



Lambeth

# House owners guide to renewables



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## 1. Introduction

This guidance note seeks to explain how householders can make their home energy efficient and provides an insight into renewable technology and how this can be implemented into the home. This will not only save energy but can also save money and provide a more comfortable home. Further sources of information are also provided.

The incorporation of renewable technology needs to be considered carefully. Each application is unique and policies and guidance can not cover every proposal therefore the relevant council department should be contacted to ensure each application will be considered and determined having regard not only to the councils UDP and this accompanying guidance but to other material considerations.

There is now overwhelming scientific evidence that climate change is happening now and that over the next 70 years or so temperatures in London are set to rise between 2°C and 6°C resulting in drier summers and wetter winters. It is expected this will lead to water shortages in the summer and increased risk of flooding in the winter.

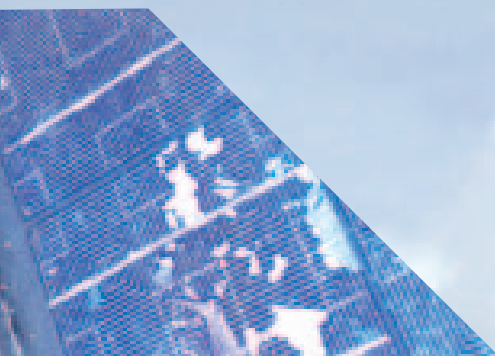
50 per cent of UK carbon dioxide (CO<sub>2</sub>) emissions come from energy use in buildings. We can all reduce our contribution to climate change by making our homes greener by reducing the energy wasted. This guide provides practical solutions to positively change your home to save energy and how to produce your own energy by installing renewable technology.

**What is renewable energy?** This is energy which is created by using resources which will be renewed i.e. they will not run out unlike the fossil fuels we currently use which have a limited resource i.e. coal, oil and gas.

**What are carbon emissions?** The fossil fuels we use for energy to provide electricity and heat need to be burned to release this energy. When these fuels are burned they release carbon dioxide (CO<sub>2</sub>) which is one of the main gases (known as a greenhouse gas) that contributes to the green house effect and climate change.

**What is the greenhouse effect?** Carbon dioxide along with other 'greenhouse gases' accumulate in our atmosphere creating a thicker layer which insulates the earth. These gases are normally found in our atmosphere but due to the huge amount of fossil fuels we have been burning the level has risen drastically causing the earth to become warmer known as the 'greenhouse effect'. This in turn affects the earth's current climate.

**What is climate change?** Climate change is caused by the earth's temperature rise, known as global warming which in turn causes physical changes and changes in weather patterns e.g. extreme droughts and flooding.



## 2. Saving energy in the home

Almost all the energy we use within our homes comes from fossil fuels, such as oil and gas which lead to CO<sub>2</sub> emissions and contribute to climate change. Saving energy can not only save the planet, it can also save you money on your fuel bills. In addition, there is no point installing renewable technology in your home if you don't first reduce the energy you require by installing energy efficiency measures such as those below. Grants and discounts may be available to help pay for these measures.

Contact the local Energy Efficiency Advice Centre for more information on 0800 512 012

**2.1 Lighting:** use energy efficient light bulbs, ideally those that have the Energy Efficiency Recommended Logo. Lighting accounts for 10 to 15% of the electricity bill and using energy efficient bulbs can reduce costs. Remember to switch off the lights and consider solar powered outside lights in the garden. These are now widely available.

**2.2 Electrical appliances:** Buy 'A' rated appliances such as fridges, washing machines and kettles. Avoid electric heaters as they use lots of energy. You can also reduce your fridge-freezer running costs by fitting a SavaPlug.

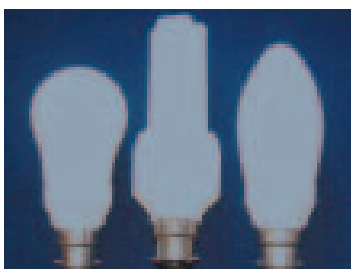
**2.3 Boilers:** If your boiler is more than 10 years old replacing it with a new more efficient 'A' rated condensing boiler and good heating controls will reduce heating costs significantly. Under current building regulations, you are required to install an energy efficient condensing boiler whenever you replace or install a new boiler.

