

Hertsmere Borough Council

Environmental Health and Licensing Unit

Guide to safe and successful events for up to 500 visitors

Advice from Hertsmere Borough Council and the
Emergency Services



Important:

This guide has been produced to provide general advice and a list of contacts for more detailed help. For further advice you should contact the organisations listed inside. The publishers will not accept liability for any loss or damage resulting from reliance of the information provided in this guide.



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For more information please contact Hertsmere Borough Council Environmental Health and Licensing Department on

Telephone 020 8207 2277

Fax 020 8207 7436

Email environmental.health@hertsmere.gov.uk

As of the 1 July 2007 a smoking ban applies in England. It is illegal to smoke in a work or public premises which is either enclosed or substantially enclosed. This ban also applies to temporary structures such as marquees, beer tents etc.

Further information is available from Smoke Free England www.smokefreeengland.co.uk or the council's Environmental Health and Licensing department (contact details above).

Welcome

This guide has been produced by Hertsmere Borough Council's Safety Advisory Group, a partnership between the borough council, Hertfordshire County Council and the emergency services.

Whether you are already well on the way to organising an event, or are just considering taking the plunge, we hope this guide will help to make your job much easier.

The guide has been written with both public and private events in mind – everything from a family 'do' at home to a street party or a firework display.

Practical information and common-sense advice has been compiled with the help of many sources. If you find you need more detailed information, the organisations listed on pages 12-14 will be pleased to help.

As the organiser of any event, no matter how large or small, you will have many things to think about in the run up to your event. We hope this guide will help you to enjoy a safe and smooth-running celebration.

Hertsmere Borough Council

Getting started

Do I need a licence or permission?

A private event in your own home, or at another venue such as a hotel or community centre where there is no entrance fee, does not usually require a special licence.

If your event is open to the public, depending upon what it is, some type of licence may be required. Many venues such as pubs, hotels and community centres already have a licence in place, but if you are using premises other than your own home it is always wise to check with a licensing officer in the licensing department of the council.

If your event is in a venue without an existing licence and is open to the public you will need to apply for a Temporary Event Notice if the capacity is 499 or less. If you are running a larger and complex event you may require a premises licence for a limited period and there may be conditions attached to your licence, such as electrical safety tests, numbers of stewards and toilet facilities.

As a general rule all sales of alcohol and performances of regulated entertainment have to be licensed by the borough council's Environmental Health and Licensing Department. Additionally:

- If you are providing food (even if not for profit) your caterer must be registered with their local authority and be able to demonstrate satisfactory standards of hygiene.
- If you are planning to use recorded or live music you may need a performing rights society licence.
- If you are using **staging or temporary structures (like a marquee)** you need to speak to your local authority building control section for advice.
- If you want to sell alcohol on unlicensed premises you must contact the licensing department at the council. Please allow plenty of time as some licences can take up to three months to decide.

If your event is a street party or a parade and will disrupt traffic you will need to notify your local police station who will require you to fill in a form called

notification of demonstration/march. You must also inform and obtain consent from your County Council's Highways Department prior to staging any event which may affect the free flow of pedestrian or vehicle traffic and / or safety of the public highway well in advance.

You do not usually need permission from the **Fire or Ambulance Services** but it is always wise to inform them in writing well in advance if large numbers of people are involved.

If you are in any doubt about what you may need you are strongly advised to check with your local licensing officer who is there to help and guide you.

Remember!

- Talk to the Licensing Authority as soon as you can - it can take up to three months to approve a licence.
- Wherever possible put things in writing - it avoids any confusion.
- Even if you are confident you do not need a licence or permission, the authorities listed at the back of this guide are always happy to offer advice to help your event run safely.

Do I need insurance?

If you are organising any type of event in your own home or at an outside venue, the answer is probably yes. But the extent to which you need insurance will vary greatly depending on the size and nature of your event.

- If you are organising a public event you will need to have public **liability insurance**. Details of insurance brokers can be found in the Yellow Pages.
- You need to ensure that the policy is sufficient to cover the type of event you are holding. For large events a minimum of £5 million is recommended.
- It is also possible to insure against eventualities such as bad weather and cancellation.
- If you are employing **outside contractors** always check their insurance cover.
- If you are holding a party in your own home it is always wise to check your **home contents and building policy**, eg are you covered for liability i.e. if a guest trips or scalds themselves in your house?

