

CONSERVATION AREA GENERAL GUIDANCE



SUPPLEMENTARY PLANNING DOCUMENT

CROYDON COUNCIL

ISSUE

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This document is available to view and download online at:
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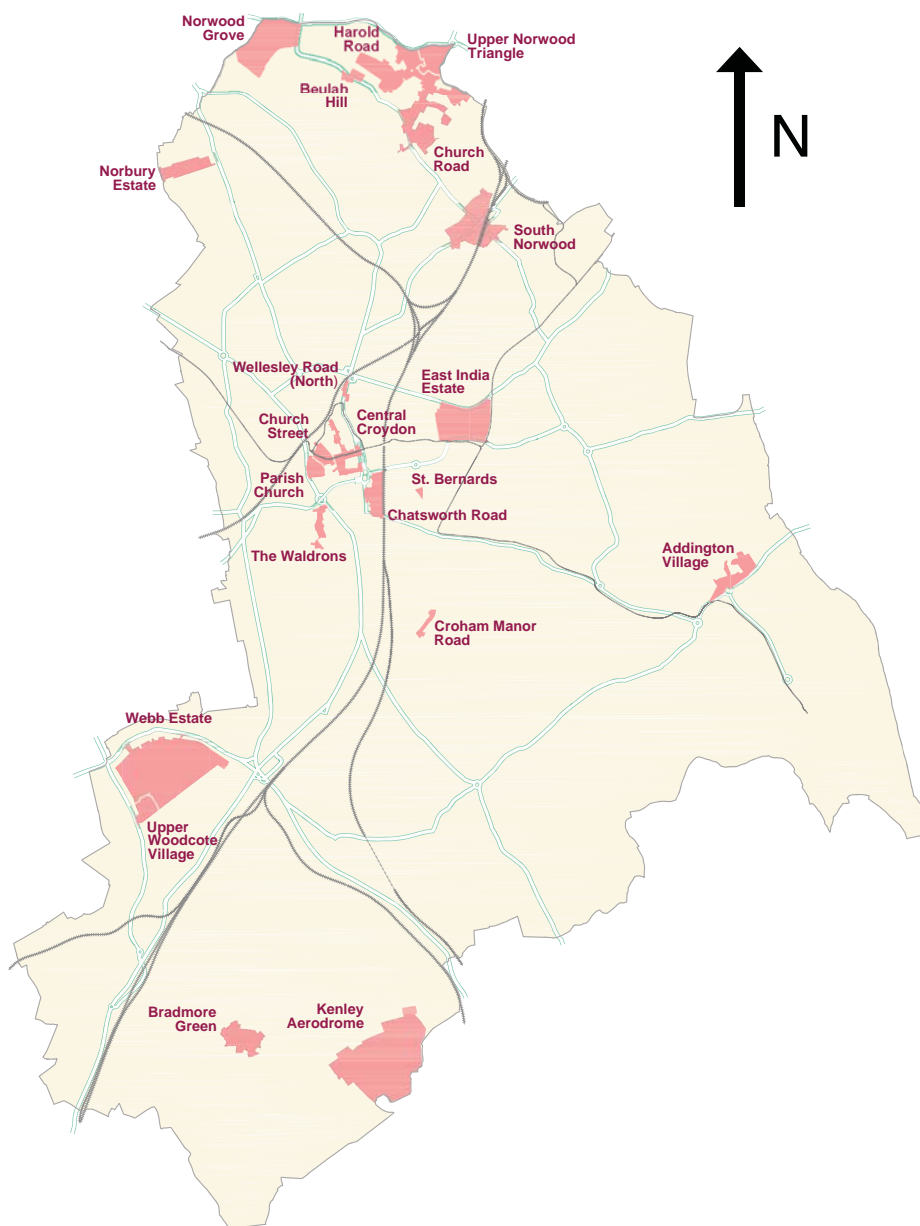
INTRODUCTION



Conservation areas in Croydon make a valuable contribution towards the Borough's rich, varied and distinctive local character, sense of heritage, place, identity and townscape quality.

Conservation areas make a significant contribution to local character and should be protected from inappropriate development that is not sympathetic in terms of scale, materials, details and form.

(London Plan, July 2011)



Above: Map 1. Conservation areas in Croydon (February 2013)

Previous page: View of the Town Hall Clocktower with the Surrey Street Pumping Station visible in the foreground, both Grade II listed buildings located within the Central Croydon Conservation Area

1.0 INTRODUCTION

1.1 WHAT IS THE PURPOSE AND STATUS OF THIS DOCUMENT?

1.1.1 Croydon's *Conservation Area General Guidance* provides general guidance for development and maintenance of properties and sites within conservation areas in Croydon. The document is relevant to property owners of sites within or affecting the setting of conservation areas in Croydon and their agents. It is also relevant to Council officers and local organisations.

1.1.2 This document details the requirements placed on owners of properties in conservation areas, and directs how the character of these areas can be preserved and enhanced. It is expected that all applicants submitting planning applications for sites within conservation areas and their setting will have consulted the relevant sections of this guide to inform their designs, as well as all available documentation about the specific conservation area where the site for which they are making a planning application is situated.

1.1.3 This document is structured so that relevant sections are appropriately signposted to operate as an accessible reference guide. It is not intended to be unnecessarily prescriptive or to prevent positive change and innovation, rather to help to improve the overall quality of conservation areas throughout the borough.

1.1.4 Upon formal adoption by the Council this document is a Supplementary Planning Document (SPD) to Croydon's Local Plan and a material consideration when the Council assesses planning applications.



Houses on Ryecroft Road in the Norwood Grove Conservation Area

1.2 WHAT IS A CONSERVATION AREA?

1.2.1 A conservation area is an area of special architectural or historic interest, the character and appearance of which it is desirable to preserve or enhance. Conservation areas are, like statutorily listed buildings, 'designated heritage assets', of national historic or architectural significance.¹

1.2.2 As designated heritage assets, conservation areas are given legal status under the 1990 Planning (Listed Buildings and Conservation Areas) Act and are subject to the same national planning policies as listed buildings. All proposals for development within a conservation area must comply with national and local planning policies and the London Plan, and preserve or enhance the area's special character.

1. There is an important distinction to be made between 'designated' and 'non-designated' heritage assets. The latter includes locally listed buildings (see section 4.5), which, though not subject to a statutory designation, have been identified by the Council as being of local historic or architectural significance and there is a presumption in favour of their conservation.

1.3 DESIGNATION OF CONSERVATION AREAS IN CROYDON

1.3.1 There are currently 21 conservation areas in Croydon (see Map 1), each varying in size, layout and special character. Conservation areas have been designated by Croydon Council since the late 1960s. In 2008 a borough-wide review of conservation areas and local areas of special character (LASCs) took place and 8 new conservation areas were designated and several existing conservation areas extended (see Table 1 below). Conservation areas can be designated at any time, so it is advisable to consult the Council's website or contact the Spatial Planning Team (see Appendix) to check if a property is located within a conservation area.

1.4 CONSERVATION AREA APPRAISAL AND MANAGEMENT PLANS

1.4.1 A Conservation Area Appraisal and Management Plan (CAAMP) is a document produced for a conservation area to supplement Croydon's Local Plan, the London Plan,

and this document. It is the Council's duty under section 71 of the 1990 Planning (Listed Buildings and Conservation Areas) Act to formulate and publish conservation area documentation.

1.4.2 CAAMPs are Supplementary Planning Documents (SPDs) and are consequently a material consideration to the determination of planning applications. An Appraisal defines the qualities that constitute a conservation area's special character. This is achieved through an understanding of its history and development, as well as its special features and current character in order to establish what constitutes a conservation area's special character. Existing and potential threats to the area's special

character are also identified. A Management Plan uses this to set out area-specific guidance to supplement that provided in this document and explores potential options for enhancement. This analysis provides a benchmark of understanding against which the potential effects of proposed change can be assessed and the future of the conservation area appropriately managed.

1.4.3 Several CAAMPs and Conservation Area Proposals Statements (a previous name for similar documents) are currently adopted. To find out what documents are available for each area please refer to the Conservation Pages on the Council's website or contact Croydon Council's Spatial Planning Team (see Appendix).

1.5 CONSERVATION AREA ADVISORY PANELS

1.5.1 There are three Conservation Area Advisory Panels (CAAPs) in Croydon: South, Mid and North. Each consists of a group of local people, who have an interest in the preservation and enhancement of conservation areas in their locality. Panel members are generally, but not always, also members of local Residents Associations. The Panels comment on planning applications and monitor development proposals with a view to preserving and enhancing the special character and appearance of the conservation areas that exist within their locality. For contact details of the Panels please contact the Spatial Planning Team (see Appendix).

CONSERVATION AREAS IN CROYDON AS OF FEBRUARY 2013

CONSERVATION AREA	DESIGNATION DATES	DATES OF BOUNDARY EXTENSION
Bradmore Green	June 1968	
Parish Church	October 1971	
Harold Road	April 1973	August 1992, December 2008
The Waldrons	May 1973	
Addington Village	July 1973	
Upper Woodcote Village	November 1973	December 2008
Church Road	January 1974	February 1982, March 1986, August 1992, October 2008
Central Croydon	November 1982	December 2008
Webb Estate	June 1983	June 2007
Upper Norwood Triangle	April 1989	
South Norwood	November 1992	June 2007
Kenley Aerodrome	January 2006	
East India Estate	March 2008	
Chatsworth Road	October 2008	
Norwood Grove	October 2008	
St Bernards	October 2008	
Wellesley Road	October 2008	
Beulah Hill	December 2008	
Church Street	December 2008	
Croham Manor Road	December 2008	
Norbury Estate	December 2008	

CONSERVATION AREA PLANNING POLICY



This section provides an overview of the planning policy context relevant to conservation areas in Croydon. It should be noted that planning policy relevant to the whole borough is also relevant to sites located within conservation areas. Details of the full range of planning policies that apply to all development in the borough can be found on the Council's website (see Appendix) and are not described in this document.

2.0 CONSERVATION AREA PLANNING POLICY

2.1 NATIONAL AND LOCAL PLANNING POLICIES

2.1.1 All development proposals are determined in accordance with policies stipulated in the Local Development Plan, including the London Plan. Policy documents are available to view on the Council and GLA websites (see Appendix). Other policies and documents are a material consideration when determining applications and may affect the outcome of decisions made. These include national policy documents issued from central government, English Heritage guidance documents and supplementary non-statutory planning guidance issued by Croydon Council.

2.1.2 Urban design and conservation are important components of both local and national policy. Emphasis is placed on the preservation and enhancement of local character in the built environment. Policies relate to both statutory designated heritage assets, including conservation areas, listed buildings and scheduled monuments, and non-statutory heritage assets, including locally listed buildings and local areas of special character (see section 4.5).

2.2 WHEN IS PLANNING PERMISSION NEEDED?

2.2.1 With the exception of some minor building works that are 'permitted development' (see section 2.4), most development in a conservation area requires planning permission and some requires Conservation Area Consent (see section 2.3). Planning controls in conservation areas are not intended to prevent all change, rather to ensure that all development is sensitive to and respects an area's defined special character. Where appropriate



Balconies in the St Bernards Conservation Area

it is recommended that pre-application advice (see section 3.5) is sought from the Council. It is also necessary to obtain consent for the felling of a tree in a conservation area (see section 5.14).

2.3 PLANNING PERMISSION, CONSERVATION AREA CONSENT AND LISTED BUILDING CONSENT

2.3.1 Planning permission is an approval from the Local Planning Authority required for development that is not otherwise permitted. Most development in conservation areas requires planning permission.

2.3.2 Conservation Area Consent is an approval from the Local Planning Authority that is required for the demolition or substantial demolition of a building within a conservation area that exceeds 115 cubic meters (see Section 5.1). Conservation Area Consent is also required to demolish a gate, fence, wall or railing over 1 metre high where next to a highway, public footpath, or public open space; or over 2 meters high elsewhere.

2.3.3 Listed Building Consent is required if you propose to demolish a listed building or to do any works either to the exterior or to the interior of the property which would affect its special character. Failure to obtain the necessary consent is a criminal offence and may lead to prosecution and a fine (see section 7.1).

2.3.4 There is no charge for Conservation Area Consent or Listed Building Consent applications.

2.4 PERMITTED DEVELOPMENT IN CONSERVATION AREAS

2.4.1 Some minor development, mostly to single dwelling houses, does not require planning permission. This is known as 'permitted development', which derives from a general planning permission granted under the 1995 Town and Country Planning (General Permitted Development) Order and its subsequent amendments. The Order sets out classes of development for which a grant of planning permission is given, provided that no restrictive condition is

attached to the site. Instances where permitted development does not apply include residential buildings that are not single dwelling houses and listed buildings. Some restrictions to permitted development exist in conservation areas. If proposals do not constitute permitted development then full planning permission is required. For more information about permitted development please see the Planning Portal: (www.planningportal.gov.uk).

2.4.2 A non-exhaustive list of development that requires planning permission is outlined below:

- Side and some rear extensions
- Two storey extensions
- Roof extensions
- Cladding or rendering the exterior of a building
- Outbuildings situated on land between the side wall of a house and the plot boundary
- Installation of a chimney, flue or soil and vent pipe to the front elevation of a dwelling fronting a highway
- Installation of a microwave antenna or satellite dish on a chimney
- Installation of a microwave antenna or satellite dish on a wall or roof slope which faces onto, and is visible from a highway or on a building which exceeds 15 metres in height
- Installation, alteration or replacement of solar PV or solar thermal equipment on a wall which fronts a highway
- Installation of a wind turbine on a wall or roof slope that fronts a highway

2.4.3 For further information or clarification please contact the Council's Development Management Team (see Appendix for details).

2.5 ARTICLE 4 DIRECTIONS

2.5.1 Where evidence suggests that the exercise of permitted development would harm the special character of the conservation area. The Council can serve an Article 4 Direction to withdraw specified classes of permitted development (see above) that would otherwise apply. It is important to note that an Article 4 Direction does not necessarily prevent the type of development to which it applies, but requires planning permission to be obtained for the specified types of development. There is no fee for planning applications required due to an Article 4 Direction.

2.5.2 Some conservation areas in Croydon are subject to Article 4 Directions. For further information please consult the relevant Conservation Area Appraisal and Management Plan and / or contact the Spatial Planning Team (see Appendix).

2.5.3 For specific information on Article 4 Directions please see the General Permitted Development Order (1995) and 2010 amendment and accompanying Government Circular (available from the DCLG website), as well as the guidance note provided in *Understanding Place: Conservation Area Designation, Appraisal and Management* (English Heritage, 2011).

2.6 CERTIFICATES OF LAWFUL DEVELOPMENT

2.6.1 For official confirmation that proposed works are permitted development, it is advisable to apply for a Certificate of Lawful Development (see section 3.3). Not obtaining a Certificate of Lawful Development for development that comes under permitted development could potentially lead to difficulty in the future for the property owner when selling the property.

SUBMITTING AN APPLICATION



This section provides information on how to go about submitting a planning application and the information required when submitting applications for sites in conservation areas.

3.0 SUBMITTING AN APPLICATION

3.1 PRE-APPLICATION ADVICE

3.1.1 Many buildings and sites in conservation areas are sensitive in nature. As such it is recommended that the Council is contacted at an early stage if building work is proposed to check what permissions are required and to seek design advice and guidance. The pre-application service can be very useful for applicants in identifying issues and problems and can save time and costs at a later date. Providing a good quality planning application will assist the Council in registering and processing it efficiently.