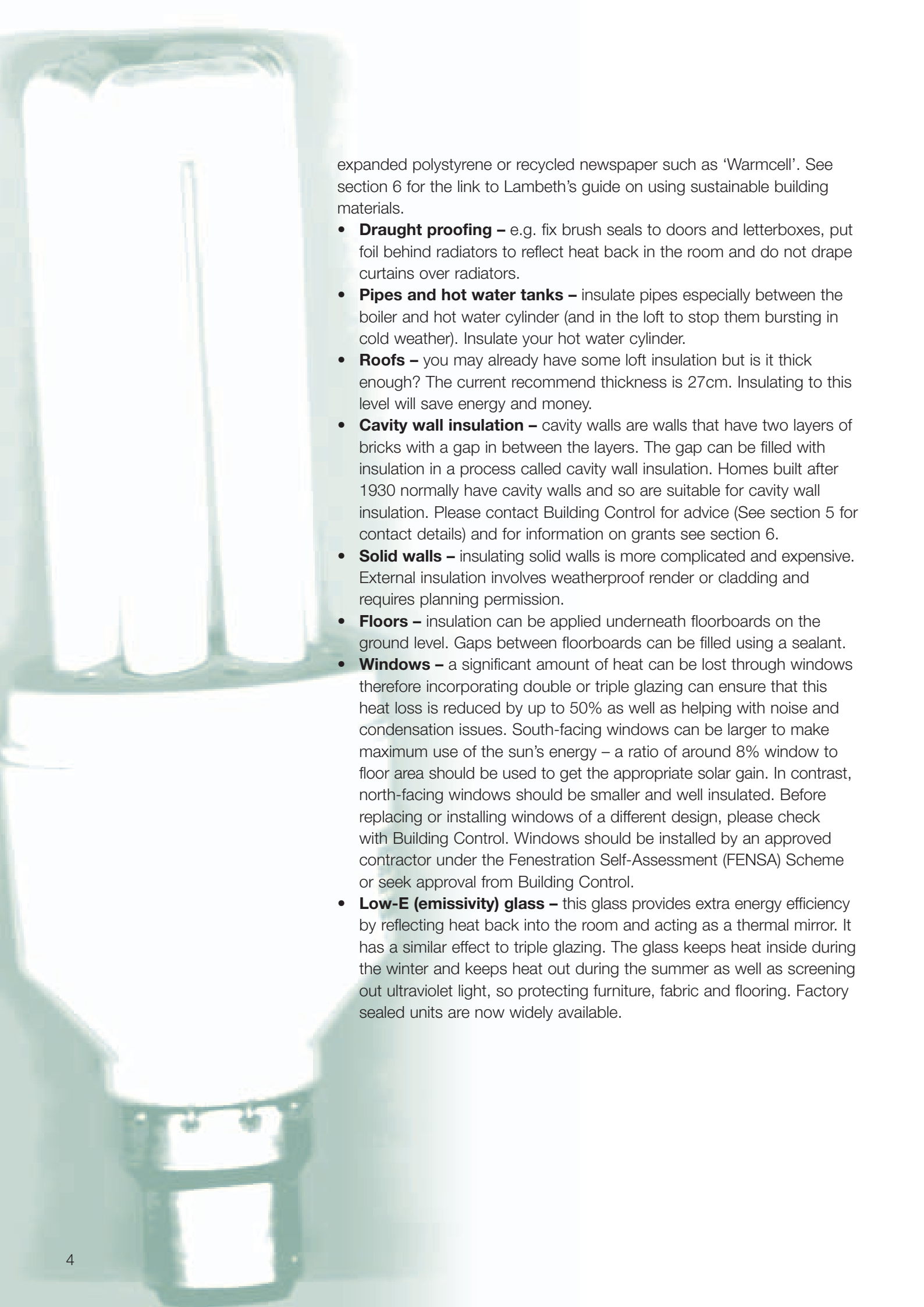
**2.4 Heating controls:** you can save energy by installing controls for your central heating system. A room thermostat will allow you to control the temperature of your whole home. A central heating programmer will allow you to set the times at which you want your heating to come on and turn off. Thermostatic radiator valves allow you to control the amount of heat coming out of each radiator. If you have a hot water cylinder thermostat, it's best to set it to 60°C.

