

Sounder City
Highlights of the Mayor's Ambient Noise Strategy



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Pilot road traffic noise exposure map (dB L_{Aeq 18 hour})



source

WS Atkins 2001: Noise mapping in London – Options for progress



foreword

Noise may not be top of everyone's priorities, but it is a big issue for many. That is clear from those who welcomed this first city-wide strategy when the draft was published for public consultation in March 2003. It focuses on getting more action going on 'ambient noise', mainly noise from transport and industry, but also looking to better housing and good building design.

My legal remit is ambient noise - mainly from transport. This strategy reflects that duty. However, I am in no doubt that neighbours from hell can leave people at their wits' end. Noise makers need to be aware that music systems or other equipment can be confiscated if they cause real nuisance to others.

In much of Europe, local police offer the first line of defence against excessively noisy neighbours. New Yorkers call NYPD. In London, the boroughs are responsible. Even so, more people call the police about noise than call their council Environmental Health Departments. In the long term, I would like to see properly resourced and responsive local policing being able to sort out most breakdowns in neighbourliness, with the noise specialists as back up. I have already expanded police numbers. More neighbourhood wardens and community support officers are coming through. Clearly there are going to be other pressing priorities for some time to come, but I will work for a future in which those responsible for these services can consider new options with potential benefits for all concerned.

Meanwhile, I invite London boroughs to reconsider the wide variations which exist in local noise services across the city. Some have good out of hours services, dealing with noisy parties and other nuisances. All boroughs need to achieve the standards of the best in this vital service to Londoners. Opportunities for shared services across borough boundaries need to be considered. I am keen to work with boroughs to get better funding for London's noise services, ring-fenced if necessary.

I also want to see better control of noise from roadworks and building works. Transport for London will play its part. This may not be defined as 'ambient noise', but all those responsible must pull together, so we can secure the benefits from growth, while keeping construction noise under control.

London is a noisy city. Its buzz is tangible. But everyone needs to rest and recover at some time. Noise can interfere with speech, learning and concentration, as well as leisure. Good modern city management needs to minimise noise for the wellbeing of all those who live, visit or work here.

London is leading the way for the UK with this first city-wide strategy for ambient noise. The Government has said it needs five years, noise mapping costing £13 million, and many other studies to prepare a national strategy.



The Greater London Authority Act required me to produce a strategy for probably the country's noisiest city, but with no new money and no new powers specifically to reduce noise. I am very aware of the costs of properly addressing noise - but also of the needs, and the benefits for Londoners' wellbeing. In our current system, only the Government can secure the changes required. It must speed up development of an effective national noise policy, including work on costing.

I am keen to do whatever I can, but no-one can pretend that it will be quick and easy to reduce noise in Europe's biggest city. London is ahead of national strategy, so there are many issues on which I must urge Government to act. Many practical actions will be pursued at city level, but we will still need further reductions at source, including quieter road vehicles, railways and aircraft. International agreement and action is vital, particularly for a world city. London can demonstrate practical action. Progress on noise demands partnership, with the Government, the London boroughs, and others.

I want to play my part, especially through Transport for London, and with the London Development Agency. A major early priority is making up the backlog of street re-surfacing. But we must have sufficient transport funding.

We will build noise management into as much of our transport and other work as we can. 'Streets for People' policies can help reduce noise in local areas. Local highway authorities need to consider alternatives to the 'road hump'. Fuel cell buses are being trialled. We also plan to trial hybrid-electric buses. If we can find suitable locations and funds, I would like to get some noise barriers in London which also generate solar electricity, so that we can increase renewable energy at the same time as reducing noise.

I was glad to support action in the European Court of Human Rights on night aircraft noise, though, like many Londoners, I was very disappointed that the Court went back on its earlier decision which had found for the residents. Trafalgar Square remodelling has, however, been a great success, with people remarking how they can hear the fountains from the gallery steps for the first time. Open spaces and watersides need special attention. Good planning and design of buildings can stop road and railway noise spreading. With good design, new development can create new quiet spaces.

I extend my thanks to all who gave views and advice, especially Victor Anderson, my Environment Adviser. I am glad to have received constructive input from the London Assembly and from many others during public consultation. Noise policy is becoming more positive. It is an exciting and creative time for those concerned with the sounds of the city.