3.1.2 There are different levels of pre-application service available. Please contact the Development Management Team for further information (see Appendix for contact details). General conservation advice can also be obtained from the Council's Spatial Planning Team (see Appendix). Full details of each of the pre-application services is contained within *Pre-Application Advice: Guidance Note 1*, available alongside relevant application forms on the Council's website (see Appendix).

3.2 SUBMITTING A PLANNING APPLICATION

3.2.1 Before making an application the aspirations and requirements for the proposed development should be considered and communicated to the architect or agent employed. This document and the relevant Conservation Area Appraisal and Management Plan should also be consulted. Advice from other consultants including heritage consultants, structural engineers and quantity surveyors may need to be sought. Once a design has



Trees and buildings in the Wellesley Road (North) Conservation Area

been developed that preserves or enhances the conservation area's special character (ideally after seeking pre-application advice) suitably accurate and scaled plans must be prepared.

3.2.2 Information required to be submitted will vary, but in general planning applications for sites in conservation areas should include:

- A completed application form
- A detailed Design and Access Statement, which should clearly explain how the design has developed in a way that respects and responds to the conservation area's special character and should include details on construction and materials
- A site location plan at 1:1250
- A block plan at 1:500 or 1:200 (depending on the area's density) showing the proposed development site, all existing buildings on and around the site, established boundaries and existing trees and hedges
- Existing and proposed floor plans and elevations at a scale of no less than 1:100;

(more complex proposals and more detailed elements of the design may require a more detailed scale)

- Notes to support the drawings, which may include construction details and materials
- Drawings showing the proposed development in context to demonstrate its relationship with nearby buildings and the effect it would have on the street scene
- Photographs of the existing building and its local context

3.3.3 For proposals affecting historic buildings, it may also be appropriate to submit a Heritage Statement in addition to a Design and Access Statement in order to assess any heritage implications arising from the proposals.

3.3.4 For further information please see the planning application 'validation checklist' available to view on the Council's website (see Appendix) and section 3 of Croydon's *Residential Extensions and Alterations SPD*.

3.3 SUBMITTING A LAWFUL DEVELOPMENT CERTIFICATE

3.3.1 If it is considered that a proposed development is permitted development (see section 2.4), and therefore does not require planning permission, it is recommended that a Lawful Development Certificate (see section 2.6) is obtained for confirmation. The process is similar to that of submitting a planning application. Please see the planning pages on the Council's website for further information (see Appendix). There is a charge for obtaining a Certificate of Lawful Development.

3.4 SITE AND BUILDING SURVEYS

3.4.1 It may be necessary to undertake more detailed surveys in order to identify any constraints of the site and existing building(s). There are a number of physical attributes to a site and any existing building(s) which it may be necessary to consider and survey, including:

SITE:

- Tree surveys
- Existing ground levels
- Orientation
- Building lines
- Existing structures
- Ground condition/soil type
- Adjacent buildings, boundaries and other features
- Position and run of any services (for example gas, electricity, drainage)
- Views to and from the site
- Archaeology

EXISTING BUILDING(S):

- Type and age of construction
- Materials
- Position, size and run of services (gas, electricity, water, drainage etc.) including the positioning of boilers, water tanks, meters etc.
- Position and size of load-bearing walls and structure
- Dimensions of existing rooms and spaces
- Dimensions of existing windows and doors
- Special / historic features

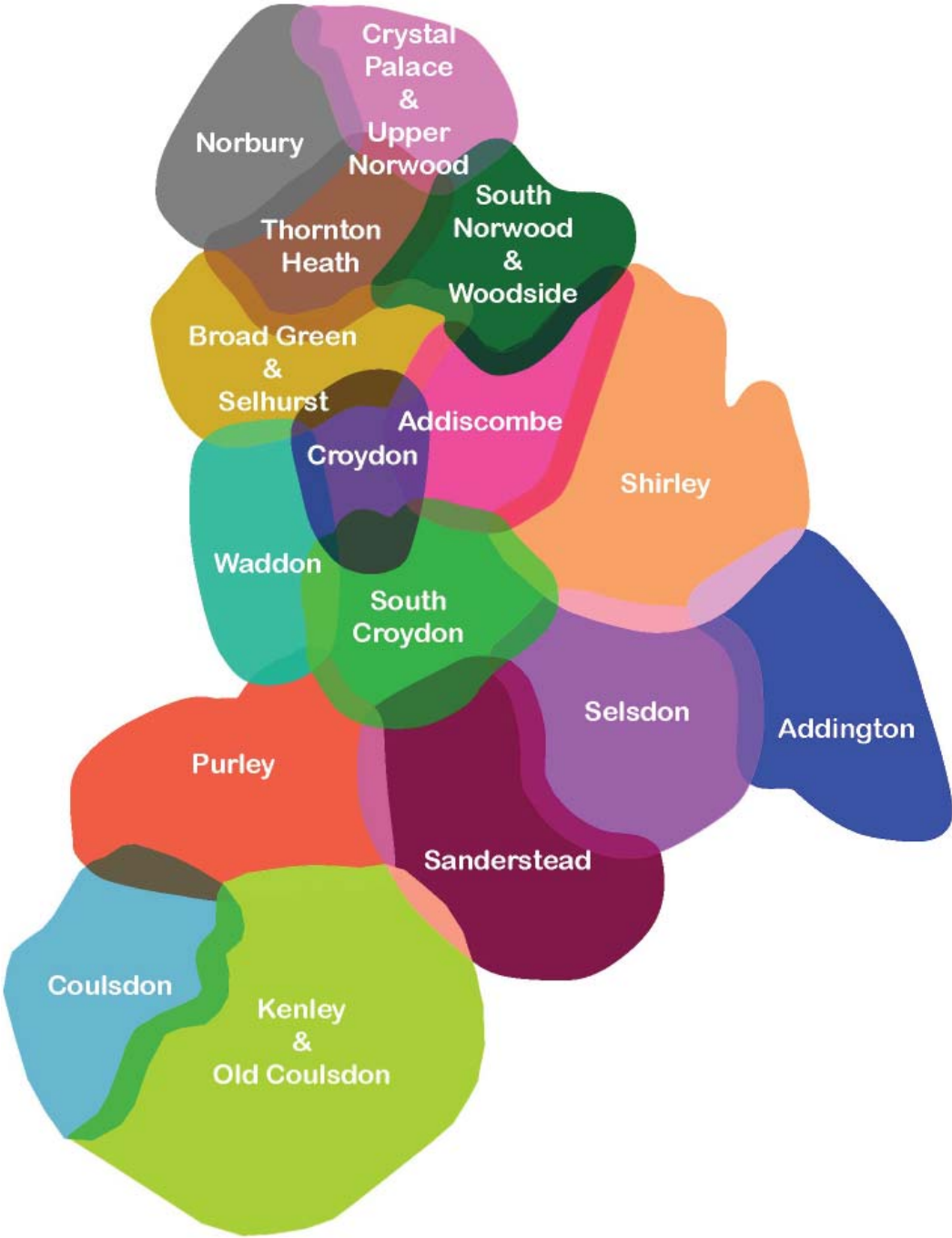


Former C19th farm cottages for Addington Park Farm in the Addington Village Conservation Area

A photograph of a paved path leading through a lush green park. The path is flanked by tall, dense trees and a low fence made of wooden posts and chains. In the distance, a tall, white obelisk stands prominently. The scene is bright and sunny, with dappled light on the path.

GENERAL CONSIDERATIONS FOR DEVELOPMENT

This section outlines key considerations for development, repair and maintenance within conservation areas. It emphasises the need to consider distinctive local character, including the pattern of development, townscape, architectural character, and special character of a specific conservation area. Some further designations that may be placed upon a building or area are also outlined.



Above: Diagram of the 16 Places of Croydon as identified in Croydon’s Core Strategy
Previous page: Promenade de Verdun in the Webb Estate Conservation Area

4.0 GENERAL CONSIDERATIONS FOR DEVELOPMENT

4.1 CROYDON'S LOCAL CHARACTER

4.1.1 Croydon is made up of a series of varied and distinctive neighbourhoods and areas. It is important to understand this local character and what makes each place special and distinctive in order to ensure future development is informed by and enhances the existing local character.

4.1.2 In the Core Strategy, Croydon's different areas are identified as 16 'Places'. The *Borough Character Appraisal* (available from the Council's website, see Appendix), produced as evidence for the emerging Core Strategy, identifies and analyses the predominant local character of each 'Place' (see the diagram on the previous page). The Annex to the *Borough Character Appraisal* identifies and explains the predominant residential typologies present in Croydon. As well as contributing to the distinctive local character of Croydon's 'Places', conservation areas also have their own special character, which it is important to preserve or enhance.

4.2 SPECIAL CHARACTER

4.2.1 A conservation area's special character is usually defined by its architecture, including the representation of locally significant architectural styles and periods of development, design elements, key features and materials present in buildings within a conservation area. Other features can also make important contributions, such as the road and plot layout, infrastructure, landscape, boundary treatments and historic street furniture. In addition some areas may have historic associations with notable people or events.



Red brick houses in the Harold Road Conservation Area

4.2.2 Conservation Appraisal and Management Plans include a 'Statement of Special Character', as well as more detailed assessment of this character throughout the document. Furthermore some conservation areas consist of more than one 'character area', each of which has particular special characteristics in common.

4.2.3 There may be buildings located in a conservation area that don't necessarily contribute to its special character but are in themselves of architectural merit and / or significance. This will be taken into account as part of the planning process.

4.3 TOWNSCAPE

4.3.1 The townscape quality and urban morphology of an area can contribute to its special character as much as distinctive architectural character. Townscape is the arrangement and appearance of buildings, spaces and other physical features. Urban morphology is the shape and pattern of an area's buildings and spaces, and how it changes over time.

4.3.2 Key townscape considerations include:

- Public Realm and streetscape
- Massing
- Boundary treatments
- Groupings of buildings
- Roof pitches
- Topography
- Landscape
- Planting, vegetation and trees
- The pattern of historic development and its proportions, including street and plot patterns and building lines
- Layout and the location of buildings within their plots
- The interaction of the public and private realm
- Views from both inside and outside the conservation area

4.3.3 For further information on townscape principles please see *By Design* published by CABI in 2000.

4.4 MATERIALS

4.4.1 Building materials can have a significant impact on a conservation area's character and appearance. Materials are very often an important component of a conservation area's special character, for example in groupings of

Victorian buildings that are all of brick construction, or where contrasting materials such as stucco or plasterwork have been used for decorative embellishments to buildings.

A) CARE OF ORIGINAL MATERIALS

4.4.2 Conservation areas are often dominated by historic buildings constructed using natural and durable traditional materials, such as London stock brick, natural stone, stucco, natural slate, hand-made clay tiles and lead. To retain a conservation area's special character it is important that existing historic materials are well maintained and any replacements, when necessary as a result of decay or damage, are chosen to match originals as closely as possible in terms of appearance and performance.

4.4.3 For further information on the care and maintenance of historic building materials please see www.buildingconservation.com or alternatively call the free technical helpline provided by the Society for the Protection of Ancient Buildings (see Appendix for details).

B) MATERIALS IN NEW DEVELOPMENTS, ALTERATIONS AND EXTENSIONS

4.4.4 The choice of materials for a development will have a significant impact on the character of a conservation area, especially where this character is fairly consistent. For all new development, including extensions and alterations, the Council will expect high quality, durable and sustainable materials to be used that complement and respect the predominant existing materials that positively contribute towards an area's special character.



Rich materials present at a house in the Croham Manor Road Conservation Area, including hand-made clay tiles, timber facing, white render, leaded window panes and multi stock brick

4.4.5 Careful consideration should be given to the long-term performance of materials. For example reconstituted stone will not normally be considered to be an acceptable facing material due to the fact that its appearance may deteriorate in the long term. However, it may be appropriate for decorative detailing such as entablatures and cornices that will suffer relatively less wear, tear and weathering than other parts of buildings.

4.4.6 Artificial materials, such as concrete roof tiles, man-made slates and uPVC windows are inappropriate for use in conservation areas as they are low quality materials that are likely to erode the special character of a conservation area.

4.4.7 The use of contemporary materials should carefully respect a conservation area's special character. Extensive use of certain contemporary materials, such as curtain wall glazing, colour-coated aluminium panels and stainless steel, is unlikely to be appropriate in most conservation

areas as these materials are out of keeping with an area's historic character. However not all conservation areas are dominated by traditional buildings, for example the St Bernard's Conservation Area, which consists of a development of houses constructed from 1969-1970. Where a conservation area is non-traditional in character, it is likely that high quality modern materials that respect the area's special character will be considered to be appropriate.

4.5 ADDITIONAL OR ALTERNATIVE DESIGNATIONS

4.5.1 For further information and for policies related to the designations below please refer to Croydon's Local Plan.

A) LISTED BUILDINGS

4.5.2 A statutorily listed building, designated by the Secretary of State for Culture, Media and Sport, is protected by both national and local planning policies (see section 2). Listed buildings are classified as being of either Grade I, Grade II* or Grade II status.

4.5.3 Any works to a listed building that affect its special architectural or historic interest, both internal and external, will require Listed Building Consent (see section 2.3). The Council will seek to protect and enhance listed buildings and their settings. Listed buildings should be kept in active use so as to prevent deterioration. However any proposals for refurbishment, renovation or alteration must demonstrate that they are necessary to keep the building in appropriate use and to not affect its special character. The demolition of a Grade I or II* listed building should be viewed as wholly exceptional and the demolition of a Grade II building as exceptional. Furthermore any proposals for new development within close proximity of a listed building must not result in an adverse impact on its setting.



Norwood Grove mansion, a Grade II Listed Building, the namesake of the Norwood Grove Conservation Area.



Stanley Halls, a Grade II Listed Edwardian Halls complex in the South Norwood Conservation Area.



Buildings in the St Helen's Road local area of special character

4.5.4 For more information or to check if a building is listed please contact the Spatial Planning Team (see Appendix) or alternatively check the databases on both the Council's website and that of the National Heritage List for England (see Appendix).

B) LOCALLY LISTED BUILDINGS

4.5.5 A locally listed building is a 'non-designated heritage asset' in terms of national planning policy. Though not subject to a statutory designation, these assets have been identified by the Council as being of local historic or architectural significance and are subject to local planning policies. The Council will give substantial weight to the benefit of protecting their special interest and there is a presumption in favour of their retention and enhancement. For further information please

the *Local List of Buildings of Historic or Architectural Interest SPD* (see Appendix).

C) LOCAL AREAS OF SPECIAL CHARACTER

4.5.6 There are other areas of Croydon that, although unlikely to meet the criteria for designation as conservation areas, possess sufficient architectural, townscape and environmental quality to make them of significant local value and to be designated as local areas of special character (LASCs). Please see the Council's website or contact the Spatial Planning Team (see Appendix) for further information.

