

EREWASH



Shopfront

Supplementary Planning Document

April 2006

*A clean, healthy, vibrant, safe and sustainable borough
delivering the best for 'Erewash'*

EREWASH



EREWASH BOROUGH COUNCIL

SHOPFRONT

SUPPLEMENTARY PLANNING DOCUMENT

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APRIL 2006

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About this Guidance

This Supplementary Planning Document has been prepared in accordance with current Government planning guidance. Its purpose is to supplement relevant policies and proposals as set out in the Erewash Borough Local Plan Adopted July 2005. The contents of this document will therefore guide those submitting planning applications. When adopted it will be given considerable weight in the determination of planning applications and it is therefore expected that developers will follow the advice as set out.

Introduction

- 1.1** There are numerous factors which attract business to a town and the design of shopfronts is one of them. High quality shopfront design not only ensures that retail areas are attractive and pleasant places to shop, but also gives a sense of prosperity and vitality to an area, increasing business confidence and helping to improve the local economy. Quality on the outside suggests quality on the inside. On the other hand, poor, low quality shopfronts will make an area look run down and cheap and can contribute to an environment where crime and vandalism thrive. With shopping becoming an increasingly important leisure activity, and greater mobility among shoppers, it is vital that the Borough's retail areas are able to attract visitors by creating an appealing environment and by making the most of the individual qualities of each area.
- 1.2** This guide is intended to help retailers, commercial operators and designers improve the standard of design when altering or replacing shopfronts and associated signage within the Borough. By following the guidelines and advice contained within the guide, operators should be able to achieve solutions appropriate to various settings and budgets. It is not intended to replace the need for skilled design or architectural advice or stifle creative designs.
- 1.3** For the purpose of this Supplementary Planning Document, reference to a "shopfront" includes all ground-floor premises with a fascia sign and/or display window, including non-retail uses such as building societies, banks, estate agents and restaurants.

Local Plan Policies

- 2.1** This guide has been prepared to support Policies S9: Shopfront Design, S10: Advertisements and S11: Shopfront Security of the Erewash Borough Local Plan, adopted August 2005 as set out in Appendix 1.
- 2.2** This Supplementary Planning Guidance has been prepared in consultation with the public and is subject to a Borough Council resolution which means that weight can be attached to them in the development control process.



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Listed Buildings

- 3.1 Listed buildings are buildings which are included in the statutory list of building of special historic or architectural interest as compiled by the Secretary of State. These buildings are protected from works which may harm their special architectural or historic significance by legislation provided through the Planning (Listed Building and Conservation Areas) Act 1990.
- 3.2 Therefore any alteration to shop frontages in Listed Buildings will almost always require Listed Building Consent as well as any necessary Planning permission and/or Building regulations Consent which may be required for the proposed works. Listed Building consent may also be required where Planning Permission and/or Building Regulations Consent is not required i.e. for minor items such as re-painting in a new paint colour.
- 3.3 It is likely that a shop frontage to a listed building will already be traditional in design if not original to the building; therefore it is almost always good practice with listed buildings to retain the existing traditional frontage rather than replace it. It is rarely necessary for complete replacement and often the majority of elements are repairable where any elements is so badly damaged or decayed it should only be the single element which is replaced and not the entire frontage. For example in historic original windows to listed buildings it is possible for a good joiner to replace a single mullion or glazing bar without needing to replace the entire window. This 'minimal intervention' approach is good conservation practice and as such will always be advocated by Erewash Borough Council where original or traditional details survive to both listed and non listed historic buildings.

Design Approach

The Street Scene

- 4.1 The design of the shopfront should take into account the rhythm and characteristics of the street in which it is located. Many shopping areas within the Borough contain a variety of building styles. In these situations uniform shopfront designs may be inappropriate. However, in areas where there are a number of shops within a terraced building, the designs should reflect the single composition.

Scale and Proportion

- 4.2 New shopfronts should be sympathetic in scale and appearance to the original building and its surroundings. The effect of excessively deep fascias, the removal of pilasters and the insertion of large horizontally proportioned plate glass windows will create a disproportionate shopfront which may destroy the original proportions of the building and have a detrimental effect on the area.

The Disability and Discrimination

- 4.3 The Act requires all buildings which provide a public service should be accessible to disabled people. Easy access to and circulation within shops is important to everyone, including people who use wheelchairs, those who cannot walk easily, people who are deaf, people who are visually impaired, the elderly, children, people with pushchairs, prams or trolleys.



