an alternative to internal illumination. The use of internally illuminated projecting signs or intermittently illuminated projecting signs within Conservation Areas will not be permitted. Non-illuminated projecting signs may be acceptable instead, but only when these are of a high quality.
- ▶ All Express Consent for advertisement will expire after 5 years.
- ▶ All advertisements, signs and fascias sited on shop fronts and other commercial premises should be maintained in a safe, clean and tidy condition.



- ✓ These non-illuminated letters are effective and in proportion to the shop fronts beneath them. The lettering has been chosen carefully so as not to detract from the Listed Building on which it is placed.

Design Guidelines

Illumination and Advertisement (lettering and signage)

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Advertisement

8.5 Advertisement is defined as the fascia, lettering, any signage within the 'signable area' and above this in the upper floors of buildings, and posters and advertising materials affixed to windows.

8.6 The Council intends to encourage creativeness and individuality in the design of shop fronts if the design is of high quality, therefore supporting the use of unconventional materials or font type in lettering, which can grant distinctiveness to the shop. However, it should be noted that ornate and contrived styles are often of difficult legibility and may clutter the appearance of the shop front.

8.7 When corporate lettering is likely to conflict with the character or appearance of particular buildings, it should be modified or adapted.

8.8 Too often it is believed that the repetition of signage and lettering will send a stronger and therefore clearer message to the users. In reality, excessive numbers and unrelated positioning



of advertisements create visual clutter, disorder and confusion, and simplicity and uncluttered appearance is the key to the legibility and quality of a shop and the whole building.

8.9 Projecting and hanging signs should complement the fascia with which they are associated and the building in terms of proportions and position.

× Unnecessary and repetitive lettering and signage contribute to create a cluttered and confusing appearance, to the detriment of the character of the shop front.

Design Guidelines

Illumination and Advertisement (lettering and signage)

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8.10 Cluttered appearance and repetition should be avoided both externally and internally.

- ▶ Hanging signs should be at fascia level unless the frontage and building design precludes in which case alternative hanging positions will be considered.
- ▶ Existing hanging banners or signs. Where these are part of the original front of the building and are of particular architectural or historic interest, the Council will encourage their retention and enhancement. This will be encouraged together with the elimination of unnecessary modern repetitions at fascia or higher levels.
- ▶ New hanging banners or signs. These will only be allowed if they are deemed necessary to the advertisement of the shop and are sympathetic to the character of the building and the shop front. Considerations on the scale and

proportion of the signage and the number of advertisements which already exist on the building or on adjacent buildings will be material to determine the application both in Conservation Areas as in every location. In Conservation Areas illuminated hanging signage will generally not be permitted, especially when it duplicates original banners and signs.

- ▶ Shops that contribute most to the safety of the streets are those that allow overlooking through visual permeability and therefore passive surveillance. The uncluttered appearance of windows left free from posters and advertisement is undoubtedly also a contribution to the legibility and quality of a shop front.

8.11 The issue of 'active frontages' is considered material when assessing planning applications. For this reason, the Council will seek to ensure that a suitable proportion of the window area is left free from obstructions, such



- ✗ The practice of obscuring windows through opaque glazing and advertising material is detrimental to the safety and attractiveness of the street.

Design Guidelines

Illumination and Advertisement (lettering and signage)

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as advertisements, to maximise visual permeability from the shop towards the street and vice versa. The Council is prepared to use planning conditions relative to the amount of advertising on windows, where this is considered to be a material consideration or a desirable measure to add to the vitality, safety and quality of the shopping environment.

8.12 In applying this principle the Council will have regard of the nature of the shop and the goods sold within it, as for example estate agents, newsagents and post offices will have different requirements from other retailers. Proposals which involve advertising on or close to 100% of the windows area or obscure glazing will not normally be accepted, although certain locations or shop types may require (or be required by law) shop fronts which screen the shop interior.