D) METROPOLITAN GREEN BELT

4.5.7 Some conservation areas are also located within the Metropolitan Green Belt, the open character of which the

Council will safeguard and seek to enhance. The construction of new buildings in the Green Belt will not be permitted, except in wholly exceptional circumstances. Examples of exceptions include the limited extension, alteration or replacement of dwellings and development associated with agriculture, horticulture and woodland, the limited in-filling of existing developed sites and essential facilities for outdoor sport and recreation.

E) HISTORIC PARKS AND GARDENS

4.5.8 At present two parks in the borough, Norwood Grove Park and Addington Palace Park, are included on English Heritage's Register of Parks and Gardens and are therefore designated heritage assets. These parks are an important part of the heritage of Croydon's

environment, as well as being important landscape features.

4.5.9 Other parks in the borough have a local interest by virtue of their age, connection with historic buildings, events or people, presence of ornamental features and artefacts or as examples of an important layout or work of an important designer. These are recorded on the Council's Local List of Parks and Gardens, available to view on the Council's website (see Appendix) or in the Appendix of the Core Strategy.



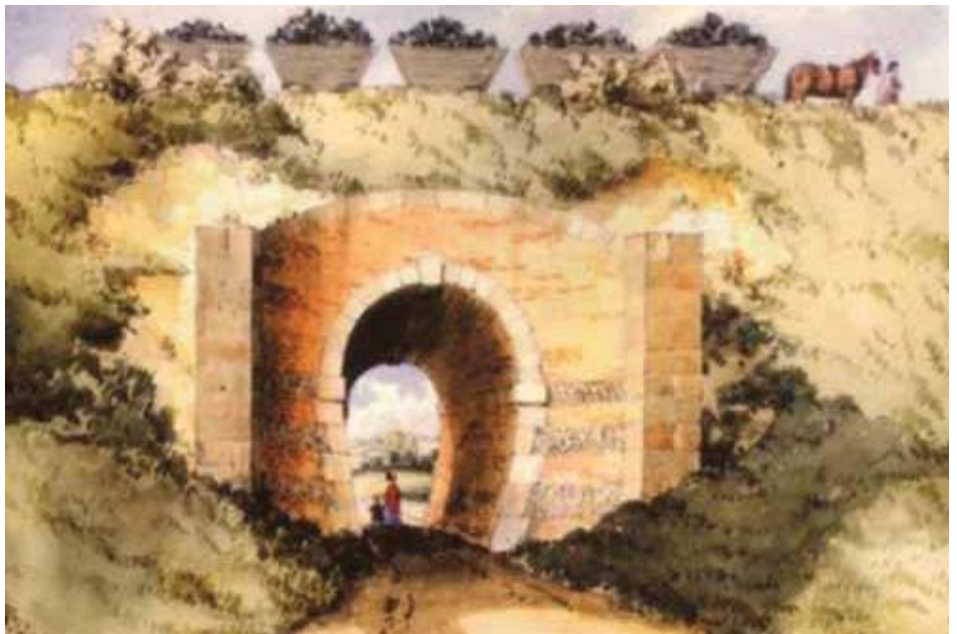
Norwood Grove Park, which is on the English Heritage Register of Historic Parks and Gardens

F) SCHEDULED MONUMENTS

4.5.10 A scheduled monument is identified as being of national archaeological importance, given legal protection under the Ancient Monuments and Archaeological Areas Act 1979 and is protected against disturbance, dumping or unlicensed metal detecting. Written consent must always be obtained before any work on a scheduled monument can begin. Scheduled Monument Consent applications are decided by the Secretary of State for Culture, Media and Sport but the administration, process and handling of applications is undertaken by English Heritage. Application forms should be sent to the English Heritage archaeology advisory service (see Appendix).

G) ARCHAEOLOGICAL PRIORITY ZONES

4.5.11 An Archaeological Priority Zone (APZ) is an area where there is a higher expectation of undiscovered archaeological remains than the rest of the borough. They are designated to help protect archaeological remains that might be affected by development. Any proposed development that includes ground-works could have an impact on archaeology.



An historic watercolour of a remnant of the Surrey Iron Railway embankment in Coulsdon, which is designated as a scheduled monument

4.5.12 All development proposals within an APZ that include ground-works must seek advice from the Greater London Archaeology Advisory Service at English Heritage (see Appendix) as to what level of archaeological investigation, if any, may be required. This may involve a desk-based and, if necessary, a field, assessment, either at pre/post planning permission stage. This also applies to all sites outside of an APZ that are 0.4ha or greater in size, in recognition that the greater the area the greater will

be the potential for archaeology to be encountered.

4.6 THE SETTING OF CONSERVATION AREAS

4.6.1 Development outside of the boundary of a conservation area should not adversely affect its setting or views. Careful consideration should be given to the setting of a conservation area as part of the planning process, in line with the English Heritage guidance on the Setting of Heritage Assets (see Appendix for details).

DEVELOPMENT GUIDELINES



This section provides general guidance and best practice for all aspects of development that may affect the overall character and appearance of a conservation area. Further information is provided in individual Conservation Area Appraisal and Management plans. All development proposals in conservation areas must be of a high quality to preserve or enhance their overall character and appearance.

Though buildings in Croydon's conservation areas are predominantly residential, these guidelines generally apply to all types of buildings.

5.0 DEVELOPMENT GUIDELINES

5.1 DEMOLITION

5.1.1 A conservation area's special character is often defined by the collective group value of buildings. Conservation Area Consent (see section 2.3) is required for demolition or substantial demolition of all buildings or structures larger than 115m³ in conservation areas. What constitutes substantial demolition is considered on a case by case basis by the Local Planning Authority. Listed Building or Scheduled Monument Consent may also be required (see section 4.5 above). Where buildings have Ecclesiastical Exemption, Conservation Area Consent is not required.

5.1.2 If demolition work occurs without the necessary consent the Council is likely to pursue planning enforcement action that may result in a prosecution and a substantial fine and the demolished structure may be required to be rebuilt (see section 7.1). It should be noted that the Council will not normally grant Conservation Area Consent for demolition without an acceptable scheme for the redevelopment of the site.

A) DEMOLITION OF LISTED BUILDINGS

5.1.3 The demolition of a Grade I or II* listed building will not be permitted unless the circumstances are wholly exceptional and the demolition of a Grade II listed building will not be permitted unless the circumstances are exceptional.

B) DEMOLITION OF LOCALLY LISTED BUILDINGS

5.1.4 The demolition of a locally listed building in a conservation area will not be permitted unless the circumstances are exceptional. The loss of such buildings of recognised



The Waldrons villas in The Waldrons Conservation Area, showing the collective group value of buildings

significance is considered to constitute substantial harm to the character and appearance of a conservation area. The Council must be satisfied that the building is beyond economic repair and all possible re-uses and / or options for retention have been examined. It will be necessary to demonstrate and provide adequate justification as to why this is the case.

C) DEMOLITION OF UNLISTED BUILDINGS THAT MAKE A POSITIVE CONTRIBUTION TO A CONSERVATION AREA

5.1.5 Most buildings in a conservation area will make a positive contribution to its overall character and appearance. Demolition of such a building is considered to constitute substantial harm to the conservation area and will usually be resisted. The Council must be satisfied that the building is beyond economic repair and all possible re-uses and / or options for retention have been examined. It will be necessary to demonstrate and provide adequate justification as to why this is the case.

D) DEMOLITION OF UNLISTED BUILDINGS THAT MAKE EITHER A NEUTRAL OR NO CONTRIBUTION TO A CONSERVATION AREA

5.1.6 If a building is considered by the Council to make a neutral contribution to or is out of keeping with the special character and appearance of the conservation area then, in principle, redevelopment of the site may not be resisted, subject to the proposed replacement building being of a high quality design in keeping with the area's special character and in line with local planning policies.

E) DEMOLITION OF BUILDINGS ADJACENT TO CONSERVATION AREAS

5.1.7 Demolition of unlisted buildings outside of a conservation area does not require Conservation Area Consent. However, proposals to demolish and re-develop sites adjacent to a conservation area boundary should preserve, and where possible enhance, the setting of the conservation area.

F) PARTIAL DEMOLITION

5.1.8 It may be possible to retain a building in part; either by

retaining elements of a building or through facade retention. Partial demolition will only be considered acceptable when it can be demonstrated how the proposed demolition can be carried out without unacceptable risk to the parts of the building to be retained and that any new development integrates with and respects the remaining historic fabric. A report of any structural implications may need to be submitted.

5.2 NEW DEVELOPMENT

5.2.1 New development, where appropriate, can enhance a conservation area's overall character and appearance. When assessing proposals for new development in a conservation area the Council will pay specific attention to the quality of the proposal and how the design understands, respects, complements, interprets and enhances the conservation area's special character and appearance.

5.2.2 A contemporary design approach may be acceptable, however, the design must integrate appropriately with the historic environment and respect the special character of the conservation area in which it is located. The Council strongly recommends applicants seek advice from architects with experience of designing within a historic setting (see Appendix for details of the Register of Building Conservation Accredited Architects and RIBA client services).

5.2.3 New development should not necessarily copy details of adjacent buildings. Instead, the Council will expect new development to display sensitivity to its context in terms of:

- scale, height, bulk and massing
- the relationship to established



New development in a traditional aesthetic in the Beulah Hill Conservation Area; the materials and design are of a high quality and have been carefully considered to ensure that they respond to and respect the character and appearance of the wider conservation area.

- building lines
- historic plot widths
- horizontal and vertical emphases
- proportions
- materials (see section 4.4 above)
- detailing and modelling.

5.2.4 Information on more detailed elements and materials should be submitted as part of a planning application as early as possible. It may be necessary for an application to be accompanied by a townscape analysis to show how development integrates with the conservation area's wider local character.

5.2.5 For further information please see *Building in Context: New Development in Historic Areas*, CABE and English Heritage, 2001

A) SUSTAINABILITY IN NEW DEVELOPMENT

5.2.6 In any new development the Council encourages the use of sustainable materials and drainage, and will encourage the use of green and brown



Part of the high quality modern extension to the Grade I listed Old Palace School, within the Parish Church Conservation Area, with the east elevation of the Grade I listed Croydon Minster visible in the background. An example of very high quality development in an extremely sensitive location.

roofs where appropriate. Renewable energy technologies and innovative design that has a positive impact on the conservation area is welcomed, although improvements to energy and water efficiency should be considered ahead of proposing renewable energy solutions as they are a more cost effective means of achieving CO₂ emission reductions, have less of an impact on the building and require less maintenance.

5.2.7 New development must consider all possible environmental impacts, including extra traffic and parking pressures, servicing and noise, and impact on existing trees on and adjacent to development sites.

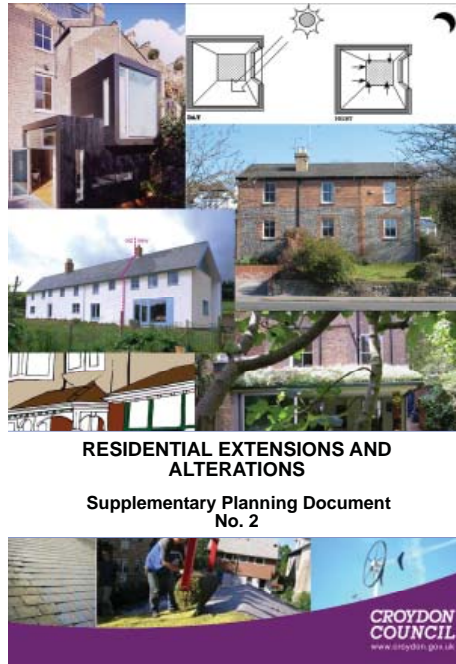
5.2.8 The retention and re-use of historic buildings and fabric is in itself sustainable. The energy and water performance of an existing building can be substantially improved through upgrading its building fabric and services, while the construction of a new building can have a substantial environ-

mental impact through use of resources and construction waste and processes. The argument that an existing building is 'not sustainable' will not be considered as an adequate justification in itself for the demolition of a building and re-development of a site. Please see section 9 below for further information.

5.2.9 Poor siting of waste and recycling storage can have a negative impact on the character and appearance of a conservation area; any new development should include proposals for well sited refuse storage that is not highly visible from the street to avoid a negative impact on the street scene. Bin storage units should be sensitively designed and should not result in a negative impact on the streetscape.

5.3 EXTENSIONS

5.3.1 The criteria and standards expected for new development in conservation areas (outlined above) also apply to extensions. Planning permission may be required for the construction of extensions in conservation areas; see sections 2.5 and 2.6 of this document for a summary of what constitutes permitted development in conservation areas. Where planning permission is required for extensions to residential properties applicants should refer to the *Residential Extensions and Alterations SPD* for detailed design guidance for common householder development proposals. The information below does not repeat information provided in the *Residential Extensions and Alterations SPD*, rather it highlights key factors specific to conservation areas and provides additional guidance for non-residential extensions.



Cover of Croydon's Residential Extensions and Alterations SPD

5.3.2 Extensions to historic buildings must be designed to complement the character of existing buildings. Where appropriate, architectural detailing on existing properties should be repeated or reflected in the design and detailing of any extensions. Historic features present on the original building, such as chimney stacks, should be retained and incorporated into the design of the new extension.

5.3.3 While creative contemporary designs and use of materials can offer an elegant contrast to the generally more solid appearance of traditional buildings, it is important to ensure that all extensions respect the proportions and fenestration of existing buildings.

5.3.4 External materials on any extension should be in keeping with the appearance of the original building and respect and complement those in the wider area. It is important with brick extensions to match as far as possible the bonding, mortar



Photograph illustrating a poor matching of bricks for an extension with that of an existing building

mix, colour and pointing of the existing building (See also sections 4.4 and 5.8).

A) FRONT EXTENSIONS

5.3.4 Front extensions to buildings in conservation areas are generally considered to be unacceptable as street facades usually make the greatest contribution to a conservation area's special character and appearance.

B) SIDE EXTENSIONS

5.3.5 Side extensions can sometimes be considered as acceptable. Each planning application will be judged on its own merits; however careful consideration will be given to the impact on the integrity of the original adjacent properties, the effect on the street scene as well as the architectural rhythm of the buildings and the spaces between them. Gaps between properties may be considered to make a positive contribution to the special character of the conservation area and in these circumstances side extensions may not be permitted.

5.3.6 Side extensions should be sufficiently set back from the front elevation of the original building so that the new development appears subservient to the existing building. This is necessary to retain the visual character of the original building and to help the extension appear subordinate to the existing building. More information is available in *the Residential Extensions and Alterations SPD*

C) ROOF EXTENSIONS

5.3.7 Roof extensions and changes to the existing form of the roof can radically alter a building's appearance, and where visible from the public highway are unlikely to be considered acceptable. Planning permission is unlikely to be granted for hip to gable extensions (see section 5.10 below) as they are often incongruous with the appearance of the original building and the wider townscape.

5.3.8 Where roof extensions are considered appropriate they must respect the architectural character of the building and should always be subordinate to the building's size, with any added height and bulk kept to a minimum. All materials, roof forms and pitches should complement and respect those of the existing building.

D) DORMER WINDOWS AND ROOFLIGHTS

5.3.9 Dormer windows and rooflights can be used to provide natural light to roof extensions, including loft extensions. Please see section 5.10 below for further information.

E) REAR EXTENSIONS

5.3.10 Proposed single storey rear extensions are generally acceptable, so long as they



A poorly designed side extension added to a house in the East India Estate Conservation Area. The extension was designed and constructed prior to the conservation area's designation in 2008 and would not now be likely to obtain planning permission.