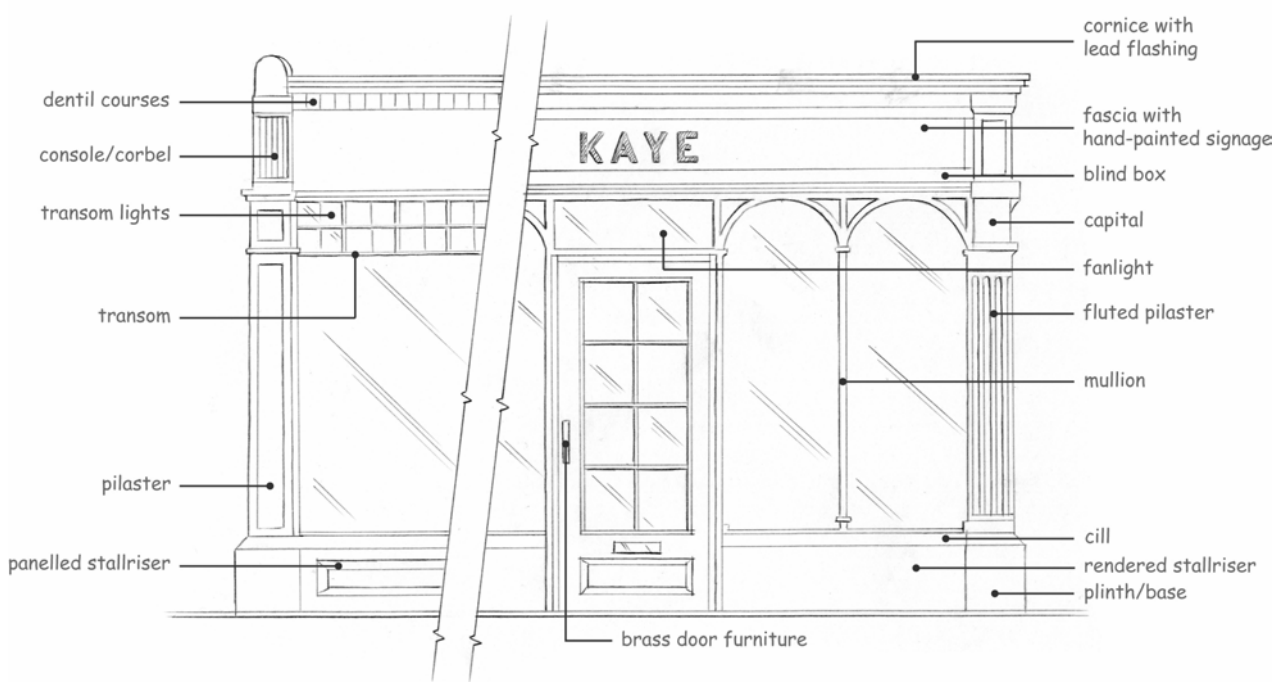
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Architectural Elements

5.1 This section lists and describes the elements of a shopfront. It sets out the design principles of each.

The Traditional Shopfront

6.1 Traditional shopfronts comprised an ornamental surround with a narrow fascia and deep cornice, side pilasters with corbelled brackets, a stall riser which may be tile or glazed brick with a deep cill beneath the window which consisted of profiled glazing bars and an entrance door, often recessed.



Picture 6.1 The traditional shopfront

6.2 A well designed shopfront provides the appearance of structural support to the upper floors. This impression cannot be achieved using large panes of plate glass with thin aluminium profiles. The timber door frames and mullions reinforce the vertical emphasis and structural coherence. The shopfront is designed as a whole and aimed at drawing the public eye to the display within a strong frame. Thus the traditional shopfront is a sensitive and skilled design for presenting a display as well as being of historic interest.

6.3 Original features such as pilasters, corbels or fascias often survive hidden behind later work. Similarly other interesting elements such as cast iron or brass grilles, profiled glazing bars and tiling may remain. These features should be retained and revealed to make a positive contribution and greatly enhance the appearance of the shopfront.