**2.5 Passive solar design** – a 'passive' solar house keeps the home comfortable through cooling and heating without using mechanical equipment. The planning of the house is required to achieve this such as site selection and planning, construction materials used, building features and other aspects of the home designed to collect, store and distribute the sun's heat in winter and block the sun's rays in summer. Several techniques are used such as:

- **Indirect gain:** for example an attached sunspace or trombe wall collects heat from the sun transferring it to other spaces in the home. The air heated in a sunspace circulates naturally or with the aid of a fan.
- **Direct gain:** is heat resulting from sunlight admitted through south-facing windows.
- **Thermal mass:** this can be any material that absorbs and stores heat e.g. concrete or brick. They are most effective if the materials are dark and located in direct sunlight. Thermal mass allows for absorbed solar energy to be released as heat at night or on cloudy days increasing the energy saving characteristics of the home.

**2.6 Insulation:** Insulating your home can lead to significant energy savings. Heat is lost through the buildings floors, walls roof and windows as well as through hot water pipes and hot water cylinders. Check with Building Control for the minimum standards (see section 5). Make sure that you also ventilate your home using 'passive' ventilation e.g. opening windows or incorporating trickle vents in your window heads. When insulating use environmentally friendly materials e.g. mineral wool,





expanded polystyrene or recycled newspaper such as 'Warmcell'. See section 6 for the link to Lambeth's guide on using sustainable building materials.

- **Draught proofing** – e.g. fix brush seals to doors and letterboxes, put foil behind radiators to reflect heat back in the room and do not drape curtains over radiators.
- **Pipes and hot water tanks** – insulate pipes especially between the boiler and hot water cylinder (and in the loft to stop them bursting in cold weather). Insulate your hot water cylinder.
- **Roofs** – you may already have some loft insulation but is it thick enough? The current recommend thickness is 27cm. Insulating to this level will save energy and money.
- **Cavity wall insulation** – cavity walls are walls that have two layers of bricks with a gap in between the layers. The gap can be filled with insulation in a process called cavity wall insulation. Homes built after 1930 normally have cavity walls and so are suitable for cavity wall insulation. Please contact Building Control for advice (See section 5 for contact details) and for information on grants see section 6.
- **Solid walls** – insulating solid walls is more complicated and expensive. External insulation involves weatherproof render or cladding and requires planning permission.
- **Floors** – insulation can be applied underneath floorboards on the ground level. Gaps between floorboards can be filled using a sealant.
- **Windows** – a significant amount of heat can be lost through windows therefore incorporating double or triple glazing can ensure that this heat loss is reduced by up to 50% as well as helping with noise and condensation issues. South-facing windows can be larger to make maximum use of the sun's energy – a ratio of around 8% window to floor area should be used to get the appropriate solar gain. In contrast, north-facing windows should be smaller and well insulated. Before replacing or installing windows of a different design, please check with Building Control. Windows should be installed by an approved contractor under the Fenestration Self-Assessment (FENSA) Scheme or seek approval from Building Control.
- **Low-E (emissivity) glass** – this glass provides extra energy efficiency by reflecting heat back into the room and acting as a thermal mirror. It has a similar effect to triple glazing. The glass keeps heat inside during the winter and keeps heat out during the summer as well as screening out ultraviolet light, so protecting furniture, fabric and flooring. Factory sealed units are now widely available.

# 3. Renewable energy

The incorporation of renewable technology needs to be considered carefully. Further information and advice should be sought from the Planning and Building Control departments within Lambeth Council (See section 5 of this guidance for more information). Each application is unique and policies and guidance can not cover every proposal therefore the relevant council department should be contacted to ensure each application will be considered and determined having regard not only to the council's UDP and this accompanying guidance but to other material considerations. The following pages outline some of the technologies available, their benefits and the potential costs.

## 3.1 About solar photovoltaics (PV)/solar thermal

Both solar thermal and solar PV systems use the sun's energy. Solar PV is the more expensive of the two and has a long pay back period but once installed, it generates free, clean electricity. Electricity which is not used when generated can be sold back to the grid. For more information contact the Energy Saving Trust [www.est.org.uk](http://www.est.org.uk). Solar thermal is a less expensive option and pays back more quickly and supplements the hot water in a boiler. Solar PV panels or solar tiles are installed on roofs or even walls to absorb the sun's energy.