The Beulah Hill Conservation Area contains a development of several detached houses of a very similar design and layout, with a projecting bay to one side and pitched roof (see above left). One house in this group has had a large roof extension (see above right) that has radically altered the building's special character and that of the whole group. This was constructed prior to the designation of the conservation area in 2008 and would not now be likely to obtain planning permission.

are not oversized and are well-designed, do not disrupt the appearance and character of and are subordinate to the original building. Generally two storey rear extensions are unlikely to be considered acceptable due to the overbearing impact they have on the appearance of an existing building. They may also allow unacceptable levels of intrusion and overshadowing of neighbouring properties.

5.4 CHANGES OF USE

5.4.1 Planning permission may be required for a change of

use of a building. For further information please contact the Development Management Team (see Appendix).

5.4.2 Many conservation areas are characterised by either a single, or mix of particular uses. When considering applications for a change of use the Council will consider the contribution that the existing and proposed uses make to the area's special character. Proposals that seek to merge separate units to provide buildings of a larger scale and mass can erode an area's special character and

may be resisted. For information on residential changes of use please see the Appendix of the *Residential Alterations and Extensions SPD*.

A) CHANGE OF USE FROM SINGLE DWELLINGS TO FLATS

5.4.3 All proposals should demonstrate how changes will preserve or enhance the character of the conservation area and comply with the following guidelines:

- Material changes to the subject building should be kept to a minimum to protect its character and avoid the unnecessary introduction of extra points of entry to front elevations.
- All proposals should include adequate storage for all refuse and recycling bins; refuse storage areas should be designed so that they do not dominate the forecourt of a property
- Landscape design proposals for front gardens should be submitted and cycle storage should be incorporated where appropriate
- An increased demand for parking will not be considered as a justification for the loss of front gardens, which should be maintained
- Meter boxes should not be located on any street-facing elevations
- All new doorbells and entry phones should be well integrated with the building to avoid a cluttered appearance
- All waste and ventilation pipes should be integrated and concealed where necessary

B) CHANGE OF USE FROM RESIDENTIAL TO COMMERCIAL OR COMMUNITY USE

5.4.4 All proposals should demonstrate how changes

will preserve or enhance the character of the conservation area. Signage should be well integrated with the building and active frontages should be maintained or created as appropriate.

5.4.5 Material changes to the subject building should be kept to a minimum to protect the its character. An increased demand for parking will not be considered as a justification for the loss of front gardens, which should be maintained.

C) CHANGE OF USE FROM COMMUNITY TO COMMERCIAL USE

5.4.6 The impact of the loss of a community facility should be carefully considered. Where considered to be acceptable, all proposals should ensure all necessary alterations to the building respect its original character and that of the wider conservation area and that all signage is well integrated with the existing building.

D) CHANGE OF USE FROM COMMERCIAL TO COMMUNITY USE

5.4.7 All proposals should ensure all necessary alterations to the building respects its original character and that of the wider conservation area. Signage should be well integrated with the building and active frontages should be maintained or created as appropriate.

5.5 OUTBUILDINGS

5.4.8 The special character of many residential conservation areas in Croydon is partly defined by a high townscape quality and a sense of spaciousness as a result of large plots. Therefore major development to the rear of a property is unlikely to be considered acceptable as it may

erode the character and historic layout of a conservation area. Furthermore, rear gardens, contribute to the natural conservation and ecological value of an area; environmental impacts will be taken into account when considering proposals for outbuildings.

5.4.9 In urban conservation areas and those where there is a high concentration of commercial and retail uses plots are usually smaller with limited open space than those in suburban locations. Proposals for large outbuildings in these locations are unlikely to be considered acceptable due to the limited space available.

5.4.10 All development, even if not directly visible from the street, should respect the urban grain and wider character of the conservation area.

5.6 WINDOWS

5.6.1 The design, quality and materials of windows make an important contribution to the character of a building and that of a wider conservation area.

A) REPAIR OR REPLACEMENT

5.6.2 Where original timber frames, either sash or casements, survive, they are an important part of the building's historic fabric and should be retained. Original stained, leaded and coloured glass adds further interest to buildings and should also be retained. The Council advocates repair of original window units in the first instance and it is strongly recommended that the opinion of a joiner is sought before replacement is considered. Damage may not be as bad as it appears and it may be easier and cheaper to repair existing timber window frames than to install replacement windows.

5.6.3 To improve the thermal performance of a building measures such as draught proofing and the installation of secondary glazing should be considered as an alternative to replacement. Please see www.english-heritage.org.uk/your-property/saving-energy for further advice. If the replacement of windows is fully justified then they should be on a like-for-like basis where original units are of significance.

B) NEW WINDOW UNITS

5.6.4 New window units in both historic and modern buildings should be of a high quality design so as to preserve the character and appearance of the conservation area. Careful attention must be paid to the selection of materials and detailing. If new windows are replacing original units they should be designed to match originals in design and materials so as to preserve the character of their host building and not have an adverse impact on the wider conservation area.

5.6.5 UPVC or aluminium window units should not be installed in historic buildings as they can significantly alter a building's original character. The Council encourages the removal of existing unsympathetic alterations to the original design of windows of historic properties, but it is important to check whether planning permission is required before starting work.

C) NEW WINDOW OPENINGS

5.6.6 If additional window openings are proposed, it is important to consider the impact that they would have on the character and appearance of the building. If considered to be acceptable then new windows should be of a high quality design, materials and detailing



Traditional windows in The Waldrons Conservation Area. Above left: timber-framed with leaded detailing. Above right: timber sash with lugged architrave moulding sits above an arched window opening with mouldings including a keystone and stucco voussoirs.



Houses on St Aubyns Road in the Upper Norwood Triangle Conservation Area, with a series of repeating bay windows



Decorative stone window surround of a timber sliding sash window in the Church Street Conservation Area. Stonework includes an architrave, pilasters and a voluted broken pediment linked by a swag.

and respect and complement existing window openings. It is also important to consider the structural implications of altering windows, for example some windows may support facing brickwork.

D) BAY WINDOWS

5.6.7 Bay windows are a common and striking feature of many buildings in Croydon's conservation areas, including

inter-war semis, late Victorian terraces and the upper floors of Victorian and Edwardian parades. The shape, height, form and spacing of bays often establishes the basic rhythm of the street scene. The removal of bay windows is very unlikely to be considered acceptable as it will seriously undermine the character of the whole street, especially when such windows are a consistent feature within

a terrace, a parade or a pair of semi-detached buildings.

E) DETAILING

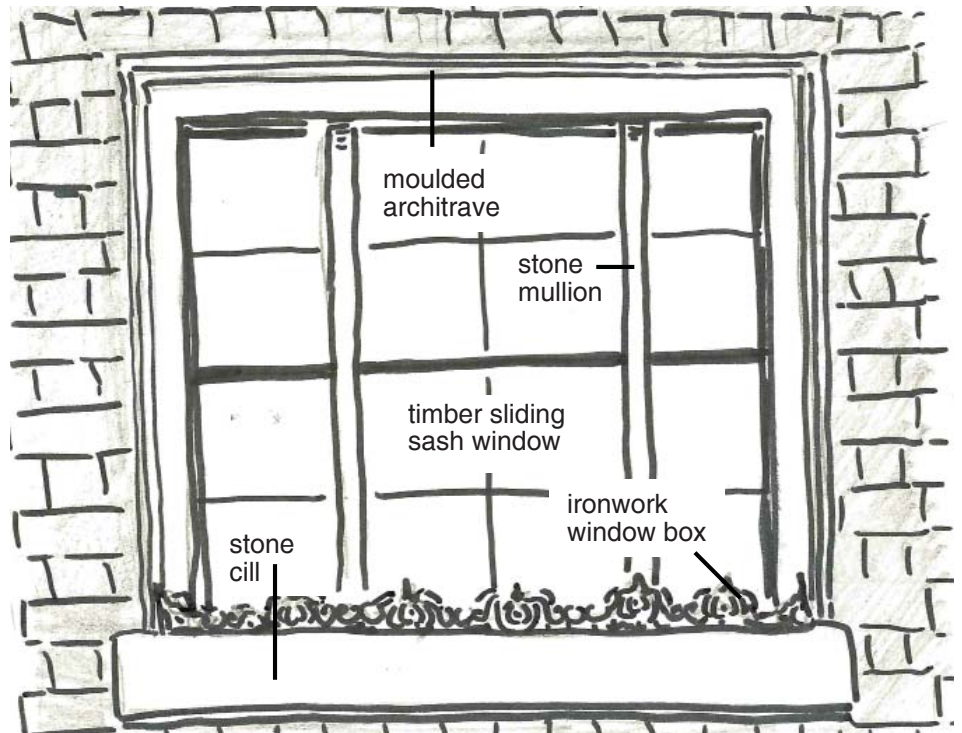
5.6.8 The decorative treatment of window surrounds varies throughout Croydon's conservation areas. Walls above simple C19th window openings are generally supported by contrasting brick lintels. More ornate window detailing can also be found on historic buildings throughout the borough, including stone mullions, lintels, architraves, cills, window boxes, pediments, swags and pilasters (see diagrams and glossary in the Appendix). Such features should be retained due to their structural function and the part they play in giving the building character and variety. Where possible, existing fabric should be repaired instead of replaced. Where decorative window surrounds have been lost and information is available about the original designs, there is the potential to re-instate replicas of originals features.

F) DORMERS AND ROOFLIGHTS

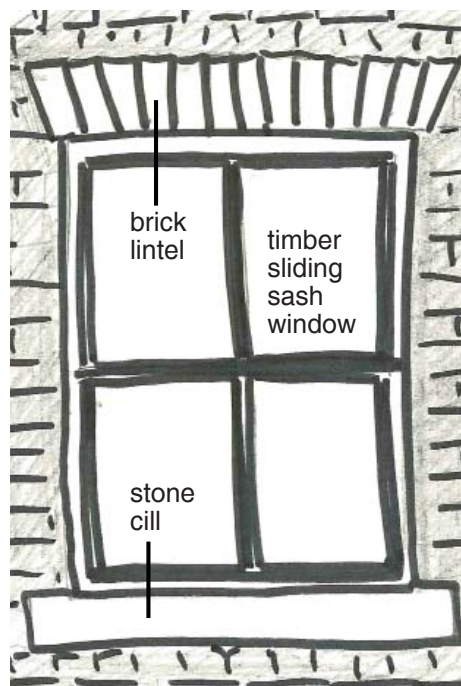
5.6.9 Please see section 5.10 below.

5.7 DOORS AND DOORWAYS

5.7.1 Many buildings within conservation areas have imposing entrances created by elaborate doorways or porches and traditional-style doors. Doors and doorways are often important design features, reflecting the architectural design and detailing of a building. Negative changes to buildings that have already occurred (such as replacement of traditional windows or doors with uPVC alternatives), usually undertaken prior to the designation of a conservation area, should not be used as justifi-



Tripartite window with stone mullions, moulded architrave, stone cill with ironwork window box.



Simple but well detailed Victorian window surround with a contrasting brick lintel and stone window cill



Decorative Gothic Revival style porch in The Waldrons Conservation Area

cation for further inappropriate development.

A) DOORS

5.7.2 Generally traditional buildings originally had solid timber doors, usually designed with the building, constructed

of well-seasoned wood of a quality difficult and expensive to replicate today. Where possible, traditional doors should be retained due to their attractive appearance and high quality. If glass panels are present within historic timber doors these may

require repair and replacement as part of development proposals.

5.7.3 All door replacements should be of traditional materials and a suitable design to either match the original design and material or appropriate historic examples. Aluminium and uPVC are generally inappropriate materials for use in conservation areas as they are of an insufficient quality and out of keeping with the character of most buildings. When painting doors the Council recommends using a paint colour that is respectful to the character of the conservation area.

5.7.4 The removal of unsympathetic later alterations to buildings is encouraged. Where the replacement of an unsympathetic door is being considered, it may be beneficial to study neighbouring properties of a similar date in order to ascertain the original style of the door.

B) DECORATIVE DOORWAYS AND ARCHITECTURAL DETAILING

5.7.5 Door openings are often accentuated by means of elaborate architectural decoration. It is essential that such surrounds are retained as part of any development.

5.7.6 Decorative detailing around windows and doors is a significant feature of many buildings within conservation areas and should be retained and protected. Common detailing includes patterned brickwork or stone dressings. Further assessment of the detailing characteristic to each conservation area can be found in its *Conservation Area Appraisal and Management Plan*.



An example of inappropriate installation of an aluminium door. This development has harmed the character and appearance of the conservation area

C) PORCHES

5.7.7 Porches within conservation areas, especially recessed porches, articulate an entrance, and are often of a high architectural quality with interesting detailing. Where porches are part of the original design of a building or are a traditional and consistent feature within a row of building they should be retained. Inappropriate removals can affect the character, design and rhythm of both individual houses and the street.

5.7.8 Historic recessed porches should not be in-filled due to the negative impact on the special character of individual buildings and the disruption of the architectural rhythm provided by the articulation of groups of buildings. If extra security is required, gates or railings that are designed to be in keeping with the special character of the area may be a suitable alternative to the in-filling of porches.



Recessed porch with intricate shell moulding and an original solid timber door in the Chatsworth Road Conservation Area

5.8 WALLS

5.8.1 The quality of wall finishes has a significant impact on the character and appearance of a building and can unify buildings of a similar character within an area. Common wall finishes in the borough include brick, flint, stone, timber, render (including stucco) and tile hangings. Many wall finishes are integral parts of the overall design and appearance of a building and many make a positive contribution to the overall character of a conservation area.

A) BRICKWORK

5.8.2 Where bricks are replaced, they must be carefully selected to match the existing bricks in texture, size and colour. Traditional bricks are of a slightly larger format than modern metric bricks and were laid in softer, lime-based mortar in a thinner bed that reduced the appearance of the joints relative to the bricks. Generally replacement bricks should be re-claimed multi-stock to match existing walls as closely as

possible. Problems with water penetration often associated with brickwork can usually be remedied with good maintenance. Careful attention should be paid to brickwork joints and pointing, as well as the integration of roof guttering.

5.8.3 It is important to appreciate the bond that brickwork has been laid in (see diagrams of common bonds). When rebuilding external walls or extending an existing building it is important to study existing brickwork so that any new work complements the old, in terms of brick type, colour, bond pattern, mortar colour and pointing.

5.8.4 Re-pointing should be undertaken only when necessary and must be done in an appropriate manner, for example a lime-based mortar must be used in older buildings for reasons of appearance and performance; cement-based mortars are generally inappropriate for historic buildings. Joints should be flush or slightly recessed (not weather struck or raised) and finished and brushed to expose brick edges.

5.8.5 Specialist advice should be sought before attempting to clean brickwork, as it is specialist work and it can dramatically alter the appearance of a building. If not undertaken correctly cleaning may lead to permanent damage to bricks and possibly the structure of a building, as well as causing an adverse visual effect.