Parliament gave London a pioneering role. London carries an extra noise burden as gateway to the UK. Action here can help in national policy development. Government must recognise this by supporting exemplary projects, and setting up funds for ongoing noise reduction.



Ken Livingstone
Mayor of London

Noise - the forgotten pollutant

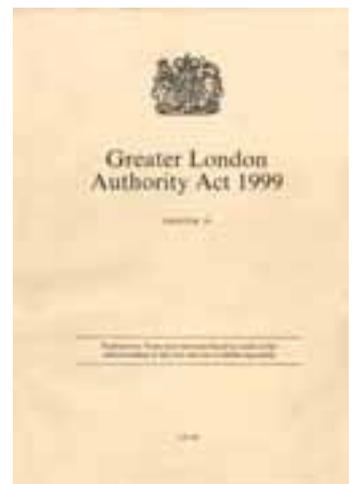
All of us have been affected at some time, in some way, by noise. We may have had to shout over the roar of traffic at the roadside. We may have been kept awake at night by the noise of a busy restaurant or bar.

Noise - unwanted sound - has been called the forgotten pollutant, the 'Cinderella' of the environment. Most of us can probably blot it out most of the time. So we may not think to mention it when we are asked what needs to be done to improve our environment. However, noise can disrupt conversation or other activity, increase stress or disturb our concentration, rest or sleep. In a modern city, noise is increasingly likely to be seen as a key quality of life issue. Our 'soundscape' needs as much care as our townscape or landscape.

The Mayor has a duty to consider the health and wellbeing of Londoners, and to produce a strategy for London on 'ambient noise' - long-term, predictable noise, mainly from transport and industry. The Mayor's Ambient Noise Strategy focuses on reducing noise through better management of transport systems, better town planning and better design of buildings. This means minimising noise on roads and railways. It means being more careful where noisy activities are sited. It means protecting housing, schools, waterways and open spaces - places that should be peaceful havens.

Ambient or **environmental noise** is long-term noise from transport and industry, as distinct from noise caused by neighbours, construction sites, pubs or clubs and other local nuisances. **Neighbour noise** covers noise from music systems, radios, televisions, household appliances, noisy pets, DIY activities, construction work, intruder alarms, parties or similar events.

Local 'nuisance noise' - from noisy neighbours, pubs or clubs, roadworks or construction sites - is dealt with by local boroughs. Many of them provide telephone hotlines which people can use for help or advice with nuisances such as excessive late night noise. Boroughs and the Environment Agency deal with industrial noise. The Health and Safety Executive works to protect people's hearing in places like noisy factories. The Mayor's strategy complements this work, but also pushes for new projects to show that real change is possible. Improving soundscapes across a big and busy city will require new partnerships and fresh approaches.





The European Environmental Noise Directive gives the UK new duties. Noise maps will show at local level the numbers and locations of people exposed to different noise sources, including roads and railways. Following work on noise mapping, the effects of noise, and the cost-effectiveness of various ways of reducing noise, the UK Government aims to produce its National Ambient Noise Strategy by 2007. It has also announced that it will prepare a national neighbour noise strategy.

The Mayor's strategy is the first of its kind, produced in advance of national work. The immediate priority of the Mayor's strategy is to use opportunities to take practical action, where he has powers, and where resources can be found. The Mayor's strategy will lead the way in developing new ways of dealing with city noise, at a time when international pressure is growing to take more action.

Effects on people

People's reactions to noise can vary widely. One person's music can be another's intense irritation. One person's business may disturb another's concentration or sleep. Difficult balances have to be struck. Many believe that London's more deprived areas are more likely to be noisy. Children who are learning, older people, or those with an illness may be most vulnerable. Noise can be disruptive, create stress, and damage quality of life.

However, this should not be seen as a 'killjoy' strategy. Sound is an important part of communication, culture and many other parts of everyday life. Big cities have 'buzz'. Many parts of London have their own distinctive soundscapes. Reducing noise can allow people to hear more of the sounds they enjoy, whether that is gulls over water, wind in trees, or the bustle of an open air market.

Dealing with noise

Many organisations are involved in controlling noise. International standards govern the noise generated by many machines, including cars, lorries and aircraft. National regulations specify noise levels above which, in certain circumstances, home insulation should be offered against noise from new transport projects. Local councils need to take account of noise when new homes and other developments are planned.