Advertisement at higher levels

8.13 Sometimes advertising material (for example lettering, symbols, projecting hanging plates, banners, painted signs and decorative features) would be appropriate on the elevation at higher levels and above the 'signable area' (see Definitions at the beginning of this guidance). In particular, lettering can be a useful alternative to projecting signs where the business is operating only from the upper floors. When allowed on upper floors, the advertising material should be respectful of and complementary to the fabric, style and appearance of the building on which they are to be displayed. The advertisement material should make a contribution to its appearance and the character of the area.



✓ This higher level lettering, numbers and symbols blend with and enhance the character of the building façade.

Design Guidelines

Illumination and Advertisement (lettering and signage)

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8.14 In general, the size and material of lettering, affixed or hanging elements should be appropriate and proportionate to the building. Colours and materials should complement those existing on the building. Painting on render will be welcomed but only when this is deemed to contribute rather than detract from the appearance of the building as a result of size of lettering, style and proportions.

8.15 In Conservation Areas and on Listed Buildings, stricter control will be applied on the design of high level advertising. As a general rule, the concept of a 'signable area' will be applied more strictly in Conservation Areas and on Listed Buildings, and where this is believed to be necessary because of the predominant character of the area. The architectural features of the building above the shop front should be carefully considered when signs are

to be erected both in the usual 'signable area' and on upper floors, so that they are not detrimental to those features.

8.16 The appropriateness of lettering on signage will be assessed through design criteria such as size, proportions and materials. The size of lettering should relate closely to the area of fascia or sign on which it is to be placed, and to the building façade when lettering is allowed on the upper floors of the building.

Numbering

8.17 Too often the importance of numbering is underestimated and as a result numbering is absent in many new shop fronts. Retailers are encouraged to incorporate the street number of their shop within the 'signable' area. Numbering can be used, for example, to grant distinctiveness to the threshold.

Design Guidelines

Security Devices

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X Solid shutters are to be avoided in sensitive and residential areas, because of their negative impact on the quality of the street and to the safety of the pedestrian environment.

9.0 Security devices such as shutters, grilles and alarm boxes require planning permission and if the building is Listed, Listed Building Consent.

9.1 The Council recognises the need for premises to be adequately secured and protected from theft and vandalism through appropriate security devices. However, it is concerned that the character of the area can be adversely affected by the application of inappropriate physical security measures.

9.2 Solid and visually impermeable roller shutters can create a forbidding and unsafe environment after dark, preventing passive surveillance (both into the street and the shop) and light filtering into the streets. Their appearance also adversely affects the character and appearance of the building and the area.

9.3 These types of shutters are also very easy to vandalise with graffiti, which in turn can further negatively affect the character and image of the area.

9.4 For these reasons, solid roller shutters (including punched, perforated or micro-perforated shutters) should be avoided unless there are exceptional circumstances (for example, in the case of an open shop type with no windows). When allowed, the design of the solid shutter should be appropriate to the area and to the shop.

9.5 In Conservation Areas, solid shutters will not be considered acceptable in any circumstance and open-mesh type screens and other visually permeable shutters must be used. External shutters will only be considered appropriate when strictly necessary and their

Design Guidelines

Security Devices

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design is considered to be appropriate.

9.6 Similarly to Conservation Areas, on Listed Buildings internally fitted shutters (positioned inside the windows) should be provided when necessary.

9.7 Internal shutters can achieve the same security in terms of reducing burglary, and have the advantage of doing less harm to the appearance and character of the area. Internal shutters will be sought in any circumstance unless the building design precludes the introduction of this type of shutters.

9.8 When security shutters are necessary and positioned externally, grille boxes (houses) should be located within the fascia plane of

the shop front, and be as small as possible in terms of their vertical depth and amount of projection. When closed, the shutter should cover the vulnerable window areas and not extend over pilasters, stall risers and other surfaces of the shop front. Colours and materials should be chosen sensibly to be in character with the shop front and the building.