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General Principles

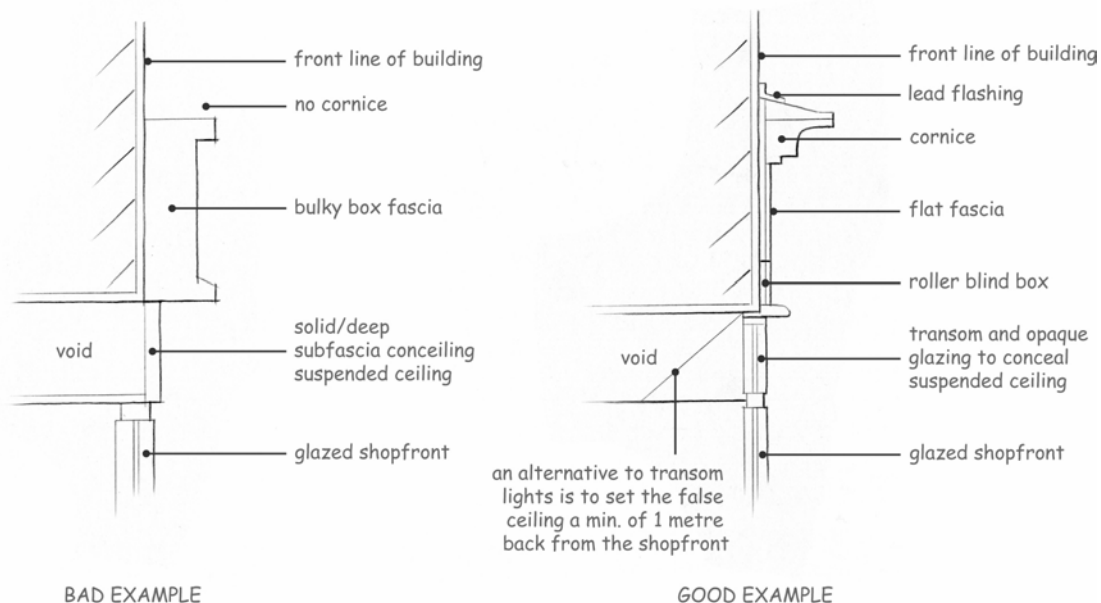
- 7.1** The design of the shopfront should incorporate easy and convenient access to the premises for everyone, including disabled customers
- Materials should be selected with the character of the rest of the building and its surroundings in mind.
 - The variety of materials, in any one design, should be kept to a minimum.
 - The scale, proportion and profile of window frames, glazing bars and door locations should be derived from the characteristics of the street and the architectural style of the upper floors.
 - Generally, in good design, the horizontal elements should line up with one another.
 - In historic buildings, the small scale and vertical design should be emphasised by using glazing bars to divide windows into vertically proportioned sections.
 - Entrance doors are best located centrally or adjacent to either pilaster.
 - A separate door to the upper floors should be provided when the opportunity arises. The door should be designed as part of the shopfront.
 - In historic buildings, original or traditional shopfronts or elements of shopfronts should be repaired, or re-established, where photographic evidence or nearby fabric exists.

The Fascia

- 8.1** The fascia was traditionally an angled board containing the traders name or other signs sited between the corbels at the top of the pilasters.
- 8.2** New fascias should be of an appropriate depth to suit the building and finished along the upper edge with a cornice or capping. Not only is this traditional but the cornice provides an architectural link between the shopfront and the upper floors of the building.
- 8.3** In cases where inappropriate fascias are to be replaced the Borough Council may, where appropriate, insist upon a reduction in depth. Generally the depth of the fascia should be in proportion to the shopfront and its surroundings.
- 8.4** Modern designs may be acceptable on modern buildings. However, the fascia should still respect the character and appearance of the building and its surroundings. It should not encroach on or above first floor level or extend uninterrupted across a number of buildings or obscure other architectural details such as cornices, friezes or string courses. It will not be acceptable to perpetrate an existing, inappropriate deep fascia.
- 8.5** The fascia should contain the name and/or trade of the premises. Lettering should be well spaced and be proportionate in scale to the fascia.



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Picture 8.1 The fascia

- 8.6 New fascia boards should not be added over the top of the existing ones. It is usual for a fascia to have a deep moulded section on its top edge; this is known as a cornice. The cornice gives weather protection by throwing rainwater clear of the shopfront and provides a visual termination to the top of the shopfront.
- 8.7 Modern boxed fascias which project from the face of the building are clumsy and inappropriate in a conservation area.
- 8.8 The standard corporate fascia designs and materials proposed are seldom appropriate; they may need to be modified so that they respect the character and style of the building and shopfront on which they are located.