Challenges for London

In a MORI poll in London in late 2003, 46% considered noise a problem (13% a major problem, 33% a lower level of problem), with 24% including noise in their two or three top priorities for improving the quality of the environment in London. The GLA London Household Survey 2002 showed that road traffic noise was a concern for more Londoners than any other individual source of noise. The survey found that 13% of respondents rated noise from road traffic where they lived a 'serious problem'. In addition, 6% rated aircraft noise in this way; 4%, noisy neighbours; 4%, roadworks/construction/demolition; 2%, trains/tubes; 2%, pubs/clubs/entertainment; and 2%, industrial/commercial premises. Larger percentages said noise was a problem, though not serious.

Busy roads, major rail corridors and aircraft are the main sources of ambient noise in London. The ways in which different kinds of noise are created and heard are complex. This can make effective control difficult. Cars and other road vehicles have been measured as quieter in terms of the official noise test applied to new vehicle designs. However, traffic noise on typical urban roads does not generally appear to have fallen. It is not just a case of more vehicles. Wider tyres can make more noise. Traffic congestion can encourage more aggressive acceleration and more frequent and heavier braking. Multiple utility companies dig up the roads, leaving many of them in a poor state. Uneven road surfaces and overdue maintenance can mean more noise and sometimes vibration.

New trains are often quieter, but past underinvestment can mean that railway noise overall is louder than it needs to be. For example, poor track quality can mean needless noise and in some cases vibration.

As a world city with many important international links, London has been becoming more dependent on air travel - by business users, visitors and Londoners. Aircraft have been becoming quieter, weight for weight, but they have increased in number. The tranquillity of many of London's open spaces has been eroded. On parts of the Thames, traditional sounds of working vessels have been replaced by those of tourist and party boats. More riverside housing means more people near working wharves and boatyards.

Some areas are less affected than they once were by noise from traditional industries, but more ventilation and air-conditioning plant can mean more annoying noise and vibration, particularly in central areas.





In response to global economic and lifestyle trends, parts of London are more active 24 hours a day, seven days a week. Late-night eating, drinking, clubbing and other entertainment, as well as more flexible patterns of living and working, can mean more noise in hitherto quieter periods of the day and week.

These are some of the more strategic noise challenges London faces, though there are others. Some noise problems can be addressed through better design and management. Others present more difficult choices. Minimising noise is a social balancing act.

A mix of measures

There is no single solution to the diversity of noise problems experienced by Londoners. So far, most efforts have been devoted to attacking some kinds of noise at source, such as cars, lorries and aircraft. These efforts need to be redoubled. However, tackling one noise on its own may not always solve the problem. It can make another, also annoying, noise more audible. So, better ways of co-ordinating action on noise will be needed. This includes new partnerships at the strategic level, and more resources for action in local areas.



The challenge will be to secure further noise reductions at source, while also using development layout, building design, traffic management and other means to achieve progressively better soundscapes. However, it won't be quick or easy to reduce noise levels significantly across a big and busy city. London does not yet have a proper estimate of the numbers of people exposed to different levels of ambient noise or of the costs of reducing noise. It is not realistic to set timescales for achieving target reductions, until the necessary facts, budgets, incentives and legal powers are available. The Mayor is pursuing these.

Practical action on noise

The aim of the Mayor's Ambient Noise Strategy is a practical one - **to minimise the adverse impacts of noise on people living and working in, and visiting London using the best available practices and technology within a sustainable development framework.**

The following key issues and initial priorities have been identified:

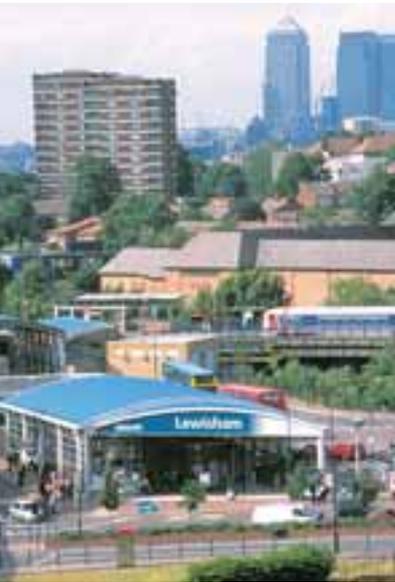
Three key issues:

- Securing good, noise-reducing surfaces on Transport for London's roads.
- Securing a night aircraft ban across London.
- Reducing noise through better planning and design of new housing.