### Is my house suitable?

- Both systems work best on south east to southwest facing roofs of any building type. If you have a flat roof the panels will need to be angled to capture the sun. Your solar installer will advise you.
- Preferably you will need 2-4m<sup>2</sup> of roof receiving direct sunlight for the main part of the day. If you are installing a solar thermal system for hot water you will also need space to locate an additional water cylinder if you don't already have one i.e. combi boilers heat on demand and so will not have a cylinder therefore you need to install a cylinder to store hot water from the solar thermal system.
- Planning and design issues: You need to check whether your house is in a conservation area or is a listed building. See section 5 for contact details.
- If you have a flat roof then why not consider a green roof? This has many benefits such as thermally insulating your home and providing cooling in the summer, reducing surface runoff from rain, reducing the heat island effect (the heat radiated from concrete in the summer) as well as providing an attractive roof which encourages wildlife and biodiversity (see below section for more info). PV performance has proved to be enhanced when placed on green roofs. The roof will need to be surveyed by a qualified chartered surveyor to ensure the roof can withstand the extra structural loading. See 'Other sustainable measures' section 4 for more information.

### Benefits?

- Solar energy is pollution free.
- The UK government has set a target of 10% energy production from renewable sources by 2010.
- A solar PV tiled roof could prevent over 34 tonnes of greenhouse gas emissions during its lifetime.
- Solar PV can provide a household with 30-50% of its electricity needs.
- Solar thermal systems can provide up to 50% of your households hot water over a year.
- Localised production of electricity helps to reduce energy insecurity at a time when electricity prices and availability is becoming increasingly uncertain.
- Householders can sell their unused electricity back to the grid to their energy supplier.



(Source: Energy Saving Trust)



### **Costs?**

- For solar thermal systems the typical installation cost for a domestic flat plate collector system is £2,000-£3,000. Evacuated tube systems will cost £3,500-£4,500.
- For solar photovoltaic systems current costs are approximately £6,000 for a typical household roof panel system though 'solar tiles' which look like roof tiles can be more expensive. See section 6 for information on grants available.

### **3.2 About wind turbines**

Wind turbines create electricity and may vary in size and power; a typical domestic system will range between 2.5 to 6 kilowatts depending on the energy required and location of the home.

### **Is my house suitable?**

- Wind turbines in an urban setting are not always the best renewable energy option.
- Wind speeds in urban areas can vary dramatically and a wind turbine may not generate its published output of electricity. This may be due to obstructions such as large trees, houses or other buildings. It would be worth checking if the installer/supplier of the wind turbine could provide this advice on the likely performance in your local environment to ensure your location is suitable. A good source of information for wind speeds is the NOABL database which can be accessed from the British Wind Energy Association. See section 6 for more information. You can also collect primary information by setting up your own monitoring mast to record wind speed. An ideal way of doing this is with an anemometer which you can purchase for around £120.
- In addition check with planning regarding conservation areas, historic buildings as well as noise issues despite many wind turbines now claim to be virtually silent.

### **Benefits?**

- Once your wind turbine is installed you will be saving money instantly as electricity is produced and the system has a life of up to 20 years. In addition the system is pollution free.
- Householders can sell their unused electricity back to the grid.

### **Costs?**

- Costs can vary according to location and the size/type of the system. Estimated costs are around £3,000 for a 1kW system and £4,000-£18,000 for larger systems between 1.5 and 6kW. These costs are inclusive of the turbine, mast, inverters, battery storage (if required) and installation. However service checks are required every few years and if the systems have a battery this will need to be replaced between 6-10 years.



(Source: Energy Saving Trust)

### 3.3 About biomass

Biomass energy burns wood in the form of pellets, chips or logs to produce energy. Biomass is 'carbon neutral' which means that the wood used for fuel has absorbed carbon dioxide (CO<sub>2</sub>) during its production/ growth. Therefore when it is burned it is releasing the carbon dioxide it absorbed but not adding any additional CO<sub>2</sub> into the atmosphere. Biomass can come in the form of pellets, chips or logs which can be burned in a boiler or stove. Stoves use logs or pellets and provide space heating while boilers use pellets, chips or logs and are connected to the central heating and hot water systems.