Stall risers

- 9.1 Stall risers not only improve the proportions of a shopfront but also provide a solid visual base anchoring the building to the ground. They also provide protection to the glass from dirt, kicks and knocks and can be reinforced to assist in providing additional security.
- 9.2 Traditionally each shopfront should have a stall riser which would usually be proportionate to the scale of the shopfront, although they were sometimes shallower during the late Victorian and Edwardian period. Stall risers should be either painted timber panelling (properly detailed rather than beading fixed to a plain surface), rendered, glazed brick, glazed tiles or marble, depending on the materials used on the building. The use of plastic panelling, mosaic, bright or glossy ceramic tiles and textured paints are inappropriate.

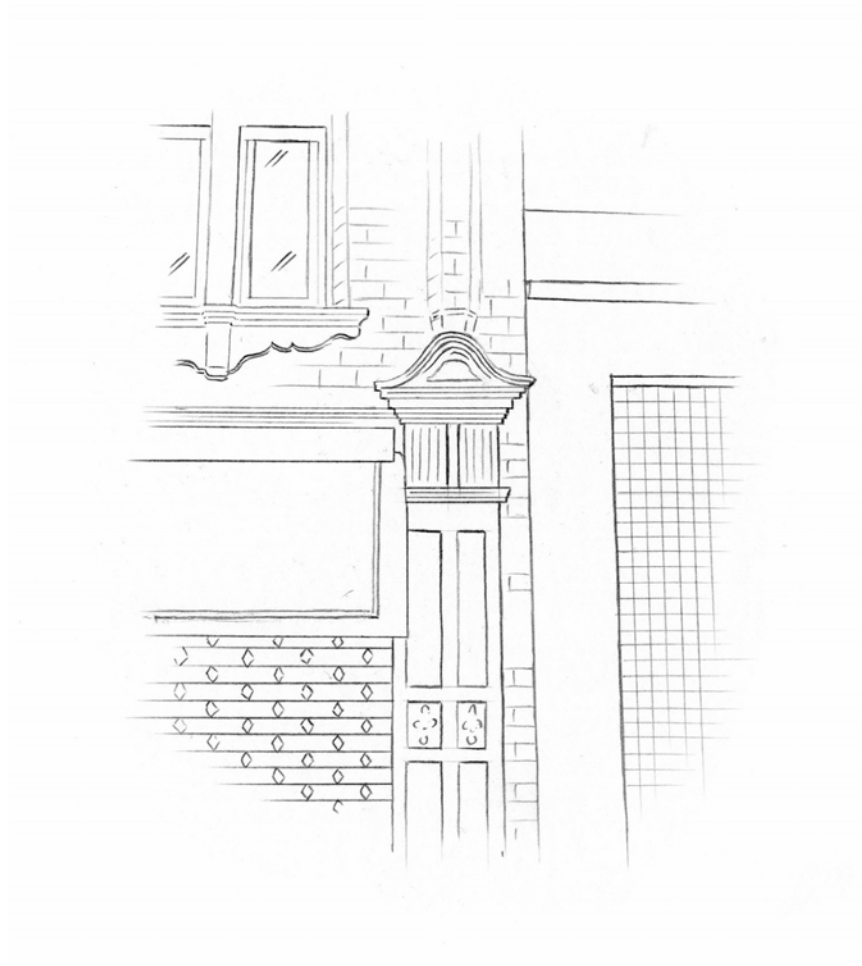


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- 9.3** The cill provides a strong visual support for, and junction to, the glazing and should generally consist of a deep moulded section. The design will be dependent on the scale and proportion of the remaining shopfront details.

Pilasters and Consoles

- 10.1** Pilasters and consoles are incorporated within the design of the shopfront to provide a visually solid definition of the width of the shop and to visually support the fascia. The combination of pilaster and fascia visually suggest a method of support for the facade above.
- 10.2** New pilasters and consoles should be designed to reflect the level of detail used in other elements of the shopfront and treated in the prevailing material of the building usually timber, painted stucco or render. The console or corbel is often the most elaborately decorated architectural detail.