Advice from Hertfordshire Constabulary

General Advice

- As a matter of policy the Police do not encourage events on the public highway as it is considered that the roads in Hertfordshire are unsuitable for such purposes. Although people participating in events do so voluntarily, a heavy responsibility for their safety is placed on the Organiser.
- If the above does not apply, the assessment for the need for police attendance will be principally based on the need to discharge only core police responsibilities and will be proportionate to the risks posed by the event. The core areas of responsibility are; The Prevention and Detection of Crime, Keeping the Queen's Peace, Traffic regulation in relation to statutory powers, activation of a contingency plan where there is an immediate threat to life.
- Police powers to regulate traffic for planned events are limited and the responsibility for creating temporary traffic orders or road closures lies with the local authority (Hertfordshire Highways).
- Police will not steward Road Closures unless there is a requirement to regulate traffic.
- The Police will not assist with any event unless it has been referred through the Safety Advisory Group.
- It is normal for the Hertfordshire Constabulary to charge for the services of police, however this will be dependant on nature and the scale of the event. It is not the intention of the Constabulary to prevent important or traditional local community events, and in certain cases events may be subject to no charge or reduced charge.

Marches and Parades

- It is your responsibility to Risk Assess the activity.
- A march or parade is extremely vulnerable when forming up. Pre-occupied participants tend to forget safety and wander into the road. If the event is to assemble/disperse on a road then you should contact Hertfordshire Highways about getting a road closure order

and supporting signage to protect your participants from other vehicles.

- Consider the danger and disruption caused by coaches and cars delivering participants to the assembly area. It must be suitable for that purpose in both size and location. Off-road assembly areas are the safest and participants will benefit from access to refreshment and toilet facilities.
- Why hold your event on a road when off-road sites such as parks, schools, playing fields and sports arenas are much safer?
- Coaches and cars should travel in advance of the march / parade and by a different route, to collect at an off-road, suitably sized and safe dispersal point from where people can immediately depart in safety.
- Appoint responsible Stewards who should wear high visibility and reflective tabards, or similar, that clearly identify their function.
- You must give Stewards appropriate and adequate training in their role and fully brief them prior to the commencement of the event. Keep records of what you do and say – they may later help protect you from litigation.
- Where pedestrians participate, carnival routes should be restricted to a reasonable distance as toilet and refreshment facilities are few and far between.
- It is the organisers responsibility to make sure that all vehicles taking part are roadworthy and have the necessary insurance cover for the use to which it is being put.
- Will lorries, floats and other large vehicles in your procession, have problems because of their size or weight? This information can be obtained from Hertfordshire Highways.
- Overhanging trees, wires, decorative lights, banners and other structures are a danger to people exposed on the back of open vehicles. You must make arrangements for dangerous overhead structures to be removed. You may need to re-plan the route to avoid the danger.
- Using open backed lorries and trailers is dangerous. Some structure should be securely attached that gives people a measure of

protections and something to hold onto. Vehicle platforms affected by rain, foam sprays or other liquids can cause passengers to slip and fall. Rain protection should be provided and participants discouraged from activities that could produce such risk.

- It is undesirable, dangerous and often illegal for persons to be allowed to travel on open backed vehicles or trailers. It's great to keep up traditional community activities but we all must strive to maintain the highest standards of public safety. A safety steward should be appointed for each vehicle responsible for the safety of persons on that vehicle.
- Where a procession involves vehicles with pedestrians, entertainers or dancers in between, then special regard must be taken of personal safety. Mixing these elements is dangerous and should be avoided. If that is not possible, then allow sufficient space between the pedestrians and vehicles to ensure that no collision occurs. Stewards should separate the pedestrians and vehicles and have an effective means of communicating problems and directions to participants, other stewards and vehicle drivers. Remember that drivers are often operating in conditions of reduced visibility. If a mixed parade is stopped to allow a performance by participants between vehicles, they should be separated and protected from the vehicles by substantial metal barriers. Better still put all the pedestrians at the front of the parade where they are separated and also dictate the overall speed.
- Cash collectors should remain on the footpath, clear of all vehicles and not cross the line of the moving procession. They should also be clearly identifiable as official collectors. A permit will also be required from HBC.
- Ensure that there is a substantial, highly visible vehicle at the head and rear of the procession. (At the head to advise the public of its presence and at the rear to afford some physical protection from collision).
- A communication link in the centre of the procession is useful to warn of large gap or vehicle breakdowns.