9.9 Burglar alarms and fire alarm switches can often intrude on the design of a new shop front and the overall building design, therefore they should be fitted in as inconspicuous a position as possible. External alarm boxes should be sited with care and must not damage architectural detailing. The best position is at the corner of the fascia.

Figure 10
roller blind types



✓ Solid roller type blinds can result in a 'fortified look' and an alienating feeling of pedestrians. Open-mesh type screens achieve a balance between security and appearance.

Design Guidelines

Thresholds

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Successful treatment of the shop front threshold. Through attention to details, such as materials, decoration and lettering.

10.0 The threshold is defined as the point of entrance to a shop, by the floor at the foot of the shop doorway and the doorway itself. The importance of these elements is often overlooked when designing the details or assessing the qualities of a shop front.

10.1 As the transition between the street and the interior, together with the windows the threshold 'opens' the shop and its content to the public and the user. Its potential to add to the experience of the public and to become an important statement within the shop front should be recognised through careful design and attention to the threshold's details, such as pavement, materials, proportions, doorways and accessibility.

10.2 Well-detailed thresholds add to the distinctiveness and individuality of shops and to the quality of the wider area.

10.3 The quality of the threshold is therefore a material element in the design of a shop front, and attention should be given to it especially when the shop is located in a Conservation Area or Area of Special Character, where it is desirable to preserve and enhance the distinctiveness and visual qualities of the area.

10.4 The design of a shop entrance can also have a major effect on the ease of entry to shop premises for people with limited mobility, impaired visibility, wheelchair users, and carers with pushchairs. The Section on Accessibility in this document will provide more detailed guidance. In addition to contributing to the general design and appearance of the shop, doors also have an access implication and will be covered in the Accessibility Section.

Design Guidelines

Accessibility

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11.0 Shops should encourage, welcome and make provision for customers arriving on foot, by cycle or public transport, in accordance with the principles of Planning Policy Statement Note 6 (PPS 6) and the objectives of the Unitary Development Plan (UDP) shopping policies. The shop front and the interior spaces and facilities should be accessible to all potential users, including people with disabilities.

11.1 New shop fronts should be designed to be accessible to people with disabilities. Where existing shop fronts are altered or refurbished access improvements should be made where required to attain the standards of access outlined here and in the 'Accessible Hillingdon' component of the Hillingdon Design and Accessibility Statement.

11.2 The main features to be considered are as follows:

- ▶ The prominence and visual relationship of the entrance with its surroundings;
- ▶ A level access and flush threshold to allow convenient wheelchair access;
- ▶ The ease of operation of the entrance door;
- ▶ The minimum effective clear width through the doorway.

Visual clarity

11.3 The entrance door should be clearly identifiable in the shop frontage. Substantially glazed doors and screens should have markings for safety and visibility.

Level access and threshold

11.4 The threshold should be level, or, if a raised threshold is unavoidable, it should have a maximum height of 10mm, chamfered or rounded.

11.5 Level or ramped access should be provided to new shops and reasonable adjustments should be made to existing premises according to the new provisions to the disability & discrimination act (DDA, 1995). Where a change of level exists it may be possible to lower the internal floor level to achieve level access. If a ramp is required to overcome a change of level this can sometimes be accommodated by recessing the entrance door. Where site constraints prevent the installation of a ramp it may be possible to raise the level of the external pavement to provide level access.

Design Guidelines

Accessibility

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11.6 Ramps should be designed to follow the guidance in the Access Statement in the Hillingdon Design and Accessibility Statement.

Ease of operation

11.7 Manually operated doors should be able to be opened easily; where a self-closing device is used the force required to open the door should be no greater than 20 Newtons at the leading edge. Door furniture should be designed to be easily reached by everyone, including wheelchair users, and provide a secure grip. Swing doors should have an unobstructed space of at least 300mm adjacent to the leading edge of the door on the pull side.