Other initial priorities are:

- extending good, noise-reducing surfaces across all roads where they would be effective, along with less disruptive and better reinstated streetworks
- encouraging quieter vehicles
- building noise reduction into day-to-day traffic management - to maximise gains from reducing stop-start driving as congestion falls, smoothing traffic flow, allocating street space better, and other transport measures
- improving noise environments through 'Streets for People', in Home Zones, in town centres, and in exemplary public space projects
- developing a Traffic Noise Action Programme for the 580 kilometres of roads which Transport for London manages, including targeted traffic noise reduction projects
- trialling fuel cell buses, seeking to trial hybrid-electric buses, and seeking smoother and quieter driving, including through driver training
- establishing a London Ambient Noise Fund for exemplary noise reduction projects, and a London Domestic Noise Fund to improve internal and external noise, especially in poorly-converted flats
- seeking improved railway track quality and maintenance on national rail and Underground as far as organisation and funding allow
- securing support for exemplary noise barrier-integrated photovoltaic power generation along suitable roads and railways, and noise screening from safety and security fencing
- promoting development alongside or over suitable roads and railways, protecting wider areas from noise
- ensuring that 'polluter pays' levies compensate those affected by aircraft noise and other effects, such as through Aviation Environment Funds for each airport
- reducing noise through better planning and design, where London's growth in people and jobs presents challenges, but redevelopment and refurbishment also offer opportunities - high density, mixed-use development can create quiet outdoor spaces away from traffic
- examining the scope for a Mayor's Sound Award, and promoting exemplary City Soundscape projects.





Using the Mayor's transport powers

Many aspects of the Mayor's Transport Strategy will lead to a quieter London. If more people walk, cycle or use a modernised, well-maintained, well-run public transport system, noise will be lower than if public transport decays while congested driving becomes more aggressive.

The Mayor has powers on many transport issues through Transport for London (TfL), which can regulate or influence much of the capital's public transport, including buses, trams, the Docklands Light Railway, some river passenger services and taxis.

Action on London's roads

TfL is responsible, on behalf of the Mayor, for the management of 580 kilometres of London's roads. Too many London streets are cracked and bumpy, generating needless noise. New quieter surfaces are progressively being introduced. There is a backlog of basic street maintenance, caused by decades of under-investment. Many different utility companies dig up the streets up. These works need to be better managed.



Vehicles themselves can be quieter. The Mayor's Central London Congestion Charge provides an incentive for certain alternative fuel vehicles, which are often quieter. TfL is introducing new buses that are typically quieter than older models. TfL is also trialling quiet fuel cell buses, and will investigate other quiet technologies.

Traffic congestion has already been reduced in key areas, reducing the pressure for aggressive stop-start driving. Better traffic management can help smooth vehicle flows. Quieter driving can be promoted. A Traffic Noise Action Programme will be prepared for the TfL Road Network. Priorities for noise will be integrated with action on road safety, air quality, bus priority, cycling, walking and other improvements. Noise will be an integral part of both day-to-day decisions and larger strategic projects.



The Mayor's guidance to London boroughs will promote 'Streets for People' measures to improve local street environments in ways that enhance a sense of community, improve social inclusion, and increase priority for public transport, cycling and walking. Home Zones will also be promoted - residential streets in which space is shared, creating places for people, not just for traffic, including, for example, attractive areas where residents can sit outside.

Such measures can cumulatively reduce traffic noise over the next few years.

Opportunities on London's railways

A world-class rail network for London is part of the Mayor's vision. To attain this, London's rail systems need to be efficient, well-maintained and operated, with noise control integrated. Rail transport must expand if it is to contribute to reducing road traffic congestion and pollution. New investment in the rail system will provide opportunities to minimise noise in many different aspects of railway design, maintenance and operation.

The Mayor and TfL aim to work with the Government and the rail industry to ensure a co-ordinated approach to the specification, management and maintenance of the trains and the track. Cross-European harmonisation of railway standards is taking place. Noise control needs to become an integral part of railway management and contracts. This is likely to include more monitoring of track condition.

The London Underground system suffers from many years of underinvestment, particularly in the maintenance of the track. As far as inherited Public Private Partnership arrangements allow, the Mayor will expect noise and vibration to be minimised through better design and maintenance. Issues to be addressed include groundborne vibration from underground lines, noise from trains on the surface, and in-train noise for passengers.