- Organisers must seek to ensure compliance with the law in relation to all activities within their influence, including the use of fireworks from vehicles and the possession of substances or weapons.
- Suitable stopping points should be located so that the carnival can regroup if this proves necessary.
- It is advisable to have an ambulance or at least some form of medical facility with the parade in case of emergency.
- The emergency services must have access to accident and emergency sites within the parade and the area that it affects.
- If the parade is to pass along narrow streets consideration should be given to suspending parking on at least one side.
- In restricted areas, where there may be reduced separation of the public and the parade, consideration should be given to creating a suitable and substantial dividing barrier. The minimum provision should be a barrier of breakable, high visibility, weatherproof tape.
- If the route is likely to interfere with local bus services the Organiser must give sufficient notice to Hertfordshire County Council's Passenger Transport Unit.
- Bear in mind that any event on a public highway involves a significant amount of risk and that Hertfordshire Constabulary does not consider the roads in the county to be suitable for such use. This risk does not dissipate merely because the route is not on a main arterial road, is marshalled or accompanied by police. It is the responsibility of the Organiser to continually consider and address the issue of participant and public safety.

Charity Events / Stunts

Any application to police for resources or advice relating to these types of activity will receive a response indicating disapproval and that such events should be held off the highway. If the organiser persists in pursuing their original course, then in the event of a related accident or other emergency the Police will make it known that such advice was given from the outset.

Road Races and Fun Runs

- It is your responsibility to Risk Assess the activity.
- The overriding advice is that these events should be conducted off the Highway.
- Routes should be carefully examined and selected relative to the volume of participants.
- Age and ability should form part of your assessment e.g. runners of similar ability are likely to run in tight groups and thus increase the potential for pinch points.
- Suitable authorised traffic diversions or road closures help avoid a potentially lethal mix of vehicles and runners / pedestrians. If this is not possible then suitable substantial barriers or at least a high visibility weatherproof tape cordon should be placed between participants and traffic. Any tape cordon should consist of two horizontally parallel tapes separated by a sufficient sterile area to remove any risk of crossover related accident. Road pins, metal stakes or wooden posts must be not driven into verges or footways as they may damage utility cables or pipes.
- Where minor roads join major roads and those major roads form part of the route the minor roads should be closed with the appropriate authority (see above) by means of substantial suitable barriers. It is not sufficient to merely control a junction by use of a Steward with no back up protection. Stewards are not permitted to stop or regulate traffic in anyway.
- Account should be taken of commercial and other premises along the route. There is little point in taking protection measures by barriers and Stewards along the route only to find that vehicles from car parks, hotels, businesses and houses can access the route without control during the event and create immediate danger to the occupants and event participants. Remember that what you are doing affects other peoples rights.
- Organisers should establish whether any other events, e.g. weddings, funerals, church services are taking place along the route and that planned road works do not coincide with the event date.

- The timing of the event is crucial to safety. Peak traffic times and the hours of darkness must be avoided. In addition to safety and separation barriers Organisers should ensure that supplementary information regarding the activity and its' management is posted to warn approaching motorists. Information must be clear and afford sufficient notice to prevent drivers becoming confused and thereby creating another danger.
- No unauthorised barriers, obstructions or sign can be placed on the highway.
- Organisers should take advice on the provision of medical assistance for participants and include it in the risk assessment.
- Marshals and runners should not at any time interfere with the free flow of traffic. Participants should use available footpaths.