#### Is my house suitable?

Before considering installing a biomass boiler or stove always seek more detailed advice from an accredited installer. In addition the following list covers issues that need to be considered.

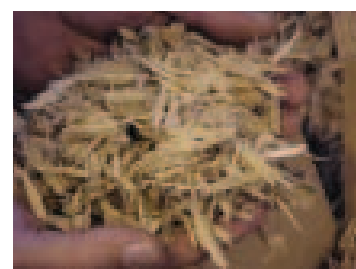
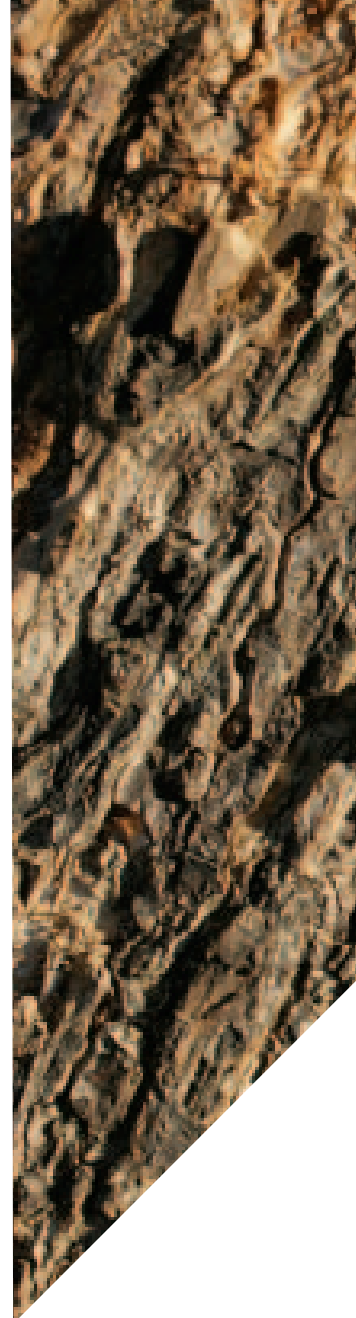
- **Planning/Building Control** – check with planning that your home is not a listed building or in a conservation area and check with Building Control that the installation complies with all safety and building regulations (Part J).
- **Space** – fuel in the form of pellets, wood chip or logs are required so you need to make sure you have adequate storage space and that there is enough access to the boiler for loading in the fuel.
- **Fuel** – a regular supply of fuel is needed and so make sure you have a reliable local fuel supplier.
- **Flue** – a lined flue can be fitted in domestic chimneys – all vent materials must be specifically designed for wood fuel appliances to provide the appropriate air movement for the stove to operate correctly.
- **Smokeless zone** – wood can only be burnt on exempted appliances under the Clean Air Act so check they are compliant.

#### Benefits?

- Using a local fuel supply promotes local businesses which in turn provide local employment and investment. This is also more sustainable and cost effective as the fuel does not come from further afield therefore reducing transport emissions and costs.

#### Costs?

- Boilers costs vary depending on the type of fuel used, for example a typical 20kW pellet boiler which would be sized for a three bedroom semi-detached house would cost approximately £5,000 including installation, flue and commissioning. Contact accredited suppliers for further quotes.
- Biomass requires a constant fuel supply which is an additional cost unlike wind, solar or GSHP technologies.



(Source: CEN)

### 3.4 About ground source heat pumps (GSHP)

Ground source heat pumps transfer heat from the ground into buildings through pipes to provide space heating. The ground several metres below the surface stays at a constant temperature which is warmer than the air above. This can also be reversed in the summer months to provide cooling. Electricity is required to drive the compressor and pump for the transfer of the heat through the pipes but the system can be a cheaper form of space heating than oil, LPG and electric storage heaters but is more expensive than mains gas. If grid electricity is used for the compressor and pump, then an economy 7 tariff usually gives the lowest running costs. Using a green tariff or installing solar PV or other renewable technology which produces electricity could be used to power the compressor and pump. In addition ensuring that the building is well insulated can lower the heat demand.