The Mayor's Transport Strategy seeks a progressive shift of freight from road to more sustainable modes such as rail, where this is economical and practicable. This will help reduce congestion on London's roads, and reduce the proportion of heavy goods vehicles. Minimising noise will be included in the work of the London Sustainable Distribution Partnership and Freight Quality Partnerships. These bring together those involved in freight operations with borough representatives and others, to promote efficient and environmentally-responsible freight management.

Seeking quieter skies

Aviation growth presents some of the starkest tensions between environment and economy. Concern has been expressed across Europe that the air transport industry is growing faster than ways of reducing environmental impacts. The Mayor supports the 'polluter pays' principle. This already applies to many industries, and helps to minimise adverse effects on people. Many people consider that the aviation industry should pay for its environmental costs, including noise. This should be through a levy linked to mitigation and compensation.





UK government policy, addressing potential air transport demand over the next 30 years, is for a new runway at Stansted, followed by an extra runway at Heathrow if stringent environmental limits could be met. The decision will be the Government's, but the Mayor believes it is essential that the runway does not go ahead unless all the environmental problems can be overcome. The Mayor would also be very concerned if the respite provided by alternating the use of the two existing main runways at Heathrow were lost.

The Mayor shares residents' concerns about night flights and supports the view that they should be banned. He supported and funded, along with local authorities and community organisations, a case taken on behalf of residents affected by night noise to the European Court of Human Rights. The Court found in favour of the residents, but the UK Government appealed, and the key part of the earlier ruling was overturned. Consultation is expected during 2004/05 on new night noise controls.



Following previous Government consultation, a system of rotating the direction of night aircraft movements is being introduced. Full implementation has been delayed by lengthy runway refurbishment works. In the past, all flights came in over the city at night, unless wind and weather made this difficult. The new system should offer some relief to London residents. The impact of these changes should be monitored. The Mayor's view is that, as long as night landings continue, planes should not come in over London, unless wind and weather make this unavoidable. This would reduce noise for as many people as possible.

It is important that the 'shoulder periods' between the day and night are properly defined. The index currently used to quantify aircraft noise has been criticised for giving insufficient weight to the growth in aircraft numbers. The Mayor has accepted the need for it to be reassessed. Aircraft noise needs to be assessed in ways which have public confidence, and people need accessible information. Studies should not, however, delay action where the need for it is clear.



The Mayor supports the more rapid development of quieter aircraft, particularly those which are quieter on landing, where fewer improvements have been secured than at take off. Meanwhile, landing fees and other incentives should be used to secure replacement of noisier aircraft with quieter. Procedures such as Continuous Descent Approach, operational controls, and land use planning and building design in the areas around airports can all help to reduce the noise impact of aircraft.

Helicopter noise can be intrusive and irritating. The Mayor does not have any powers over movements. As long as helicopters obey the Rules of the Air, and follow instructions of air traffic controllers, their movements are not generally further restricted. Much helicopter activity over London is for security and emergency purposes. When used for such purposes, helicopters can fly lower than rules would normally require.

Issues on London's rivers and canals

Soundscapes can differ widely from one water space to another, so noise management criteria also need to vary. Moving goods by water can save many road journeys. More use needs to be made of the 'Blue Ribbon Network' - London's rivers and canals - while protecting calm and healthy places. Noise impact needs to be minimised through good planning, design and operations. Waterside locations are particularly popular for new developments, including housing. However, some noise from working waterways is unavoidable, so local planning authorities need to ensure that any new developments near operating wharves and boatyards are designed with proper regard to noise.



Complaints about moving late night party boats on the Thames are more difficult to deal with than similar complaints about a nearby pub. The Licensing Act 2003 put right the anomaly by which alcohol sales and public entertainment on party boats did not require a licence. The Government needs to ensure that implementation of the Act provides an effective framework for managing such noise.

London River Services, part of TfL, runs some, but not all, of London's piers. Operators using them are required to fit devices to amplification equipment so that noise can be controlled. However, party boats also operate from other piers.

Industrial noise

Noise from industry in London is controlled in a number of ways. The Environment Agency regulates some industries, in liaison with boroughs, which are responsible for the rest. Industrial noise issues are mainly local, but the Mayor will work in partnership with boroughs and the Environment Agency where necessary. Noise minimisation will need to be promoted through provision of new and better waste management facilities, to deal with the extensive changes involved in improving London's recycling rates. Subject to resources, the Mayor will investigate recycling of waste materials into products which contribute to noise reduction, such as building insulation materials. The London Development Agency will look at the economic development potential of sound insulation and noise control businesses, as part of its work on the green economy.