Walks

- It is your responsibility to Risk assess the activity.
- Consider the physical limitations of participants. There is little point in selecting a route that few can complete.
- Why use roads? In most cases this type of event can be conducted along footpaths, bridle-ways, playing fields or sports arenas.
- Remember to get a permit if you're making cash collections.
- Plan toilet facilities, refreshment stations, medical facilities and collection of tired or injured persons.
- Fancy dress can add to the fun element of the day. It can also result in fatigue, especially in hot weather. People should be encouraged to dress suitably and Stewards briefed to recognise the signs of stress and dehydration.
- Consider the environmental impact of the event. Plan to remove empty drinks containers and any other litter.
- The start and finishing points generally result in a substantial number of persons and vehicles congregating in one area and creating a hazard. These locations should be at a substantial, off road place such as a school or part with provision to em-bus or de-bus participants in

a safe and controlled environment. These areas themselves will need consideration in your risk assessment.

Cycling, Treasure Hunts and Motoring Events

- The planning, execution and legalities of such events is complex. Specific advice can be obtained direct from Hertfordshire Constabulary Road Policing Unit.

First aid

- If your event is going to take place in your home remember to stock up your first aid kit.
- If you are using another venue, check the whereabouts of the first aid kit with the manager in advance.
- It would be wise to update your own knowledge of basic first aid techniques, eg. what to do if someone collapses or chokes. There should be several first aid books available at your local library, or contact an organisation such as St John Ambulance or the British Red Cross for details of their courses and publications.
- If you are organising a large public event you will need dedicated first aiders – check with the East of England Ambulance Service and Paramedic Service and Hertsmere Borough Council's Safety Advisory Group.

Tip

Many accidents in the home can be avoided. Before your party, think 'slips, trips and falls.' You may always remember to step over a trailing wire but a guest may not.

MAKE SURE YOUR HOUSE NAME OR NUMBER IS CLEARLY VISIBLE FROM THE ROAD. THIS HELPS THE EMERGENCY SERVICES FIND YOUR PREMISES.

Stewarding and crowd control

One of the most important safety measures when dealing with crowds of people is very simple – make sure someone is ready to take charge in an emergency.

It is easy to see how things can go wrong if you mix large numbers of people with alcohol and high spirits. You have a duty of care to those attending, no matter how large or small your event.

In your own home you are most likely to be the person in charge, but for larger events you will need extra volunteers or staff to act as stewards.

If your event needs a licence (see pages 2 - 3 for guidelines) the number of stewards and their duties will be agreed in advance with the licensing authority. If you employ professional stewards they need to be licensed by the Security Industry Authority (SIA), and it is always wise to check yourself before they arrive to start work.

As a general rule, stewards (whether volunteers or paid staff) have the following responsibilities:

- Emergency evacuation - ensuring exits and entrances are kept clear.
- Fire safety - knowing where fire extinguishers are and how to use them.
- Car parking - ensuring cars are parked safely away from access routes.
- To be clearly visible to the public, eg. by wearing a fluorescent jacket.
- Be in contact with each other via radio or mobile telephone in case of emergency.

Hertfordshire Constabulary does not provide police officers to perform traffic direction duties for events, especially for events such as road races and other similar events.

Tip

Help the emergency services by making sure your guests park their cars clear of any access routes to your property and your neighbours.

Serving food safely

Unfortunately, every year many parties are memorable because the guests become ill.

Food poisoning is at best unpleasant and at worst dangerous, particularly for older people or young children. It is preventable if you (and anyone working with you) follow some simple rules and plan ahead.

Food preparation

- Plan properly – avoid laying out perishable foods at room temperature too far in advance.
- Keep foods at safe temperatures, including during transportation.
- Keep cold foods at 8°C or below and hot foods at 63°C or above.
- If foods have to be cooled do this as quickly as possible.
- Always cook foods thoroughly and reheat until piping hot.
- Keep raw foods, especially meats, completely separate from ready-to-eat foods.
- Clean as you go – use clean cloths to wipe up spillages immediately; and use a food-safe disinfectant.
- Cover foods where possible.

Personal hygiene

- Wash hands regularly, especially after handling raw foods and using the toilet, and dry hands thoroughly.
- Avoid directly handling or touching foods – use tongs or utensils wherever possible and have separate tongs for raw and ready-to-eat foods.
- Wear clean protective over clothing.
- Cover cuts and sores with a waterproof dressing.
- Never handle food if suffering from a stomach upset or skin infection.