11.8 Automatic sliding doors can provide good access for all. If automatic swing doors are used the swing area should be protected by guarding, so that the doors do not present a hazard to people approaching them.

11.9 Revolving doors are not considered accessible and their use should be avoided if possible. If a revolving door is used a pass door should be provided immediately adjacent to it.

Clear opening width

11.10 The effective clear opening width through a single leaf door or one leaf of a double leaf door (clear of any projections for the face of the door) should be 1000mm in new buildings and 775mm in existing buildings.

Design Guidelines

Character and distinctiveness

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12.0 Attention to detail is of great importance to achieve character and individuality (distinctiveness) in the design of shop fronts. In the same way that the use of different materials, styles and threshold treatments adds to the variety and distinctiveness of shop fronts, elements such as unconventional lettering, decorations (i.e. crafted and artistic details, colour, and unusual particulars can play an important role in adding interest and variety to shop fronts and streets.

12.1 In addition to the use of a variety of materials, the Council will encourage the use of unique elements and details that would grant interest and distinctiveness to the shop front. These could be either elements that are unique to and associated with a particular retailer or brand or more general details such as artistic

and crafted details, hanging baskets, unusual font type, lighting and innovative style generally.

12.2 External (forecourt) displays tend to be associated with particular shop types, such as florists, greengrocers, butchers and fishmongers, furniture, antique and collectables.

12.3 When suitably and tidily arranged, external displays can contribute to the attractiveness and appeal of the shop and to the quality of the local environment. However they may also contribute to clutter and obstruction and reduce the quality and safety of the streets. There is little point in just altering the shop front at ground floor level or renewing a sign for example, if the rest of the building or any private forecourt area remains an eyesore and detracts from the overall appearance of the shop and the rest of the street.



The inventive and innovative use of colours, lettering, signage and details can contribute to make shop fronts unique.

Design Guidelines

Forecourt displays and external stalls

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13.0 When planning permission is needed for display on forecourt areas, the Council will assess each application considering the objective to avoid visual clutter; whether the display is necessary, and the contribution of the display to retain and enhance the streetscape design. Considerations of the width of the pavement, the character of the area; the implication on access and safety and the nature of the business will also be relevant.

13.1 Where permission will be granted for forecourt display, the Council will want to ensure that this is arranged and kept in a way that is not detrimental to the character of the shop and the wider environment and the safety and accessibility of the street. The Council will ensure this through the use of conditions

attached to the planning permission limiting the area and size of display and the type of goods to be displayed.

13.2 Applications for external stalls will be considered on the basis of:

- ▶ The scale of the proposal;
- ▶ The footprint of the stall and the area occupied;
- ▶ The compliance with the general context of the area, including important built elements such as Listed Buildings; and
- ▶ The materials, fabric and colours proposed.



Forecourt display may look unattractive and cluttered when not looked after, whilst it can contribute to the appearance of shop front if appropriately arranged.

Design Guidelines

Maintenance

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14.0 Regular maintenance (repair, decoration and cleaning) is of extreme importance to the quality of a shop front. This is evident when looking at shops that have the right basic qualities and form but have been left to fall into disrepair and abandonment.

14.1 The use of good quality materials can help prevent unnecessary maintenance costs in the long term: less acceptable materials, such as UPVC have a limited life span, and eventually

need to be replaced. The Council recommends natural (breathable) materials which have a long life span and which age with grace.

14.2 Through planning conditions, the Council will seek to ensure that every shop front will be maintained in a safe, clean and tidy condition. This applies not only to the structural and decorative elements of a shop (paint and external finishes), but also to advertisements, signs and fascias sited on shop fronts and above the 'signable area'.



The good and regular maintenance of a shop front plays a significant role in shaping the appearance of the shop and the whole building.

Glossary

Unitary Development Plan (UDP)

15.0 UDP's set out the strategic and local framework for guiding future development in the borough. The document contains planning policies and provides guidance for the development of land and transport in the Borough.