B) CLADDING, RENDERING AND PAINTING

5.8.6 Cladding or rendering walls in conservation areas requires planning permission, which is not likely to be granted where



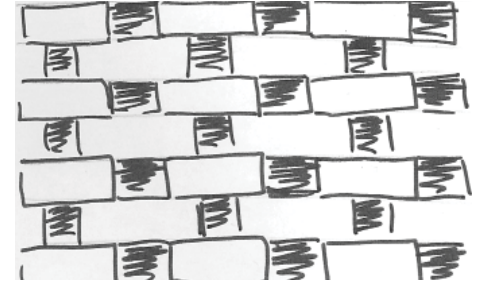
Good examples of pointing - from left: flush, smooth and tuck pointing



Bad examples of pointing - from left: exposed, weather-struck and weathered pointing



Header bond



English bond



Stretcher bond



Flemish bond



Inappropriate application of pebbledash render to a house in a terrace in the East India Estate Conservation Area has significantly altered its appearance.

walls were originally exposed brick. Exposed brickwork walls are an attractive design feature and should not be clad, rendered or painted as this causes the loss of colour and texture of brickwork and may cause further problems including damp.

5.8.7 Additional coatings to originally exposed brickwork can damage the character and original qualities of a building and destroy the appearance of a terrace or the balance of a pair of semi-detached houses. Such additional coatings can be unnecessary, impractical and expensive and require a higher level of maintenance than if bricks were left exposed and can affect the performance of the building in terms of its breathability.

5.8.8 Where possible, non-original, unsympathetic surface treatments should be removed to restore originally exposed brickwork. Surface feature materials such as stucco or lime-based render, where part of the original design of a building, should be retained and maintained.

C) STUCCO

5.8.9 It is very important that stucco render is kept in good repair and that regular maintenance takes place. Stucco is a lime based material that may rapidly deteriorate through water ingress, which may lead to further damage to the structures on which it is featured. Early localised repairs should be carried out to prevent the need for subsequent, potentially major, repair works.

D) FLINT

5.8.10 Some houses and walling in Croydon's conservation areas have flint walls or flint



Flint houses in the South Norwood Conservation Area.

facing. Flint is an intensely hard wearing material and very durable due to its tough, siliceous nature. It is a distinctive vernacular material and should be retained.

5.8.11 Preserving and maintaining flint can present a challenge to modern owners and conservators. However regular maintenance can prevent problems. It is important to note that flint walls should not be painted, rendered or covered in any other material and due to the particular nature of the material repairs should be carried out by an experienced craftsman.

E) TILE HANGING

5.8.12 Hanging tiles are an important design feature in many of Croydon's conservation areas. Existing vertical tile hanging should be retained and any damaged tiles replaced with matching tiles. Please also see section 5.10.

F) HISTORIC WALL FEATURES

5.8.13 Features such as terracotta panels, carved bricks, glazed tiles or plaques were often used as decorative elements on the



Decorative terracotta wall panel in the Chatsworth Road Conservation Area

walls of late C19th buildings in Croydon. Such details are often unique to the building which they adorn and are a stamp of the individuality of a building, or of groups of buildings. They are valued features that make a considerable contribution to the overall character of a building or group of buildings and should be retained. It may be difficult and expensive to replace such features once removed.

G) WALL FIXTURES

5.8.14 Meter boxes should be placed in the ground or internally if possible as they can damage the appearance of a building, especially when placed in prominent locations such as next to main entrance doors. If they are to be positioned on a building wall, an inconspicuous location should be found.

5.9 IRONWORK

5.9.1 Ironwork can be either cast or wrought. Cast iron is hard, brittle and strong in compression, and cast in a mould whereas wrought iron is ductile, strong in tension, and forged into decorative patterns or forged and rolled. Historic iron railings, balustrades, window boxes and balconies

are important features that significantly add to the character of a building as well as that of the wider area and should be retained. The Council encourages the re-instatement of lost ornamental ironwork with good quality replacements of an appropriate design. Cast iron rainwater gutters and downpipes should be replaced on a like-for-like basis in terms of design and materials.

5.9.2 Neglect can cause wrought iron to rust and warp, and cast iron to fail and crack. Ironwork should be protected through regular maintenance and painting, which forms an important protective layer against weathering.

5.10 ROOFS

5.10.1 For information on roof extensions please refer to section 5.3. Bituminous, plastic or other waterproof coatings should generally not be applied to existing roofs, except in non-traditional conservation areas such as the St Bernards Conservation Area. All flashings should be in lead, or a material with a similar appearance, and should be installed by an experienced craftsman or tradesman.

A) FORM AND DESIGN

5.10.2 The original roof form and details are essential design aspects of a building. The roofs of traditional buildings are usually pitched, with either hipped or gable ends. Mansard roofs are also sometimes present. Flat roofs are often present on buildings of modern construction.

5.10.3 Major alterations to roofs should be avoided (see section 5.5). Where original features are present, such as decorative ridge tiles, bargeboards, finials

or roof tile/slate patterns, they should be retained and restored if damaged or missing.

B) GUTTERS AND DOWNPIPES

5.10.4 Many buildings in conservation areas have cast iron gutters and downpipes, which may have decorative embellishments that make a positive contribution to the building on which they are situated. Where metal gutters and drainpipes exist, these should be replaced on a like-for-like basis as part of any development proposals.

C) DORMER WINDOWS

5.10.5 Planning permission is required for the installation of dormer windows in a conservation area. All proposed dormer windows should be of an appropriate design and materials and should integrate with the established pattern of fenestration present on the host building. To help achieve this dormers should not usually be wider than windows present on the rest of the building. Dormers should also be set in from the edge of the building and should not compromise nor dominate the original integrity of the roof.

D) ROOFLIGHTS

5.10.6 Planning permission is required for the installation of rooflights in a conservation area. All rooflights should be set flush with the roof pitch so as to not disrupt the existing roof-slope. Heritage-style rooflights should be installed in historic buildings.

E) SOLAR PANELS

5.10.7 Please see section 9.10.

F) SLATES AND TILES

5.10.8 The quality of roofing materials has a substantial effect on the appearance of a building. Most buildings in



Section of a decorative ironwork window box in The Waldrons Conservation Area



Pitched roof with gable ends



Hipped roof

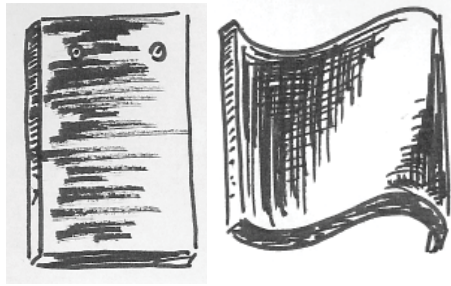


Mansard roof.

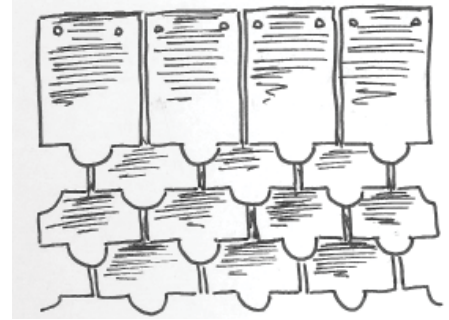


Heritage style rooflights, flush with the roofscape

Croydon were built with either natural slate or hand-made clay tile roofs. Slate tiles are relatively simple in form, though with inherent natural variation. Hand-made clay tiles usually come in either flat or cambered peg tiles or curved pan tiles.



Peg tile (left) and pan tile (right)



Scalloped peg tiles

5.10.9 Pattering on tile hanging can be created through the use of scalloped tiles, something in conjunction with straight tiles to form decorative effects. This is a common feature of many buildings in Croydon's conservation areas, and is considered to be characteristic of many local areas. Ridge tiles can also add interest and character to a roofline. Photovoltaic slates are also available. These can be made to look very similar to existing tile materials and also provide a sustainable way of producing energy.

5.10.10 The failure of roofs is often due to the rusting of fixing nails. If tiles are removed carefully they can often be salvaged and re-used. If there are insufficient slates or tiles to cover the entire roof, it is advisable to reuse the originals on the front slopes that will have the greatest impact on the streetscene, supplemented by second hand or alternative materials matching as closely as possible on the rear slopes. Many building and roofing contractors stock second hand slates and tiles which can be used to replace any broken ones.

5.10.11 New slates and tiles should only be used if second hand ones are not available and the existing tiles have come to the end of their useful life. It is important to ensure that slates or tiles of a similar colour, texture and size to those of the original roof covering are used, particularly on terraced



Chimney stacks help to define the rhythm of this terrace in the Upper Norwood Triangle Conservation Area.



Prominent chimneys on a building in the Croham Manor Road Conservation Area

and semi-detached houses. Artificial materials, such as imitation slate or machine produced concrete tiles, are not considered to be a suitable replacement for traditional roofing materials. Some artificial materials, such as concrete tiles may affect the roof structure due to their increased weight.

5.11 CHIMNEY STACKS AND POTS

5.11.1 Chimneys are important architectural features present on many historic buildings. They generally make a valuable contribution to the special character of a building and that of the wider conservation area, particularly on semi-detached and terraced housing where their regular spacing contributes to the rhythm of the street. In long distance views chimney stacks and pots can be especially prominent.

5.11.2 Chimney stacks should be retained, even if the flues are not used. Any decorative

courses of brickwork around the chimney should also be retained. If unused fire places are fitted with panels and grilles, and the pots with ventilating top covers, chimneys can remain useful by providing controllable ventilation, and thereby reducing condensation. Pots on disused chimneys can be capped.

5.12 EXTERNAL FIXTURES (INCLUDING SATELLITE DISHES AND TV AERIALS)

5.12.1 Careful consideration should be given to the siting of extraneous fixtures, including TV aerials, satellite dishes and other telecommunication equipment, solar panels and air conditioning units, as they can have a significant impact on a building's appearance. Planning permission may be required for the installation of such fixtures.

5.12.2 All fixtures should be located below the level of the roof eaves, ideally to the rear of a property, to minimise their

visual impact on the conservation area. Fixtures should not project above the height of the roof and should not be visible from the street. For further information relating specifically to solar panels please see section 9.10.

5.13 FRONT GARDENS AND BOUNDARY TREATMENTS

5.13.1 Front gardens, where present, make an important contribution to the character and appearance of a conservation area. Existing landscape features in front gardens such as trees, hedges, ponds, banks and boundary walls play an important part in softening the character of the street and can help to integrate a new development into its context. The regular maintenance of front gardens and, where appropriate, the planting of trees and greenery on private land is encouraged.

5.13.2 Front boundary treatments, including railings, walls and planting, define the boundary between the public and private realm and have a significant impact on the quality of the streetscene. Existing high quality boundary treatments should be retained as part of all development proposals. If retention is not possible replacement boundary treatments should be of a high quality in terms of design and materials and be appropriate for its context.

5.13.3 All development proposals should include landscape design proposals for front gardens and suitable boundary treatments, including adequate and well screened refuse facilities, having completed all the details required as outlined in *Croydon's Landscape Design SPG*, available to download



A good example of attractive boundary treatment with a brick wall and iron gate, in front of a well-kept front garden in the Norwood Grove Conservation Area.



A good example of a good balance between soft and hard landscaping with an attractive boundary treatment in the Chatsworth Road Conservation Area.

from the Council's website (see Appendix). Loss of existing boundary treatments that make a positive contribution to the character of the conservation area is not acceptable.

5.13.4 Trees are particularly vulnerable to damage during construction works on nearby buildings. An accurate and up to date species and condition survey, together with a tree

protection plan, will be required in order to demonstrate that the works will not affect them.

5.13.5 The hard-scaping of front gardens for parking or loss of grass verges or boundary treatments (such as low walling to provide vehicular crossovers) will not normally be acceptable due to the detrimental impact on the appearance of the conservation area.

5.14 TREES AND LANDSCAPE

5.14.1 Trees often make an important contribution to the streetscape of a conservation area, through the definition of boundaries between the public and private areas and the softening of the transition between open spaces and buildings.

5.14.2 In more urban areas street trees and trees in privately owned areas are important components of the urban landscape and public realm. In more suburban and rural locations trees are integral parts of the character and appearance of an area.

5.14.3 In some cases trees and landscaping can be of great importance to a conservation area's special character, for example in the Webb Estate and Upper Woodcote Village Conservation Areas.

5.14.2 Anyone proposing to cut down or carry out work to a tree over 75mm in diameter above 1.5m in height in a conservation area is required to give the Council six weeks prior written notice. Application forms for this purpose can be obtained by contacting the Council's Tree Officers (see Appendix). Trees may also be protected by a Tree Preservation Order (TPO). Failure to notify the Council before carrying out the work may result in a fine of up to £20,000 (please see section 7 below). For further information please contact the Council's Trees and Enforcement Team (see Appendix).



Mature trees and landscaping in the Webb Estate Conservation Area



Trees and public open space in the Upper Woodcote Village Conservation Area

5.15 SHOPFRONTS

5.15.1 Planning permission is required for the following works:

- Installation of external security shutters and grilles
- Removal of architectural features including stallrisers and pilasters
- Installation of permanent awnings and canopies
- Installation of new entrances
- Shopfront or frame replacement
- All new fascias
- All illuminated signage

5.15.2 Some signage, including proposed illuminated and non illuminated signs, may require Advertisement Consent (see section C below). Alterations to shop fronts in listed buildings require Listed Building Consent and should generally not be altered without clear and convincing justification. Planning permission is not required for the installation of glazing and internal shutters within a shopfront and the repainting and repairing of an existing shopfront, where there is no change in appearance.

5.15.3 For further information please refer to *Shopfronts and Signs: Supplementary Planning Guidance Note 1* and *Shopfront Security: Addendum to SPG No. 1* and *Advertisement Hoardings and Other Advertisements: Supplementary Planning Guidance 8*.

A) SHOPFRONT DESIGN

5.15.4 The design of shopfronts varies throughout Croydon. Existing historic shopfronts should be retained and architectural features, such as cornices and pilasters, should be repaired or replaced, which can significantly enhance the appearance of the building.

5.15.5 Where new shopfronts are considered to be appropriate, it is important that they are designed to be in keeping with the host building and the context of the conservation area within which they are situated. Traditional style shopfronts are generally appropriate for historic areas (see diagram below).

5.15.6 New shopfronts in conservation areas should be of a high quality design and materials and aim to bring diversity, vitality and interest to the street. Where inappropriate replacement shopfronts have already been installed the Council encourages shopowners to re-establish traditional-style shopfronts where appropriate. Timber is generally considered to be the most appropriate material for shopfront construction in conservation areas.

5.15.7 A traditionally designed shopfront often has a set-back entrance door. The design will normally include pilasters, with architectural details such as a capital and a plinth, a corbel or console bracket and an entablature with cornice and frieze or fascia, which generally has a hand painted sign with downlights. It will be of timber construction and sit within the traditional architectural framework around the opening. However the specific design of shopfronts should reflect the style, age and character of the building in which they sit and the special character of the conservation area in which they are located.

B) SHOPFRONT PAINTING

5.15.8 When painting shopfronts the Council recommends using a paint colour that is respectful to the character of the conservation area. Brickwork should not be painted.