#### Is my house suitable?

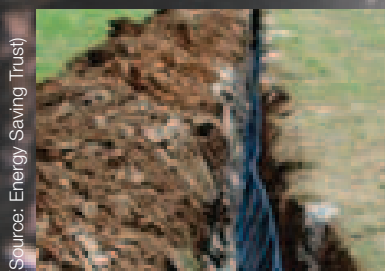
- Ground source heat pumps are really suitable for new builds or where homes are undergoing major refurbishment as it requires pipes to be laid under floors.
- If you require space heating and cooling then GSHP maybe a good option especially if you do not have gas mains available and is cheaper than oil, LPG or electric storage heaters.
- There are several options available – pipes can be placed through a borehole, straight horizontally but requires more land or spiral horizontally (like a coil) which requires approximately a 10m trench to provide 1kW of heating.
- Therefore you need to establish whether there is enough space to accommodate a trench or borehole and whether the ground is suitable for a borehole or trench.

#### Benefits?

- For every unit of electricity used to pump the heat, 3-4 units of heat are produced.
- The system can provide both heating and cooling for your building.

#### Costs?

- Costs can range between £6,400-£9,600 for a typical 8kW system – the system will also need to be connected to the distribution system and costs can vary with property and location. The geology of the area can also have an impact on borehole costs.



(Source: Energy Saving Trust)

## 4. Other sustainable measures

### 4.1 About green roofs

Householders can retrofit green roofs onto sheds in their gardens or on any flat roof space on their home such as extensions. A green roof has plants growing on it which has many benefits including promoting biodiversity especially if you plant specific plants which encourage wildlife such as butterflies. Lambeth has installed one of the largest green roofs in the UK at Ethelred Estate and continues to promote green roofs in all of its large developments.

### Is my house suitable?

The 2 main considerations are:

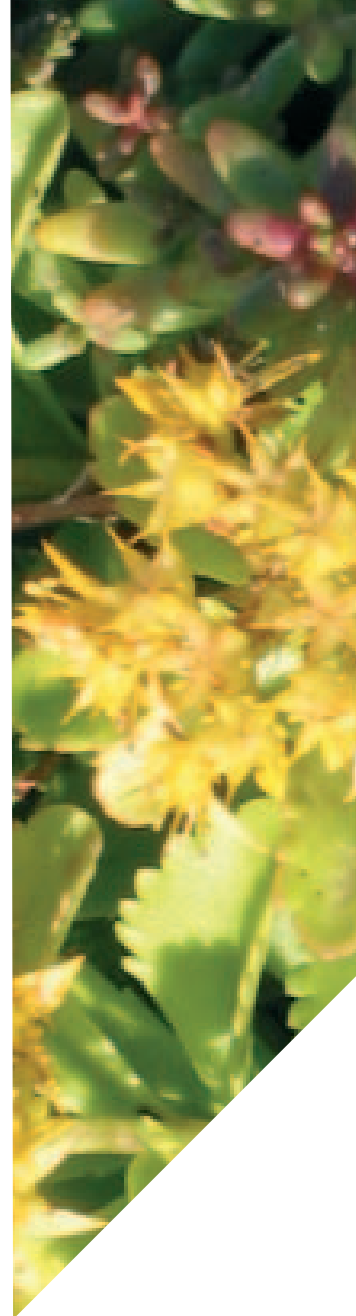
- Is the roof's waterproofing in good condition or does it need to be upgraded?
- Can the roof sustain the additional loading of the proposed green roof? The existing roof should be surveyed by a suitably competent person in this respect to ensure it can withstand the extra structural load. Guidance could be sort from the Royal Institute of Chartered Surveyors, The Institution of Structural Engineers or the Association of Building Engineers.
- The council encourages the development of green roofs and full plans need to be submitted to Lambeth's Development Control Team (see section 5 for contact details). Visit the following website for links to premier suppliers and installers of green roofs: [www.livingroofs.org](http://www.livingroofs.org)

### Benefits?

- Reduction of energy bills for residents as the green roof improves the thermal insulation of the building.
- Reduction in amount of surface water running off the roof and so reducing the risk of flooding.
- Providing habitat, shelter and feeding opportunities for wildlife.
- Improves the character and appearance of the building and surrounding area.
- Provides extra heat and noise insulation.
- Keeping the building cool in summer.
- Helps to reduce the amount of dust and pollutant in the air.

### Costs?

Costs can vary depending on the type of green roof you choose and how big your roof is so source a range of quotes.