Picture 10.1 Pilasters and Consoles



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Doors and Access

- 11.1** The entrance to a shop gives an important first impression of the shop itself. Recessed doorways not only provide depth and relief to the shopfront but break down the scale, having the effect of inviting shoppers into the premises.
- 11.2** The design of the entrance door itself must reflect the design of the other elements which make up the shopfront. Particular reference should be given to the windows such that the bottom panel of the door being of the same height as the stall riser and both door and window frames of the same material. Painted timber, two-thirds glazed doors are recommended for shop entrances. Solid unglazed panelled doors are appropriate for access to living accommodation above the shop. Modern aluminium or nylon door furniture is inappropriate on a traditionally designed shopfront. The property number should be prominently displayed on the door.
- 11.3** New shopfronts should be designed with level access at pavement level.
- 11.4** Where this is impossible, a ramp rather than steps should be provided. Entrances should be surfaced with non-slip materials to ensure a greater degree of safety for shoppers, particularly the elderly and disabled except in circumstances where the historic surface is to be retained.
- 11.5** Entrance doors should exceed 900 mm clear opening in width and be easily opened to accommodate the needs of disabled persons and those with prams etc. Entrance doors and access ramps must comply with the provisions of the Disability and Discrimination Act (1995) and the British Standards Institution Code of Practice for Access to Buildings for the Disabled. Fully glazed doors, which meet current standards, should have a coloured logo or suitable sticker on them to warn the partially sighted. In addition, if a completely frameless glass door is needed, its edge should also be highlighted in some way.
- 11.6** On listed buildings and in very important and sensitive historic areas the needs for disabled people should be considered commensurate with the need to preserve the special architectural or historic character of the building or area.

Materials

- 12.1** The type of materials used in the construction of the shopfront and its finish are important elements in integrating the shopfront within the facade as a whole. A number of materials were used in the construction of a traditional shopfront including heavy timber fascia boards and brick stallrisers. Where these features are missing, and it is the intention to reinstate them, consideration must be given to the use of appropriate materials.
- 12.2** Within conservation areas excessively glossy or reflective surfaces, such as Perspex and acrylic, aluminium or plastic, should only be considered for use where the shopfront and building is contemporary in style. Painted timber is preferable to stained. When considering the colour of new or replacement shopfronts it is important that the colour scheme complements the character and appearance of the building rather than conflicting with it. The use of rich colours, such as dark shades of red, green, blue and black is preferable to bright colours such as yellow, orange and pale blue.

Other Elements

Retractable Blinds

- 13.1** The traditional sunblind is the “awning” type, usually of hardwearing canvas, and always fully retractable into a recessed box (blind box) which forms an integral part of the shopfront.

Existing blind boxes should be retained and refurbished. When a new external blind is essential as a means of protecting the window display from harmful sunlight, a retractable blind which extends the full width of the shopfront (between pilasters to be the same width as the fascia) is preferred. Such roller



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blinds should be of the traditional canvas flat roller type which can be retracted into a blind-box within the fascia.

The colour of any type of blind should be subdued. Gaudy colours are not generally appropriate. It is generally accepted that the colour of the fascia and that of the blind should be similar. The use of plastics, stretch wet-look fabrics are inappropriate and detract from the character and appearance of the shopfront.

All blinds whether fixed or retractable must be at least 2.43 metres above ground level, 1.0m minimum away from the front edge of the road kerb and should be erected in such a way as not to cause obstruction, annoyance or danger to passers-by.

Fixed Blinds

- 13.2** Fixed blinds are those where material covers a wood or metal frame and although they appear retractable, they cannot be retracted conveniently on a daily basis. Again it is generally accepted that the colour of the fascia and that of the blind should be similar. Fixed blinds may be acceptable and each application will be taken on its merits.



Picture 13.1 Fixed Blinds

An increasingly popular example is the “Dutch” canopy which traditionally has a curved profile with enclosed ends. Modern varieties are of rigid plastic and are often used as a means of advertising or as an eye-catching ornamental feature rather than for practicable purposes. In many cases the size, shape and colours combine to produce an extremely intrusive element in the street scene. In conservation areas and on listed building the Borough Council will resist the use of “Dutch” blinds.



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Signs and Advertisements

14.1 It is also important to consider signage on or around the building.

14.2 Well designed signs coupled with pleasing shopfronts can add to the quality of an area, whereas poor designs will detract. Even small signs can have a detrimental effect if they are poorly designed.