External lighting

Console or Corbel

Cornice

Fascia

Transom

Stallriser

Mullion

Pilaster

Cill

Plinth



The form and architectural features of a traditional style shopfront

C) ADVERTISING AND SIGNAGE

5.15.9 Oversized and poorly designed signage using poor quality materials can have a negative impact on a conservation area's special character. For further detailed guidance on advertising and signage please see *Supplementary Planning Guidance 8*. The following guidelines for buildings within a conservation area supplement this information:

- All signs and fascias should be externally illuminated with spot or trough lighting as opposed to being internally illuminated
- All signs and fascias for shops should be of timber construction with traditional lettering. Advertising should be contained within the fascia and not painted on the building.
- The hanging of appropriately designed projecting signage is encouraged, however each shop or building should only include one hanging sign to avoid excessive clutter.
- Advertisements attached to buildings such as large posters and 'No Parking' signs are usually inappropriate as they downgrade the appearance of a building.
- Advertisement hoardings that are within or affect the setting of conservation areas are not normally permitted.
- The use of A-boards should be limited due to the unnecessary street clutter they create and blocking of pedestrian flows.
- Where there is a change of use of buildings, from residential to commercial/community use the Council requires any proposed signage to be appropriately and sensitively located.



North End in the Central Croydon Conservation Area

MAINTENANCE AND REPAIR



This section provides general guidance on the maintenance of buildings in conservation areas.

Please refer to individual Conservation Area Appraisal and Management Plans for information on the character of specific conservation areas to discover the key features and materials present in each conservation area and which elements require particular care and maintenance.

Previous page: Gap between buildings on Church Road in the Upper Norwood Triangle Conservation Area

6.0 MAINTENANCE AND REPAIR

6.1 THE IMPORTANCE OF REGULAR MAINTENANCE

6.1.1 Minor works, such as the regular clearing of debris in gutters and rainwater pipes, the pruning of vegetation near to buildings, the re-fixing of loose roof tiles or slates and the regular re-painting of woodwork and timber do not require planning permission. However if these minor works are left unattended they may develop into more complex and expensive works that also require planning permission. The Council therefore recommends that buildings should be well cared for and that regular maintenance is undertaken so as to prevent unnecessary decay and damage and resultant problems and cost. All maintenance works should be carried out in a sensitive manner. Energy efficiency measures are also an important part of the maintenance of traditional buildings.

6.1.2 If a building or garden falls into a poor state of repair that results in an adverse impact on the amenity of the area then the Council may explore enforcement action to remedy this harmful impact. The deteriorated state of a heritage asset will not necessarily be taken into account in the planning process.

6.2 TIMBER DOORS AND WINDOWS

6.2.1 Timber doors require a relatively low level of maintenance, but they do require regular painting to keep them in good order. If glass panels are present within timber doors these may require maintenance and repair if necessary.

6.2.2 Timber windows have a remarkably long life-span if properly cared for, due to the

quality and durability of C19th and early C20th hard-wood used for windows at this time. Timber windows that have not been well looked after may start to jam or the frames may start to warp, which might cause glass to crack or become loose and joints to rot or break. Repair and maintenance should always be the first option before replacement is considered. If in a poor condition, it may be necessary for the frame to be dismantled and some parts replaced, or damaged sections cut out and replaced. A repaired historic timber window can perform as well as when it was first installed. As with timber doors, it is important that timber windows are regularly painted as this provides protection.

6.3 WALLS

6.3.1 Exposed brickwork, render and other external wall features require regular maintenance to avoid more long term problems that may arise. Please see section 5.8 for information on predominant wall materials, bonding and mortar joints.

6.4 ROOFS

6.4.1 Roofs should be kept in a good state of repair to avoid damp and water entering the building, which can cause damage; if left untreated damp can lead to serious structural problems. All roofs should be regularly maintained and any loose roof tiles or slates should be re-fixed as soon as possible. Damaged and clogged gutters and drainpipes can cause water to run directly down walls, which can cause problems including damp penetration. It is important that guttering is regularly cleared of vegetation and other accumulations and that defective guttering is renewed when necessary.

PLANNING ENFORCEMENT



Appropriate enforcement of planning regulations by the Council, with the support of the community, is essential to protecting an area's special character. The framework in which Croydon's conservation areas are managed is set out in Croydon's Local Development Plan Policies. These outline the criteria for demolition and the standards expected for acceptable alterations and extensions to historic buildings, as well as other planning considerations relevant to the area.

7.0 PLANNING ENFORCEMENT

7.1 UNAUTHORISED WORKS

7.1.1 Unauthorised substantial work to or complete demolition of a building within a conservation area is a criminal offence and could result in prosecution and a substantial fine. Minor unauthorised development may also be the subject of investigation by the Council's Enforcement team and may lead to action if necessary. The Council will take appropriate action against those who carry out unauthorised works to, or substantial or complete demolition of, buildings in a conservation area. This extends to the removal of walls (including boundary walls) over a meter in height, which requires planning permission, and the removal of trees more than 75mm in diameter (see section 7.3).

7.2 OFFICIAL NOTICES

7.2.1 The Council is within its rights to serve a Section 215 Notice on the owner or occupier of any land or building whose condition is adversely affecting the amenity of the conservation area. If served, the Notice requires the owner or occupier responsible to remedy the site's poor condition. If the obligatory works are not carried out, the Council can carry out the works and reclaim the cost from the owner or occupier.

7.2.2 Similarly, if buildings are not maintained in good repair, then the Council can ensure that relevant repairs are carried out by way of the serving of Urgent Works or Repairs Notices. If necessary the Council may undertake essential repairs and recover the cost from the owner.

7.3 TREES

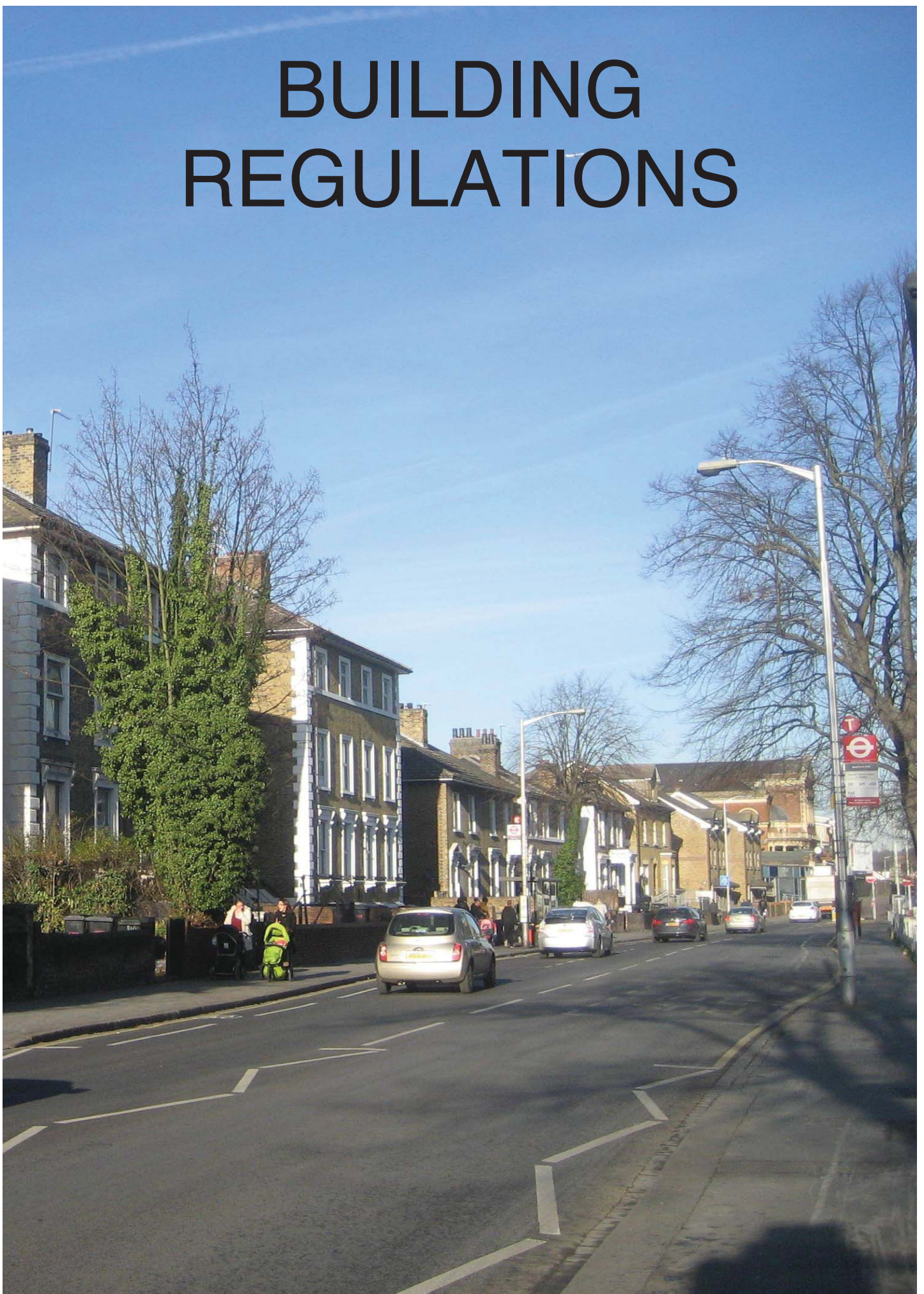
7.3.1 Anyone who cuts down, uproots, lops, wilfully destroys or wilfully damages a tree of a diameter 75mm or more at 1.5m above ground level in a conservation area without giving the Council six weeks prior notice of their intention may be guilty of an offence. In conservation areas the same penalties as those for contravening a Tree Preservation Order apply and a person who cuts down a tree in a conservation area without first giving notice is liable, if convicted in the Magistrates Court, to a fine of up to £20,000. A person who carries out damaging work in a way that is not likely to destroy the tree is liable to a fine in the Magistrates Court of up to £2,500.

7.4 REPORTING SUSPECTED UNAUTHORISED PRACTICE

7.4.1 If you suspect that unauthorised works to buildings are being undertaken without the Council's knowledge, concerns can be reported to the Council via email at: contact.thecouncil@croydon.gov.uk or by phone: 020 8726 6800, which will be passed on to the Planning Enforcement Team.

7.4.2 If you are concerned about any potentially unauthorised felling of trees within a conservation area please contact the Council's Tree Officers via email at: planning.trees@croydon.gov.uk

BUILDING REGULATIONS



This section provides basic guidance on Building Regulations for buildings in conservation areas. For further information and advice on how to meet Building Regulations please contact the Council's Building Control Team (see Appendix).

8.0 BUILDING REGULATIONS

8.1 WHAT ARE BUILDING REGULATIONS?

8.1.1 Building Regulations are construction standards that apply to most new buildings and many alterations to existing buildings in England and Wales. Any building work must seek approval to ensure that it complies with Building Regulations to ensure that the minimum standards of health and safety, fire safety, structural stability, access, sound and thermal insulation and energy efficiency are achieved.

8.2 WHEN DO THEY APPLY?

8.2.1 Building Regulations apply when most building work is undertaken, for example the construction of an extension. However this excludes repair, like-for-like replacement or the painting of existing features. For example the replacement of an individual sash window on a like-for-like basis, or the repair of a glass or wood panel to a door does not constitute building work that must comply with Building Regulations. It is important to note that certain types of work that would often be considered as repairs, such as re-roofing or the re-plastering of external walls, are required to comply with the Regulations. This does not necessarily include patch repairs do not need to comply.

8.2.2 Please contact the Building Control team (see Appendix) to ascertain whether works are required to comply with Building Regulations and for details of the authorisation process.

8.3 EXTENSIONS AND CONVERSIONS

8.3.1 All new extensions should comply with the current Building Regulations. There very little flexibility on this matter. The only exception to this is when

there is a need to match the character or appearance of the extension with that of the existing building.

8.3.2 When converting buildings Building Regulations may result in the need to improve the thermal performance of the fabric, doors and windows of the building to modern day standards. This could be the case even if major changes are not planned. Careful consideration and early discussion with the Council's Building Control Team is strongly advised.

8.4 ENERGY EFFICIENCY

8.4.1 Designated heritage assets, including listed buildings and conservation areas, may benefit from some flexibility in the Building Regulations standards to be achieved for sustainability requirements if the result would unacceptably alter the appearance or performance of the building. Notwithstanding, all building work should still aim to improve the energy efficiency of the subject building as far as is reasonably practicable. However, such work should not distort the building's character or increase the long-term risk of deterioration of fabric or fittings.

8.4.2 In many cases, electrical work, the provision of additional insulation, replacement windows or replacement heating plant is required to comply with the Building Regulations which also set minimum performance standards. Should such work be undertaken, it is possible that the installer will be able to 'Self Certify' the work in connection with the Regulations. However, if this is not the case approval may need to be sought. For further information please contact the Building Control Team (see Appendix).

SUSTAINABLE DESIGN AND CONSTRUCTION



This section provides guidance on improving the sustainability of buildings within conservation areas when undertaking their renovation or upgrade. Croydon Council supports and encourages the upgrading of existing building stock to improve energy efficiency. However, work to buildings in conservation areas and other traditional buildings must be undertaken with great care to avoid harm to their outward visual character and appearance, as well as their structural fabric. Internal works to listed buildings may require approval from the Council.

Please also visit the English Heritage website: www.english-heritage.org.uk/your-property/saving-energy and the Energy Saving Trust website: www.energysavingtrust.org.uk for further information.

9.0 SUSTAINABLE DESIGN AND CONSTRUCTION

9.1 GENERAL CONSIDERATIONS

9.1.1 The refurbishment of existing buildings provides an opportunity to improve their energy efficiency. Potential benefits of doing this include:

- A reduction of fuel bills
- Improvement of thermal comfort of buildings
- A reduction in the consumption of fossil fuel resources
- A reduction in CO₂ emissions

9.1.2 When refurbishing a building, the following energy and water efficiency measures should be considered:

- Floor, wall and roof insulation
- Draught proofing
- Ventilation control to reduce risk of condensation
- Improvements to existing windows and doors
- Heating system replacement and upgrades
- Lighting and electrical improvements
- Energy efficient appliances
- Use of water-efficient sanitary ware, e.g. tap operators or water saving shower heads

9.1.3 It is very important to ensure that the installation of energy efficiency measures to traditional buildings does not induce the problem of interstitial condensation by preventing ventilation (see section 9.4), which may damage buildings and / or their occupant's health.

9.1.4 Grant funding may be available for some energy efficiency measures. For further information please contact the Energy Saving Trust or English Heritage (see Appendix for contact details).

9.2 INSULATION

9.2.1 Improving the insulation of floors, walls and roofs can substantially reduce the amount of heat lost from a building.

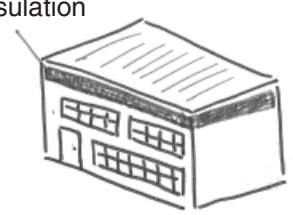
loft insulation



room-in-the-roof insulation



flat roof insulation



Different types of roof insulation

9.2.2 There are many different types of insulation materials. Materials that have a low Ozone Depletion Potential (ODP) and a low Global Warming Potential (GWP) are preferable as they have a lower environmental impact. These include natural materials such as sheep's wool, hemp, flax and cork and man-made materials such as mineral wool and recycled newspaper. Other man-made materials such as foam board can be used, but these have a higher environmental impact and may not be suitable for traditional buildings as they may not be breathable.