(Ethelred green roof, Ethelred Estate, Kennington, London.  
Source: Lambeth Council)

## 5. Planning permission, building control, listed buildings and conservation areas

### **Planning permission**

Lambeth Council is committed to the provision of sustainable development in the borough and is keen to support residents and developers incorporate renewable technologies which are an integral well designed part of their homes and developments.

### **Conservation areas**

A conservation area is an area of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance. There are 60 conservation areas in Lambeth each has a unique character and appearance that Lambeth Council will seek to retain. A cautious approach should be taken when undertaking works in a conservation area, ensuring that the character of individual buildings and that of the wider area is taken into account. All proposals will be judged against the relevant Conservation Area Statement as and when they are adopted. The council will not support proposals which would harm the character and appearance of conservation areas.

### **Listed building consent**

A listed building or other structure has special architectural and/or historic interest which is included by the Government on a statutory list and assigned a grade (I, II\* or II). Any alteration to a Listed Building or buildings within the curtilage of a listed building that would affect its special character requires Listed Building Consent. When judging applications for listed building consent there is a presumption in favour of minimal intervention and loss of historic fabric together with protection of its setting. All applications will be assessed using the criteria set down in PPG: 15 "Planning and the Historic Environment" and against policies contained within the Unitary Development Plan.

### **Criteria for planning permission are as follows:**

#### **Wind turbines**

Planning permission will be required if:

- The turbine is to be installed on or attached to any property that is not a single occupancy dwelling house or will be free standing within the curtilage.
- Any part of the turbine extends above the highest part of the roof (excluding chimney).
- Any part of the turbine projects closer to the highway (road) than any part of the house unless there is a distance of 20 metres or more between the highway and the house.
- If it exceeds 4m in height.

Any proposal affecting the special character of a Listed Building, will require listed building consent in addition to any planning permission.

#### **Solar hot water panels and solar photovoltaics**

##### **Flats**

Planning permission will **always** be required if the installation is to be attached to a block of flats.

## Houses

If the house is **in a conservation area**, planning permission will be required if:

- If any addition/alteration to the roof changes the shape or profile of the roof.
- If an Article 4 Direction is in place which restricts this form of permitted development.

If the house is **not in a conservation area** planning permission will be required if:

- The PV is installed on the roof and projects above the highest part of the roof (excluding the chimney).
- The PV projects significantly above the existing roof slope.
- The PV is located on a roof slope which fronts onto any highway (road) or public footpath.

Any proposal affecting the special character of a Listed Building, will require listed building consent in addition to any planning permission.

## Freestanding solar hot water panels and solar photovoltaics

A structure, not attached to a building, for solar panels or solar photovoltaics may require planning permission; however this is dependent on a number of factors. Details of the proposals should be sent to the Development Control team within the Planning Service so that advice can be provided.

## Ground source heat pump/biomass boiler

Requirement for planning permission is dependent on a number of factors. Details of the proposal should be sent to the Development Control team within the Planning Service so that advice can be provided.

## Green roofs

The council encourages the development of green roofs in the borough. Detailed plans should be submitted to the Development Control team within the Planning Service so that a view on the need for planning permission and the appropriateness of the proposal can be obtained. Any design should be integrated into the design of the home or development.

## Building control

Wind turbines, solar panels and solar photovoltaic installations require Building Regulations consent if additional load or force is applied to the building structure as a result of the installation OR if the installation supplies electricity either to the building or to the Local Grid. The Approved Documents to the Building regulations dealing with these areas specifically are Approved Document Part A (Structure) and Approved Document Part P (Electrical Safety Dwellings) of the Building Regulations.