Projecting and Hanging Signs

15.1 In addition to fascia signs many businesses advertise their premises with the use of projecting and hanging signs. The Borough Council will resist inappropriately designed projecting box signs, especially if they are internally illuminated. Plastic, aluminium and non-traditional materials do nothing to enhance or preserve the character and appearance of a conservation area. Therefore, the Borough Council will encourage the use of hand painted hanging signs constructed in either wood or metal. The Borough Council will generally resist applications for hanging signs that are located above fascia level.

Brackets

16.1 Brackets can have an impact on the overall shopfront and the hanging sign. Signs should be supported by good quality brackets made out of traditional materials and of a scale and proportion that is appropriate to the shopfront.

"A" Boards

17.1 The local authority does not encourage the display of "A" boards outside shops. However, where a shop does have a forecourt the display of such signs is permitted subject to restrictions on the size of the sign and the lettering on them.

17.2 Signs displayed beyond the forecourt, for example on the pavement, needs express advertisement consent but also the consent of the highway authority. As a general rule any applications for such signs are discouraged since they can cause clutter to the street scene and represent a risk to the safety of users of the footpath/pedestrian areas.

Illumination

18.1 In nearly all cases illuminated signs require advertisement consent from the Borough Council. There are two basic ways of illuminating signs and these are 'internally' and 'externally'. Both forms of illumination can easily ruin the appearance of a shopfront and detract from an area. The Borough Council will generally resist applications for internally illuminated fascias, box signs and 'halo' signs (individual lettering which is illuminated around the edges) in conservation areas, on or near listed buildings and in residential areas. In cases where it is essential for the sign to be visible at night and the level of street illumination is poor, preference will be given to the use of reflected light from discretely positioned spotlights or external lighting units, provided they are not over elaborate in design and kept to a minimum.



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Lettering

19.1 The most pleasing and sympathetic approach to signage is the use of individual letters either painted or fixed to the backdrop of the fascia or facade. The size and style of the lettering will mainly be determined by the depth of the fascia and the proportions of the building. The Borough Council will encourage hand painted signs on certain properties. Where upper floor premises are being used for a different business, the Borough Council will resist applications for new external signs other than on the ground floor fascia or facade. As an alternative the Borough Council will encourage the use of lettering on the glass of upper floor windows or wall plaques, constructed out of traditional materials, placed at ground floor level.

Shopfront Security

20.1 The Borough Council recognises the need for adequate security measures against an increasing trend in theft and vandalism. However, in most cases, the most obvious high profile measures, such as external shutters will have a detrimental visual effect upon their surroundings and this is particularly the case within conservation areas, residential areas and on listed buildings. However, the Borough Council believes that in the majority of cases effective security measures can be found that will also look acceptable.

Alternative Shopfront Security

Strengthened Glass

21.1 In all cases this solution is preferable as the appearance of the shopfront is unaffected. This is especially important for listed buildings and in conservation areas. However, in order to act as a deterrent the qualities of the glass should be advertised on the shop front.

Internal Surveillance Equipment

21.2 This is effective and unobtrusive and can be used to guard problem areas such as doorways.

Internal Open Lattice Grilles

21.3 Where there is no alternative but to provide a security screen, an open lattice grille, fixed internally, is preferred. With a well-designed grille your shop display remains virtually as attractive as during opening hours. Vision into the shop offers some security in itself. The enjoyment of window shopping encourages more people into the area, helping to reduce opportunist crime. Also, in the event of an alarmed window being broken, the grille is a further barrier to penetrate whilst the alarm is sounding. Planning permission will not be required if the security screen is fitted internally.

Externally Mounted Removable Grilles

21.4 Removable grilles have the advantage of doing away with the box housings and side rails of fixed systems. Where there is no alternative but to provide an external security screen, removable grilles may be acceptable if well-designed.

The Borough Council will consider granting consent for external removable grilles at high risk premises, subject to:

1. The use of unobtrusive fixings and grilles that do not damage architectural features or mouldings, and are painted to blend with the shopfront.



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2. The grilles do not cover pilasters and other features, but fit within individual elements or window areas of the shopfront.
3. The grilles are stored out of sight when not in use.
4. The grilles do not intrude into the public highway.

To protect recessed shop doorways, the traditional idea of a removable (even concertinaed or hinged) well designed 'gate' holds good, being both practical and of reasonable appearance.