9.2.3 The following points should be taken into consideration:

- The thickness of insulation should be as recommended by the Energy Saving Trust
- Insulation should be installed up to the edges of any building element or openings around windows and doors to ensure a continuous insulation envelope - junctions between building elements should be detailed to avoid thermal bridging, for example loft insulation should overlap wall insulation and gaps around openings should be sealed
- The impact of insulation on the breathability of a traditional building

9.2.4 There are several different insulation methods, the most common of which are set out in the following paragraphs.

A) ROOF INSULATION

9.2.5 Insulating a roof can be one of the most cost effective ways to improve the energy performance of a building. The type of insulation that is required depends on the shape of the roof and the use of a building.

I) LOFT INSULATION

9.2.6 This is used where there is no requirement to heat the loft and is laid in between and across ceiling joists to a depth of up to 300 mm. Where part of the loft is required for storage, a shallower depth of insulation can be installed for a small, accessible part of the loft to the height of the joists and covered with boards upon which items can be placed, with the remainder of the loft floor insulated to 300mm. Loft hatches should also be insulated to avoid thermal bridging.

II) ROOM-IN-THE-ROOF INSULATION

9.2.7 Where the loft is used as a habitable room, insulation can be installed in line with the slope of the roof and covered with vapour check plasterboard. A ventilation gap should be left in between the insulation and the existing roof.

III) FLAT ROOF INSULATION

9.2.8 Insulation is laid between joists with a gap in between it and the existing roof.

B) FLOOR INSULATION

9.2.9 Ground floors and floors with unheated spaces below them can lead to significant heat loss where they are not properly insulated and should be considered during refurbishment work. The type of insulation used will depend on whether the floor is suspended or solid.

I) SUSPENDED FLOOR INSULATION

9.2.10 This can be easily carried out if floorboards are being refurbished or if the space below the floor is accessible from below. Spaces between floorboards and between skirting boards and the floor should also be draught stripped.

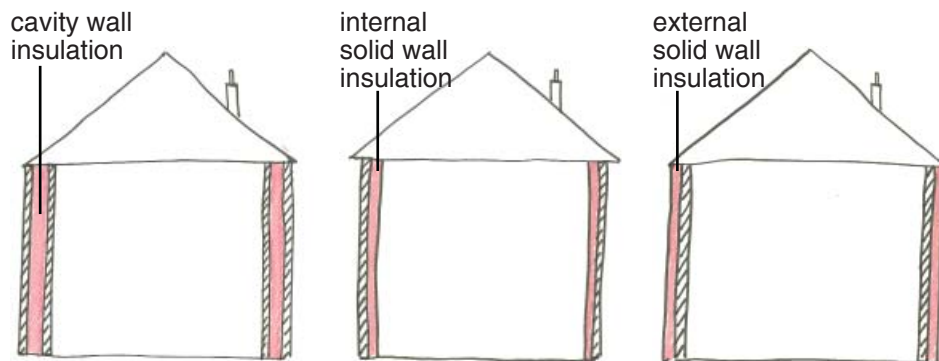
II) SOLID FLOOR INSULATION

9.2.11 This can be cost effective where an existing floor is being replaced. Insulation can be installed either below a slab and topped with a solid finish, or above a slab and topped with boards. Where an original floor is being replaced (for example one of stone or earth), then conservation advice should be sought.

C) WALL INSULATION

I) CAVITY WALL INSULATION

9.2.12 Cavity walls consist of two separate walls joined by wall ties with an airspace in between them. They are usually found in buildings constructed from the late 1920s onwards. Cavity wall insulation is a straightforward and cost-effective means of improving the energy performance of a building. Installations should be undertaken by an installer with appropriate certification, for example from the Cavity Wall Insulation Guarantee Agency (CIGA). It is not recommended to install cavity wall insulation in a masonry cavity.



Different types of wall insulation

II) INTERNAL SOLID WALL INSULATION

9.2.13 Internal solid wall insulation is carried out using an insulated dry lining system which does not affect the external facade of a building. When carried out in historic buildings internal wall insulation should be carried out in a way that protects existing internal features of the property. Room sizes may be marginally reduced where internal solid wall insulation is installed.

III) EXTERNAL SOLID WALL INSULATION

9.2.14 In conservation areas in Croydon, external solid wall insulation requires planning permission as it is an external cladding of a building (see section 5.8.B). When visible from the street, walls in conservation areas should generally not be externally insulated unless the results have no impact on the outward appearance of a building and its architectural detailing.

9.3 DRAUGHT PROOFING

9.3.1 Draught proofing can also significantly reduce the amount of heat lost from a building and is a simple and highly cost-effective means of reducing heat loss. It can be applied in the following areas:

- Draught stripping of the edges of windows, loft hatches and doors, including letterboxes, with adhesive foam strips or brushes

- Filling cracks around the edges of doors and windows with sealant
- Sealing unused chimneys
- Sealing the joint between existing skirting boards to floors
- Draught stripping gaps in between floorboards
- Sealing gaps or cracks where service pipes or cables enter a building

9.4 VENTILATION

9.4.1 While it is important that ventilation is controlled to avoid losing heat through the fabric of a building, it is also important to allow some ventilation to avoid build up of condensation and dampness and to provide a healthy living environment. Ventilation ducts should be accommodated on the interior of a building and external vents should be located so as to minimise visual impact of the exterior of buildings.

9.4.2 Wet rooms (kitchens and bathrooms) require ventilation, but habitable rooms will not usually do so, unless a building is particularly airtight. Where a whole-house ventilation system is required, both passive stack ventilation (where the temperature difference between internal and external temperatures is used to draw fresh air through a building to expel stale air) and mechanical ventilation with heat recovery (where heat exchangers are used to recover

heat from the stale air expelled from a building by a ventilation system) should be considered. For further information please consult the Energy Saving Trust (see Appendix).

9.5 GLAZING OF WINDOWS AND DOORS

9.5.1 There are several different types of double glazed or vacuum glazed timber windows and thermally efficient doors that may be suitable for use in conservation areas. However, the design of windows and doors for buildings within conservation areas should be carefully considered. Instead of replacement, it may be more appropriate to install secondary glazing and / or to refurbish existing doors and windows to make them more thermally efficient, for example by adding draught proofing and sealing any gaps. Please see section 5.6 for further information.

9.6 HEATING SYSTEMS

9.6.1 Replacing old heating systems can be an effective way of reducing the energy performance of a building. Where a building has a gas supply, boilers should be replaced by A-rated boilers with effective room controls. Heating systems that have low emissions of oxides of nitrogen (NOx) and particulates should be chosen, for example a Class 5 boiler or better.

9.6.2 All pipe runs that are not in an area that requires heating should be insulated and all hot water cylinders should have a minimum of 100 mm insulation.

9.7 LIGHTING AND ELECTRICAL IMPROVEMENTS

9.7.1 High daylight levels in buildings can help to reduce energy consumption from

lighting. The use of sun tubes to increase daylight levels should be considered when refurbishing a building, subject to the impact this will have on the external appearance of the building.

9.7.2 Artificial lighting should be of a low energy consumption and have suitable controls. Compact fluorescent or LED lights should be used. In areas where occupancy is minimal, such as corridors, the use of light sensors should be considered to save energy and money on lighting bills.

9.8 ENERGY EFFICIENT APPLIANCES

9.8.1 When buying new appliances for a building, such as refrigerators, washing machines and dishwashers, appliances with an A rating or higher should be sought. These appliances tend to be marginally more expensive than appliances with a lower energy rating, but the operational costs will be significantly lower.

9.9 WATER EFFICIENCY

9.9.1 Replacing old sanitary ware such as taps, showers and toilets with water efficient sanitary ware will reduce energy as well as water consumption. Existing sanitary ware can be refurbished to make it more water efficient; tap aerators, water-saving shower heads and cistern “save-a-flush” devices are easy to fit and are often available free of charge from water companies.

9.9.2 In some buildings it may be possible to install rainwater harvesting systems to collect water for use in flushing toilets and other non-potable uses. Gravity-fed systems are preferable as they do not consume any energy for

pumping water. The installation of a water butt connected to a rainwater down pipe should be considered to collect rainwater for the garden and other external uses.

9.10 RENEWABLE AND LOW CARBON ENERGY

9.10.1 Renewable energy refers to sources of energy that come from virtually inexhaustible natural sources, unlike fossil fuels of which there is a finite supply. Different technologies are suitable for different locations, and uses of buildings. Please contact the Energy Saving Trust (see Appendix) for further information.

9.10.2 In conservation areas the design and siting of all photo-voltaic and solar thermal panels, heatpumps and turbines should be carefully considered so as to limit their visual impact on the conservation area’s character and appearance. Some examples of renewable technologies are outlined below.

A) SOLAR THERMAL PANELS

9.10.3 Solar thermal panels use the sun to heat fluid pumped through a coil in a hot water cylinder to heat water. That water is then stored for use as needed within the property. A typical system under good operating conditions can reduce the energy demand for heating water by up to two thirds and provide all of a dwelling’s hot water demand during the summer months, thus substantially reducing energy bills.

B) SOLAR PHOTOVOLTAIC PANELS

9.10.4 Solar PV panels convert light into electricity and should be mounted on an un-shaded, aspect of the building, ideally oriented between a south west

and south east orientation and pitched between a 30° and 40° angle. A typical domestic system will take up between 14m² and 25m² of a roof.

C) MICRO WIND TURBINES

9.10.5 Small wind turbines, while technically feasible, are unlikely to be suitable for most sites in Croydon due to low wind speeds in the borough and turbulence caused by nearby buildings. When considering installing a wind turbine, siting, noise and visual impact should be taken into account as well as average local wind speeds.

D) MICRO COMBINED HEAT AND POWER GENERATORS

9.10.6 Combined Heat and Power (CHP) is the simultaneous generation of heat and electricity. While this technology is not renewable when the fuel used is natural gas, it is highly efficient as it uses the recovered waste heat from electricity generation to provide space and water heating in contrast to conventional power plants, which are only 30-40% efficient as most of the energy is lost to the atmosphere as waste heat. CHP can provide energy bill savings of over 25%. Micro CHP units, which are typically slightly larger than a conventional boiler, are now available commercially for individual households.

E) BIOMASS HEATING

9.10.7 Biomass heating is the combustion of plant material, usually wood, to provide heat for space and water heating. The CO₂ released during the combustion of biomass is balanced by the CO₂ absorbed during the growth of the plant material, and is therefore virtually carbon neutral provided that the plant material is managed sustainably.

9.10.8 Biomass can be used as an alternative to, or can complement, conventional heating systems. It can be suitable for individual dwellings, although careful consideration should be given to the availability of a suitable fuel supply (usually wood pellets, chips or logs) and storage space, as well as to the impact of the installation on local air quality. Wood fuel heating systems typically produce higher emissions of air pollutants such as nitrogen dioxide and particulate matter and may not be suitable for many parts of Croydon.

F) GROUND SOURCE AND AIR SOURCE HEAT PUMPS

9.10.9 Ground source and air source heat pumps absorb and compress the heat naturally available in the ground or air to provide heat for space or water heating. Heat pumps extract heat from the air or ground in the same way as a fridge extracts heat from its inside. Heat pumps are usually used with a wet central heating system incorporating larger radiators or underfloor heating and have the potential to provide significant energy bill and CO₂ savings depending on the heating system being replaced and the efficiency of the system.

9.10.10 Neither technology is renewable, as electricity is still needed to run them, however they are generally more efficient than conventional electric heating. Generally savings will be substantially higher if a heat pump is replacing electric heating or an oil boiler. Replacing a gas boiler may not always result in savings.

G) FINANCIAL INCENTIVES FOR RENEWABLES

9.10.11 There are financial incen-

tives for all of the technologies listed above are eligible for, provided by the Government's Feed-in Tariff and Renewable Heat Incentive schemes. The technologies must be installed by a professional installer with accreditation under the Micro-generation Certification Scheme (MCS) to be eligible for these schemes. Please contact the Energy Saving Trust for further details (see Appendix).

9.11 ENVIRONMENTAL IMPACT OF MATERIALS

9.11.1 The environmental impact of a material is determined by: the raw materials used; resources used in the manufacturing process; pollutants used during the manufacturing process; the impact of a material on the occupants of a building; transport of resources; removal and disposal issues. For example, a timber beam reclaimed from a local building will have a substantially lower environmental impact than an imported steel beam.

9.11.2 The following guidelines should be considered when choosing materials:

- Reused, reclaimed or recycled materials have a lower environmental impact
- Where using new timber, it should be from sustainable forests with appropriate certification, for example the Forestry Stewardship Council (FSC) or the Programme for the Endorsement of Forest Certification (PEFC)
- Products that have a low Global Warming Potential (GWP) or Ozone Depletion Potential (ODP) should be chosen to minimise pollution
- Finishes that have a low level of Volatile Organic Compounds (VOCs) should be chosen.

APPENDIX



10.0 APPENDIX

10.1 GLOSSARY OF RELEVANT TERMS

Architrave: A formalised lintel or the moulded dram of a door or window.

Arts and Crafts Style: Architectural style based on the Arts and Crafts movement. It is more an approach to design rather than a style, with attention to high standards of craftsmanship, truth to materials and an integration of decorative and fine arts included in the architecture.

Balustrade: A row of balusters (small pillars or pedestals of bellied form), often present on balconies or parapets

Bargeboards: Boards, often carved or pierced, fixed beneath the eaves of a gable to cover and protect the rafters.

Battlement: A parapet of a defensive character, made up of merlons (solid uprights) and crenels (gaps).

Bay window: Window of one or more storeys projecting from the face of a building – *Canted:* with a straight front and angled sides; *Bow:* curved; *Oriel:* resting on corbels or brackets above ground level.

Bond: The pattern of bricks laid in a wall showing either *headers* or *stretchers* in the face.

Bracket: Small supporting piece of stone to carry a projecting horizontal member.

Bullseye window: Small oval window, set horizontally, also known as *oeil de boeuf*.

Buttress: Vertical member projecting from a wall to stabilize it or to resist the lateral thrust of an arch.

Came: A metal strip used in leaded lights.

Canted: With an angled edge or sides.

Previous page: A house in the Croham Manor Road Conservation Area with a prominent brick chimney stack and brick and half timber walls

Capital: Head or crowning feature of a column or pilaster.

Cartouche: Classical tablet with ornamental frame.

Catslide roof: A roof continuing in a single plane over a lower projection

Cement: Calcined lime or clay that sets harder and faster than lime mortar.

Cill: See **Sill**

Cladding: External covering or skin applied to a structure.

Classical Style: A style of architecture based on Ancient Greece and Rome, revived during the Renaissance and imitated around the world. Uses conventional forms the roots of which are the orders (types of column each with fixed proportions and ornaments, e.g. Doric, Ionic and Corinthian).

Column: An upright structural member, especially in the classical styles, of round section and with a shaft, a capital and usually a base.

Concrete: Composition of cement, aggregate, sand and water.

Console: Bracket of curved outline.

Cornice: Flat-topped ledge with moulded underside, projecting along the top of a building or feature.

Corinthian: The most slender and ornate of the three main classical orders.

Course: Continuous layer of stones, bricks etc, in a wall.

Coving: A broad concave moulding often used to conceal roof eaves.

Dado: The finishing of the lower part of a wall; rail: the moulding along the top of the dado.

Dentil: Small square block used in series in classical cornices.