Listed Building

15.1 A building of special architectural or historic interest. Listed buildings are graded I, II* or II with grade I being the highest. Listing includes the interior as well as the exterior of the building, and any buildings or permanent structures (e.g. wells within its curtilage).

English Heritage is responsible for designating buildings for listing in England.

Listed Building Consent

15.2 Consent required for the demolition, in whole or in part of a listed building, or for any works of alteration or extension that would affect the character of the building.

Design Statement

15.3 These statements, drawn up by developers/applicants, are to provide evidence that development proposals have taken account of all relevant design considerations.

Appendix 1

Relevant Planning Policies

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Hillingdon Unitary Development Plan Policies (adopted 1998)

Policy BE26 WITHIN TOWN CENTRES THE DESIGN, LAYOUT AND LANDSCAPING OF NEW BUILDINGS WILL BE EXPECTED TO REFLECT THE ROLE, OVERALL SCALE AND CHARACTER OF THE TOWN CENTRES AS A FOCUS OF SHOPPING AND EMPLOYMENT ACTIVITY.

Policy BE27 EXPRESS CONSENT FOR ADVERTISEMENTS WILL ONLY BE GRANTED IF THEY ARE OF SUCH A SIZE AND SO DESIGNED AND LOCATED THAT THEY:

- (i) COMPLEMENT THE SCALE, FORM AND ARCHITECTURAL COMPOSITION OF INDIVIDUAL BUILDINGS;
- (ii) DO NOT MATERIALLY HARM THE VISUAL AMENITY IN THE AREA; AND
- (iii) DO NOT UNDULY COMPROMISE PUBLIC SAFETY.

Policy BE29 THE LOCAL PLANNING AUTHORITY WILL SEEK TO LIMIT THE NUMBER AND SIZE OF ADVERTISEMENT DISPLAYS ON BUSINESS PREMISES IN THE INTERESTS OF AMENITY AND PUBLIC SAFETY.

Policy BE30 THE LOCAL PLANNING AUTHORITY WILL NORMALLY GRANT CONSENT FOR ADVERTISEMENT HOARDINGS ENCLOSING SITES FOR RESIDENTIAL, EDUCATION, COMMUNITY, YOUTH AND LEISURE DEVELOPMENT DURING THE CONSTRUCTION PERIOD (UP TO A MAXIMUM OF THREE YEARS) PROVIDED THAT:

- (i) THEY DO NOT DETRACT FROM THE RESIDENTIAL AND VISUAL AMENITIES OF THE SURROUNDING AREA;
- (ii) THEY DO NOT INTRODUCE AN INAPPROPRIATE COMMERCIAL PRESENCE; AND
- (iii) THEY ARE IN ACCORDANCE WITH THE STANDARD CONDITIONS DETAILED IN THE TOWN AND COUNTRY PLANNING (CONTROL OF ADVERTISEMENTS) (AMENDMENT) REGULATIONS 1994.

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If you require a translation please contact:

Arabic	إذا كنت بحاجة إلى خدمة الترجمة، يُرجى الاتصال:	07753 600281
Bengali	আপনার যদি অনুবাদের দরকার হয়, এখানে যোগাযোগ করুন	07776 184247
Gujarati	જો તમને ભાષાંતરની જરૂર હોય તો, કૃપા કરીને સંપર્ક કરો:	01895 250286
Hindi	अगर आपको हिन्दी में अनुवाद चाहिए, तो कृपया सम्पर्क करें:	01895 250045
Punjabi	ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਜ਼ਰੂਰਤ ਹੋਵੇ, ਤਾਂ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਸੰਬੰਧਤ ਕਰੋ:	01895 250045
Somali	Haddii aad u baahatid turjumad, faddllan la xidhiidh:	07956 570536
Urdu	اگر آپ کو اس کے ترجمے کی ضرورت ہے تو براہ مہربانی رابطہ کیجئے :	01895 250045