Listed building consent is required prior to the fitting of any external security grilles on listed buildings.

External Mounted Open Lattice Roller Grilles

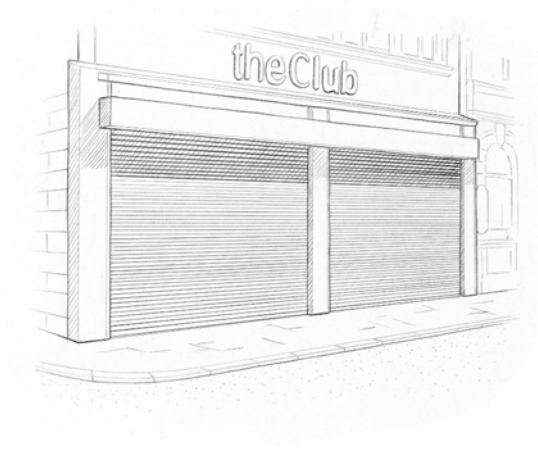
22.1 Once set in front of the glass, security grilles become much more prominent, and require bulky roller boxes and side runners. Attractive architectural features and details may become covered over. A much harsher look in the street scene results, especially when repeated at several premises.

22.2 In considering possible exceptions, the Borough Council would need to be satisfied that:

1. No other combination of security measures is feasible.
2. Boxes and runners can be concealed adequately behind fascias and inside pilasters.
3. A well-designed grille of suitable colour will be used, including where necessary grilles individually designed to minimise their visual impact.
4. The grille will not intrude into the public highway.

Solid Roller Shutters

23.1 Solid shutters obliterate the shopfront. They bring crude and deadening effect to the street. Window shopping is curtailed and less light reaches the street. This creates an unwelcoming and fortified look and tends to put people off coming into the area, in turn reducing incidental supervision by the public. Any intruder entering the shop from the rear is also not visible from outside.



Picture 23.1 Side Roller Shutters

23.2 The Borough Council realises that for many businesses solid shutters at first sight offer high profile, effective security. However, environmentally they have to be regarded as the most damaging. The Borough Council will normally refuse permission for their use, especially upon listed buildings, in conservation areas or for businesses situated in mainly residential areas. Where they are permitted



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they must be painted and should be of the perforated varieties which allow surveillance of the shop from outside when the shop is internally illuminated. Such shutters should only cover the glazed area of the shopfront with the shutter box installed behind the fascia board. The guidance on shopfront security is intended to give a balanced range of possible measures that will be effective, whilst reducing visual effects upon the environment. It is appreciated that individual circumstances vary widely and that innovations in security are constantly coming onto the market.

Alarms

24.1 The Borough Council welcomes security alarm systems as a way of being less dependent upon equipment such as external shutters. However alarm boxes are sometimes still relatively bulky items in themselves and may be used at many premises along a street. They need to be positioned as carefully as possible in relation to the shop front. Businesses are asked to take into account the following guidelines when considering installing an alarm box:

1. Use modern equipment that is obvious to the would-be intruder yet fits discreetly into the overall shopfront.
2. Use equipment of a colour to tone with the shopfront, as far as possible.
3. Where there is no alternative but to place a box upon the face of a building or shopfront, carefully site it in relation to the elevation of the building. Listed building consent may be required where a box is proposed on a listed building.

24.2 Alarm systems can be connected to the central alarm stations who have direct contact with the Police, which may help avoid the need for exterior boxes (only needing an alerting 'sticker' or logo on the premises). However, such connections usually go to a central station and not the local police station, which may not always suit your circumstances.

Maintenance

25.1 Regular maintenance is essential if shopfronts are to remain attractive. This is particularly important in the case of woodwork and metal surfaces. Neglect will ultimately lead to needless expenditure on repairs or replacement. The National Association of Shopfitters have produced a leaflet, Care and Maintenance of Shopfronts, Fittings and Interiors, available from NAS House, 411 Limpsfield Road, Warlingham, Surrey CR3 9HA.

25.2 Whilst repairing, replacing or providing a new shopfront, consideration should be given to the facade in which it sits. If the upper floors are poorly maintained, this will affect the appearance and attractiveness of the shopfront. It is, therefore, advisable to instigate a programme of tidying up, cleaning and repainting to complement the shopfront.

Drawings Required

26.1 It often pays to get a professional to carry out this work as they are familiar with the various design approaches, materials available and as a result can resolve potentially time consuming and costly issues between the applicant and the planning department.