## Contact details

### Planning department

Lambeth Council  
Planning Department  
Phoenix House  
10 Wandsworth Road  
London SW8 2LL

### Basic planning enquiries

Town Planning Advice Centre  
Tel: 020 7926 1181  
Email: [tpac@lambeth.gov.uk](mailto:tpac@lambeth.gov.uk)

### For information on conservation areas and listed buildings visit

<http://www.lambeth.gov.uk/Services/HousingPlanning/Planning/ConservationDesign.htm>

### Building control

Lambeth Council  
Building Control  
Phoenix House  
10 Wandsworth Road  
London SW8 2LL

Email: [buildingcontrol@lambeth.gov.uk](mailto:buildingcontrol@lambeth.gov.uk)  
Tel: 020 7926 1150



## 6. Useful information

### Energy efficiency

- The Energy Saving Trust [www.est.org.uk](http://www.est.org.uk)
- For information on grants available (e.g. loft insulation) and general energy efficiency advice phone the local Energy Efficiency Advice Centre on 0800 512 012 (free phone).
- [www.saveenergy.co.uk](http://www.saveenergy.co.uk) and make a real difference by switching to a green electricity tariff, like [www.good-energy.co.uk](http://www.good-energy.co.uk)
- <http://www.lambeth.gov.uk/Services/HousingPlanning/HousingAdvice/EnergyEfficiency.htm>
- SavaPlug [www.savawatt.com](http://www.savawatt.com) Tel: 01789 490 340

### Renewables

#### Funding and grants

- The Low Carbon Building Programme provides grants to householders to install renewable technology in a domestic household. You must undertake a number of energy efficiency measures before you are eligible to apply for a low carbon buildings grant. These measures will ensure that you are minimising your energy requirements. Visit: <http://www.lowcarbonbuildings.org.uk/how/householders/>

#### Further info on solar thermal and PV:

- Solar for London [www.solarforlondon.com](http://www.solarforlondon.com)
- Solar Century [www.solarcentury.co.uk](http://www.solarcentury.co.uk)
- Energy Saving Trust [www.est.org.uk/myhome/generating/types/solarpv/](http://www.est.org.uk/myhome/generating/types/solarpv/) and [www.est.org.uk/myhome/generating/types/solarwater/](http://www.est.org.uk/myhome/generating/types/solarwater/)

#### Further info on wind energy

- British Wind Energy Association <http://www.bwea.com/>

#### Further info on biomass

- The National Energy Foundation <http://www.nef.org.uk/greenenergy/biomass.htm>
- Creative Environmental Networks [www.cen.org.uk](http://www.cen.org.uk)
- Logpile [www.logpile.co.uk](http://www.logpile.co.uk)

#### Further info on ground source heat pumps

- The National Energy Foundation <http://www.nef.org.uk/gshp/>

#### Further info on green roofs

- Living Roofs <http://www.livingroofs.org/livingpages/greenroofsdomestic.html>
- English Nature also produce a leaflet on green roofs. Visit: [www.english-nature.org.uk](http://www.english-nature.org.uk)

### Other information

- Lambeth guide on using sustainable building materials visit: <http://www.lambeth.gov.uk/Services/HousingPlanning/BuildingControl/BuildingForTheFutureEnvironmentallyFriendlyConstruction.htm>
- For further information on saving energy and water as well as using sustainable materials <http://www.lambeth.gov.uk/NR/rdonlyres/D83443EB-489F-4697-86BE-5B04F9FEDAFF/0/BuildingForTheFuture.pdf>
- Informative websites on the use of sustainable building materials: National Green Specification visit: <http://www.greenspec.co.uk/index.html> Construction Resources visit: <http://constructionresources.com/>
- Planning: A guide for householders – what you need to know about the planning system. Visit the Department for Communities and Local Government: [http://www.communities.gov.uk/pub/445/PlanningAGuideforHouseholders\\_id1500445.pdf](http://www.communities.gov.uk/pub/445/PlanningAGuideforHouseholders_id1500445.pdf)
- Information on selling electricity back to the grid: Contact the Energy Saving Trust [www.est.org.uk](http://www.est.org.uk) or the local Energy Efficiency Advice Centre on 0800 512 012 (freephone)

#### Spanish

Si desea esta información en otro idioma, rogamos nos llame al 020 7926 3510 or 020 7926 3572

#### Portuguese

Se desejar esta informação noutra idioma é favor telefonar para 020 7926 3510 or 020 7926 3572

#### French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 3510 or 020 7926 3572

#### Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন  
020 7926 3510 or 020 7926 3572

#### Twí

Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 3510 or 020 7926 3572

#### Yoruba

Tí ẹ ba ẹ ìmoràn yí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 3510 or 020 7926 3572

If you would like this information in large print, in Braille, on audio tape or in another language, please phone 020 7926 3510 or 020 7926 3572