Building a sustainable city

Good town planning and urban design can help to improve soundscapes as London grows in a more sustainable way. The London Plan aims to work towards more compact city development, while minimising noise. This will require careful consideration of the adverse impact of noise on, from, within, or in the vicinity of development proposals. The Mayor seeks exemplary standards of acoustic design, including better sound insulation for new and existing homes.

Mixing of land uses can reduce the need to travel, and retail, offices and other uses can screen housing from noise. Special care is needed with uses active late at night or early in the morning. However, urban vitality can be achieved with different degrees and types of mix. In many cases, vibrant frontages can be reconciled with quiet back courts, particularly if these can be freed of cars and noisy ventilation plant. The Mayor will expect boroughs to show how they plan to resolve potential conflicts between uses such as late night entertainment and housing. Some areas could benefit from designation of Entertainment Management Zones - areas in which planning, licensing, policing, transport and street management can be better co-ordinated.

Design needs to give a higher priority to all aspects of sound, not just the most annoying noises. Passive ventilation and cooling of buildings can avoid annoying fan and other plant noise. Building over suitable railways, roads, superstore car parks and other facilities could provide new spaces for recreation, housing and commercial purposes, while at the same time protecting occupants and surrounding areas from noise. The Mayor has a role in reviewing major planning applications in London. He will expect proposals which include residential development on sites with potential noise problems to be accompanied by details of the measures taken to deal with noise.

London's open spaces and green networks can provide 'reservoirs of tranquillity' in a busy city. Tensions between quiet and noisy recreation need to be managed, and 'access to quiet' considered. Places which provide havens of tranquillity from the city's bustle need special attention. So do those which have unusual or interesting sounds which add to London's diversity. Maximising the area of 'soft ground' and dense vegetation, where public safety allows, can improve soundscapes in compact urban environments.



Joined-up noise management

Many organisations - local, regional and national - will need to work in partnership to make the Mayor's Ambient Noise Strategy effective in improving London's soundscapes. Action on ambient noise needs to be integrated with action on other noise issues, and with other policies. Improving soundscapes is complex and must take account of problems unique to local areas.

The Mayor wishes to promote exemplary monitored noise reduction projects in each part of London. A London Ambient Noise Fund needs to be established, recognising the special burden London carries through being the gateway to the UK. Social and economic inequalities between different groups of people, and past under-funding must be recognised when resources are distributed. 'Polluter pays' levies should feed through to noise mitigation and compensation.

This should not, however, be seen as a 'killjoy' strategy. The aim is positive management of sound quality - treating the soundscape with the same care as a much-loved landscape. Big cities have buzz, but they also need balance.

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Hindi

यदि आप इस दस्तावेज़ की प्रती अपनी भाषा में चाहते हैं,
तो कृपया निम्नलिखित नम्बर पर फोन करें अथवा दिये
गये पता पर सम्पर्क करें।

Vietnamese

Tiếng Việt

Nếu bạn muốn bản sao của tài liệu này bằng
ngôn ngữ của bạn, hãy gọi điện theo số hoặc
liên lạc với địa chỉ dưới đây.

Bengali

আপনি যদি আপনার ভাষায় এই পলিগের প্রতিলিপি
(কপি) চান, তা হলে নীচের ফোন নম্বরে
বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

Greek

Αν θα θέλατε ένα αντίγραφο του
παρόντος εγγράφου στη γλώσσα
σας, παρακαλώ να τηλεφωνήσετε
στον αριθμό ή να επικοινωνήσετε
στην παρακάτω διεύθυνση.

Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں چاہتے
ہیں، تو براہ کرم نیچے دینے گئے نمبر پر فون کریں
یا دینے گئے پتے پر رابطہ قائم کریں۔

Turkish

Bu broşürü Türkçe olarak edinmek
için lütfen aşağıdaki numaraya
telefon edin ya da adrese başvurun.

Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، الرجاء
الاتصال برقم الهاتف أو الكتابة الى العنوان
أدناه:

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ
ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਹੇਠ
ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਾਬਤਾ ਕਰੋ:

Gujarati

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં
જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર
ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાધો.

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