26.2 As part of the application, the Borough Council will require the following.

- A location map at a scale of 1:1250 should be included with all applications
- The following drawings should be at a scale of 1:50 or 1:20 for details:



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- An elevation of the proposed shopfront and signs showing part of the adjoining shop and the upper floor.
- A plan of the shopfront showing the structural elements within which it fits (i.e. pilasters) and the dimensions of the opening width of doors.
- At least on cross-section from the first floor window sill to pavement level, including the fascia.
- The detailed design, materials and dimensions of signs and details of light fittings and installation methods.

All materials and colours should be annotated.

Further Guidance

If you are unsure as to whether you will require planning permission or advert consent, or would like to discuss the design of the proposed shopfront, the Borough Council encourages you to speak to a planning officer at an early stage. This way any potential problems can be ironed out before plans are drawn up. The advice is free, and they are there to help you get your proposals through the planning process.

If you live in Ilkeston, Morley, West Hallam, Little Eaton, Breadsall, Dale Abbey, Stanton-by-Dale, Stanley, Stanley Common and Breaston and wish to discuss your plans please call 0115 907 2220.

Queries regarding Long Eaton, Sawley, Sandiacre, Ockbrook, Borrowash, Draycott and Risley please call 0115 907 2210.

Where a building owner is considering undertaken any works to a Listed Building they are advised to take early advice from the Councils Conservation and Design Officer Tel: 0115 9072219.

Alternatively you may e-mail us at planning@erewash.gov.uk. Our offices are located at Long Eaton and are open Monday to Thursday 9:00am to 5:00pm, and on Friday's from 9:00am to 4:30pm.



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Development Plan Policies

Policy

Policy S9 - Shopfront Design

Planning permission for new shopfronts or alterations to existing shopfronts (including buildings with a commercial use) will only be permitted if all the following criteria are satisfied:

1. The design of the shop front respects the materials, period and architectural style of the whole building and its setting, retaining traditional features where practicable;
2. The design, proportions and materials of the fascia are in keeping with the shop front or buildings of which it forms a part and no original features are obscured.

Policy

Policy S10 - Advertisements

Advertisement consent will only be granted if the following criteria are satisfied:

1. The sign or advertisement does not detract from the appearance or character of the building upon which it is displayed.
2. The sign or advertisement is acceptable in terms of its impact on the amenity of the locality.
3. The sign or advertisement does not have an unacceptable effect on the safety of pedestrians, cyclists or vehicles.

Within the town centre conservation area of Ilkeston and Long Eaton, applications submitted under the advertisement regulations for the display of internally illuminated box signs and signs illuminated by exposed neon tubes will not be encouraged. Where illumination is considered essential, it should be external and achieved by suitably discreet means. Applications for non-illuminated signs will only be granted if individually and cumulatively they are compatible in terms of size, prominence, height, colour and materials with the character and appearance of the building on which they are displayed and of the area generally.

Policy

Policy S11 - Shopfront Security

Proposals for shop front security measures will only be permitted if all the following criteria are satisfied:

1. The grill or shutter housing, means of fixing, and guide channels are incorporated into the overall design of the shopfront or building of which it forms a part and no original features are obscured;
2. The colour of the finish should compliment the shopfront;
3. The grill or shutter should have a high degree of through visibility.



If you require this information in your language, please contact the Council using one of the below methods.

“જો તમારે આ માહિતીની તમારી પોતાની ભાષામાં જરૂર હોય, તો નીચેની પદ્ધતિઓમાંથી એકનો ઉપયોગ કરીને કાઉન્સિલનો સંપર્ક સાધો.”

如果您需要您自己语言的此信息，请通过以下方法之一与委员会联系。

“ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖਿਆ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ ਤਰੀਕੇ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਕੌਂਸਲ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।”

“اگر آپ کو یہ معلومات اپنی زبان میں درکار ہوتو، براہ کرم درج ذیل میں سے کوئی طریقہ استعمال کرتے ہوئے کونسل سے رابطہ کریں۔”



0845 907 22 44



communications@erewash.gov.uk



Ilkeston Town Hall, Wharncliffe Road, Ilkeston, Derbyshire DE7 5RP

Long Eaton Town Hall, Derby Road, Long Eaton, Derbyshire NG10 1HU