Designated heritage asset: Includes scheduled monuments, listed buildings, registered parks and gardens and conservation areas.

Diaper: Repetitive surface

decoration of lozenges or squares flat or in relief, can be achieved in brickwork with bricks of contrasting colours.

Doric: A style of column, see also **Classical Style** and **Column**

Dormer: Window projecting from the slope of a roof; head: gable above a dormer often formed as a pediment.

Dressings: Stone or brickwork worked around an angle, opening or other feature.

Dutch Gable: (also Flemish Gable) A gable with curved sides crowned by a pediment.

Eaves: Overhanging edge of a roof.

Ecclesiastical Exemption: Places of worship in use by one of the exempt religious denominations have ecclesiastical exemption from the requirement of listed building and conservation area consent, but not from the requirements of planning permission.

Egg and Dart: A type of Classical ornament used on convex mouldings, based on alternative egg and arrowhead forms.

Edwardian Architecture: A style of architecture used in Britain during the reign of King Edward VII (1901–10).

Elevation: Any face of a building or side of a room.

Encaustic tiles: Earthenware tiles fired with a pattern and glaze.

Engaged column: A column that partly merges into a wall.

Entablature: Collective name for the three horizontal members, architrave, frieze and cornice, carried by a wall.

Facade: Front elevation of a building

Fanlight: A semicircular glazed opening, usually above a door

Fascia: Plain horizontal band in an architrave or shopfront, usually used for advertising.

Fenestration: The arrangement

of windows in a building's elevation

Finial: Topmost ornamental feature, usually a spike, e.g. above a spire, gable or cupola.

Frieze: the middle member of an entablature, sometimes ornamented

Gable: Peaked external wall at the end of a double-pitch roof.

Gablet: A small triangular roof feature.

Glazing bar: Wooden or metal bars separating and supporting window panes.

Gothic Revival Style: A style derived as a conscious revival of medieval Gothic architectural forms

Greek Revival Style: A style derived as a conscious revival of Greek Classical Architecture.

Header: The exposed short end of a brick.

Heritage Asset: A building, monument, site, place, area or landscape positively identified as having a degree of significance meriting consideration in planning decisions. Heritage assets are the valued components of the historic environment. They include designated heritage assets and assets identified by the local planning authority during the process of decision-making or through the plan-making process.

Hipped roof: A roof with sloped ends instead of gables.

Hood Mould: Projecting moulding above an arch of lintel to throw off water; also called a *label* when square.

Ionic: One of the three main classical orders, with downward and inward spiralling volutes.

Infill: In timber-framed construction, the non-structural material that fills the compartments, e.g. wattle and daub, lath and plaster, brickwork.

Joists: Horizontal timbers laid in parallel to support the floor of a building.

Label: See **Hood Mould**

Lintel: Horizontal beam or stone bridging an opening.

Light: Compartment of a window defined by its mullions.

Limewashing: Method of painting walls with layers of dilute lime putty. Externally it can help protect types of stone or soft bricks from weathering.

Lugged Architrave: An architrave with side projections at the top, also called an eared architrave.

Lunette Window: Semicircular window or blind panel.

Mansard: A roof of two pitches, the upper less steep than the lower.

Moulding: Shaped ornamental strip of continuous section.

Mullion: A vertical member between window lights.

Niche: An ornamental recess in a wall or the like, usually semicircular in plan and arched.

Ogee: A double curve, bending first one way then the other, usually used to describe arches.

Pantile: Roof tile of curved s-shaped section.

Parapet: Wall for protection at any sudden drop. Also used to conceal a roof.

Pargetting: Exterior plaster decoration, either moulded in relief or incised.

Pediment: A formalized gable derived from that of a classical temple, also sometimes used over windows and doors; *broken:* with apex omitted; *open:* with the centre of base omitted.

Pedimental Gable: A segmental or shallow triangular gable treated as a pediment, with classical mouldings along the top.

Pilaster: Flat representation of a classical column in shallow relief.

Pinnacle: A small spike or turret like termination of a buttress or parapet

Pointing: Exposed mortar

jointing of masonry or brickwork, can be flushed or recessed.

Queen Anne Style: A late-Victorian style of architecture that sought to revive the domestic Classical manner of the mid C17th. Characterised by red brick or terracotta with white painting woodwork.

Quoins: Dressed or otherwise emphasized stones at the angles of a building, or their imitation in brick or stucco.

Rendering: The covering of outside walls with a uniform mortar or plaster surface or skin of protection from the weather.

Ridge: Horizontal longitudinal element at the apex of a roof

Rustication: Exaggerated treatment of masonry to give an effect of strength.

Sash window: A window with glazed section or a section that opens by sliding in grooves.

Section: Two-dimensional representation of a building revealed by cutting across it.

Sill: horizontal member at the bottom of a window or door frame

Slate-hanging: Covering of overlapping slates on a wall, which is then said to be slate-hung.

Stock bricks: The better kind of bricks used for outward facing.

Streetscape: The outward visual appearance and character of a locality at street level.

Stretcher: The exposed long end of a brick.

String course: Horizontal course of bricks or moulding projecting from the surface of a wall.

Stucco: A durable lime plaster, sometimes incorporating marble dust. It can be shaped into ornamental or architectural features, or used externally as a protective coating.

Sun Tube: A tube lined with reflective material to convey the sun's rays to the interior of a building.

Supplementary Planning Document (SPD): A guidance document that adds further detail to the policies in the Local Plan. SPDs are a material consideration in planing decisions but are not part of the Local Plan.

Swag: Ornament in the form of drapery suspended from both of its ends.

Tile-hanging: Covering of overlapping tiles on a wall, which is then said to be tile-hung.

Thermal Bridging: where breaks in insulating materials occur in building fabric, allowing heat transfer through poorly insulating materials, leading to heat loss.

Townscape: The arrangement and overall appearance of the buildings, spaces, and other physical features in an urban area.

Transom: Horizontal member separating window lights.

Urban Morphology: The shape and pattern of an area's buildings and spaces, and how it changes over time.

Quoins: Dressed or otherwise emphasized stones at the angles of buildings, or their imitation in brick or other materials.

Victorian architecture: Architecture built in Britain during the reign of Queen Victoria (1837-1901).

Villa: Originally a Roman country house or farm, a style used in the C18th for smaller country houses, revived in later C19th and used often to describe large, detached suburban houses.

Weatherboard: Overlapping horizontally laid boards covering a (usually) timber framed wall.



...Not all conservation areas in Croydon are suburban residential or town centre mixed use in character. Kenley Aerodrome Conservation Area (pictured above) is a historic airfield containing several scheduled monuments and therefore has a unique special character compared to other conservation areas in Croydon.

10.2 WEBSITES AND OTHER RELEVANT INFORMATION

USEFUL WEBSITES

- Croydon Council Planning and Conservation web pages:
www.croydon.gov.uk/environment/conservation
www.croydon.gov.uk/planningandregeneration
- English Heritage web pages:
www.english-heritage.org.uk
www.helm.org.uk - (for access to English Heritage documents)
www.english-heritage.org.uk/your-property/saving-energy
- Greater London Sites and Monuments Record:
www.heritagegateway.org.uk (managed by English Heritage)
- Greater London Authority (for the London Plan):
www.london.gov.uk/thelondonplan
- Department for Communities and Local Government
www.communities.gov.uk
- Building Conservation Directory:
www.buildingconservation.com
- Sustainable Traditional Buildings Alliance
www.sdfoundation.org.uk/stba

RELEVANT CROYDON COUNCIL DOCUMENTS (WEBLINKS ABOVE)

- *Conservation Area Appraisal and Management Plans*
- *Planning Application Validation Checklist*
- *Local List of Buildings of Architectural or Historic Interest SPD*
- *Residential Extensions and Alterations SPD*
- *Shopfronts and Signage SPG*
- *Landscape Design SPG*
- *Public Realm Design Guide*

RELEVANT NATIONAL GUIDANCE DOCUMENTS (WEBLINKS ABOVE)

- *Archaeology and Planning in Greater London* (English Heritage 2011)
- *The Setting of Heritage Assets* (English Heritage 2012)
- *Guidance on Tall Buildings* (2007) produced in conjunction with CABE
- *Understanding Place: Conservation Area Designation, Appraisal and Management* (English Heritage 2011)
- *Understanding Place: Historic Area Assessments* (English Heritage 2011)
- *Energy Efficiency and Historic Buildings* (a series of English Heritage guidance documents available to view and download at www.helm.org.uk/climatechange)
- *Responsible Retrofit of Traditional Buildings* (Sustainable Traditional Buildings Alliance 2012)
- *By Design: Urban Design in the Planning System* (CABE, 2000)
- *The Urban Design Compendium* (English Partnerships, 2000/2007)
- *Good Practice Guide for Local Heritage Listing* (English Heritage 2012)

10.3 CONTACTS

Croydon Council, 18th Floor Taberner House, Park Lane,
Croydon CR9 1JT;
Tel/Email: 0208 7266000; contact.thecouncil@croydon.gov.uk

Departments:

- Spatial Planning (including Urban Design and Conservation officers): Tel: 0208 4071385;
Email: spatial.planning@croydon.gov.uk
- Development Management (including Enforcement & Tree Officers): Email: development.management@croydon.gov.uk
- Building Control Team, Croydon Council:
Email: building.control@croydon.gov.uk
- Waste Management Team, Community Services, Croydon Council: Tel: 0208 7266200
- Croydon Local Studies Library and Archives Centre:
www.croydon.gov.uk/libraries Tel:0208 7266900;
Email: local.studies@croydon.gov.uk

English Heritage, London Region
Tel/Email: 020 79733000; london@english-heritage.org.uk

The Society for the Protection of Ancient Buildings (SPAB)
Tel/Email: 0207 3771644; info@spab.org.uk
www.spab.org.uk; technical helpline: 0207 4560916

The Georgian Group
Tel/Email: 0871 7502936; info@georgiangroup.org.uk
www.georgiangroup.org

The Victorian Society
Tel/Email: 0208 9941019; admin@victoriansociety.org.uk
www.victoriansociety.org.uk

The Twentieth Century Society
Tel/Email: 0207 2508985; caseworker@c20society.org.uk
www.c20society.org.uk

The Building Conservation Directory
01747 871717; www.buildingconservation.com

The Energy Saving Trust
Tel: 0800 512012; www.energysavingtrust.org.uk

Croydon Natural History and Scientific Society
Contact: Brian Lancaster: Tel: 0208 6686909

Register of Building Conservation Accredited Architects
Tel/Web: 01625 523784; www.aabc-register.co.uk

Royal Institute of British Architects (RIBA)
Tel/Web: 0207 3073700; www.architecture.com

Croydon Conservation Area Advisory Panels
(please contact the Spatial Planning Team for details)

COMMUNITY LANGUAGES

If English is not your first language and you need help to understand the information contained in this brochure, please contact Croydon Council on Tel: 020 8726 6400. We will then arrange for an interpreter to help you.

Nëse Anglishtja nuk është gjuha juaj e parë dhe ju keni nevojë për ndihmë për të kuptuar përmbajtjen e kësaj broshure, ju lutem telefononi Zyrën e Pranimeve (Admission Team) në Departamentin e Edukimit (Education Department) në numrin **0208 726 6400**.
Ne më pas do të gjejmë një perkthyes për t'ju ndihmuar.

Albanian

ইংরেজী যদি আপনার প্রথম বা মাতৃভাষা না হয় এবং এই পুস্তিকার বিষয়বস্তু বুঝবার জন্য আপনি সাহায্য চান, এডুকেশন ডিপার্টমেন্ট বা শিক্ষা বিভাগের অ্যাডমিশনস্ টীম (ভর্তির দায়িত্বপ্রাপ্ত দল)-কে 0208 726 6400 , এক্সটেনশন 1884 - এই নম্বরে টেলিফোন করবেন। আপনাকে সহায়তাদানের জন্য একজন দোভাষীর ব্যবস্থা করা হবে।

Bengali

Jestliže angličtina není Váš první jazyk a potřebovali byste pomoc s porozuměním obsahu této brožury, zatelefonojte, prosím, Přijímací skupinu (Admission Team) ve Školském oddělení (Education Department) na čísle **0208 726 6400**, S pomocí tlumočnicka Vám potom může být poskytnuta pomoc.

Czech

Si l'anglais n'est pas votre première langue et vous avez besoin d'aide afin de comprendre le contenu de cette brochure, téléphonez à l'Équipe des Admissions ("Admissions Team") au Service de l'Enseignement ("Education Department") au **0208 726 6400**.
On demandera ensuite à un interprète de venir vous aider.

French

જો અંગ્રેજી તમારી પ્રથમ ભાષા ન હોય અને આ પુસ્તિકાની વિગતો સમજવામાં તમને મદદની જરૂર હોય તો, કૃપયા એજ્યુકેશન ડિપાર્ટમેન્ટના એડમિશન્સ ટીમને, ટેલિફોન નંબર: **0208 726 6400** , એક્સ્ટેન્શન 1884 પર ફોન કરો. અમે તમારા માટે ગુજરાતી દુભાષિયાની વ્યવસ્થા કરી આપીશું જે તમને મદદ કરશે.

Gujerati

ਜੇਕਰ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਬੋਲੀ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਕਿਤਾਬਚੇ ਵਿਚ ਲਿਖੀ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਐਜੂਕੇਸ਼ਨ ਡਿਪਾਰਟਮੈਂਟ ਵਿਚ ਅਡਮਿਸ਼ਨ ਟੀਮ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: **0208 726 6400** ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

Panjabi

Haddii af Ingiriisudu aanay ahayn luqadaada koowaad caawimana aad u baahantahay si aad u fahamto waxa uu ka koobanyahay buugyarahani, fadlan kala soo hadal kooxda ogolaanshaha ee qaybta waxbarashada telifoonka **0208 726 6400**. Intaa ka dib waxa lagu diyaarin doonaa inuu ku caawiyoo turjumaan.

Somali

ஆங்கிலம் உங்களுக்கு முதல் மொழியாக இல்லை எனில், மற்றும் இச்சிறு புத்தகத்தில் கொடுக்கப்பட்டுள்ளவற்றை விளங்கிக் கொள்ள உங்களுக்கு உதவி தேவை எனில், தயவு செய்து எஜுகேஷன் டிபார்ட்மென்டிலுள்ள அட்மிஷன்ஸ் டிபுடன் **0208 726 6400** என்ற தொலைபேசி எண்ணுடன் தொடர்பு கொள்ளவும். உங்களுக்கு உதவி செய்ய மொழி பெயர்ப்பாளருக்கு சம்யப்பம்.

Tamil

İngilizce ana diliniz değilse ve bu kitapçığın içeriğini anlamakta yardıma ihtiyacınız varsa lütfen Eğitim Dairesinden (Education Department) Kayıt Ekibine (Admission Team) **0208 726 6400** telefon ediniz. Böylelikle size yardımcı olması için bir tercüman sağlanacaktır.

Turkish

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور اس کتابچے کو سمجھنے کے لئے آپ کو مدد کی ضرورت ہے تو براہ کرم ایجوکیشن ڈیپارٹمنٹ میں "ایڈمیشن ٹیم" کو اس نمبر پر فون کیجئے۔ **0208 726 6400** لئے انٹرپرائیمر کی سروس کا انتظام کیا جائے گا۔

Urdu