If you are catering outside your own home, eg. in a community centre, here are some more points to consider when you visit the venue:

- Is the kitchen big enough? Is there enough fridge space and are the cooking facilities adequate?
- Will you need to turn the fridge on earlier in the day?
- Is there a good supply of drinking water?
- Is there enough space and chopping boards to separate raw and cooked foods?
- Will there be enough hot water for keeping the kitchen, equipment and utensils clean and disinfected?
- Do you need to provide liquid soap and disposable paper towels for hand washing and drying?
- Do you need to provide any washing-up liquid and disinfectant?
- Will you be transporting food? Do you have enough containers? Can you do the journey quickly enough?

For guidance on food hygiene contact Hertsmere Borough Council Environmental Health and Licensing Department (see page 14 for addresses).

Tip

In most cases, you or your caterer should have received training in food hygiene which should ensure that you provide food that is safe. This applies even if you are giving the food away.

Bonfires or fireworks

Fireworks

The Firework Code

- Keep fireworks in a closed box.
- Buy fireworks marked BS 7114.
- Never put fireworks in your pocket.
- Read the instructions carefully, using a torch – never a naked flame.
- Light fireworks at arms length using a taper.
- Stand well back and never return to a firework after it has been lit.
- Make sure children are well supervised.
- Never throw fireworks.
- Keep pets indoors.

Tip

Sparklers burn at fierce temperatures. Last year they injured more people than any other firework. Sparklers need careful handling.

- Don't give one to any child under five.
- Always wear gloves.
- Put spent sparklers into water or a metal bin.

Firework checklist

Before the night

- Decide who will be responsible for the fireworks.
- Check your fireworks are marked BS 7114.
- Read the instructions in daylight.
- Check your display area is free from hazards.
- Warn neighbours about your display.
- Read the Firework Code.

Things you will need on the night

- Metal box with lid for storage.
- Torch for checking instructions.
- Bucket of water or metal bin for sparklers.
- Gloves and eye protection.
- First aid kit.
- Buckets of earth to stick fireworks in.
- A board for flat-bottomed fireworks.
- Supports for Catherine Wheels and launchers for rockets.

After the display

- Use tongs or gloves to collect spent fireworks.
- Next morning check again and remove debris.

Bonfires

It is an offence to: light a fire on any land forming part of the highway with a carriageway; to discharge a firework within 50 feet of the centre of a highway with a carriageway; to light a fire, or direct or permit a fire to be lit, without taking reasonable precautions, on any land not forming part of a highway with a carriageway and in consequence a user of any highway with a carriageway is injured, interrupted or endangered. (Highways Act 1980.)

- One person should be responsible for the bonfire at all times.

- It should be at a safe distance (preferably no less than 18 metres) from buildings, trees, wooden fences, overhead cables, car parking areas or firework displays.
- It should be kept to a manageable size with the maximum diameter and height not exceeding 6 metres (preferably no more than 3 metres high).
- It should be evenly built so that it collapses inwards as it burns.
- Do not burn tyres, aerosols, batteries, bottles, foam-filled furniture or tins of paint.
- Never use petrol or paraffin; if you need an aid to light the fire only use domestic firelighters.
- Check carefully that there are no animals (or even a child) hidden inside the fire.
- Don't light the fire until all your fireworks have been let off.
- Don't allow anyone to throw anything on to the fire – especially fireworks.
- Keep people at a safe distance. Loose clothing can very easily catch alight. If clothing does catch fire, follow the rule:

STOP don't run
DROP to the ground
ROLL OVER to put out the flames

Finally, remember – booze and bonfires don't mix – save the alcoholic refreshments until after the bonfire and display.

If you have a query regarding the sale of fireworks or the British Standard classifications you should contact Hertfordshire County Council Trading Standards Department, 45 Grosvenor Rd, St Albans, Herts, AL1 3AW. Tel: 01923 471300 and 01438 737300.

Useful contacts for more advice

Alcohol and Regulated Entertainment, Licences and Food Hygiene

Housing and Environmental Health
Civic Offices, Elstree Way, Borehamwood, Herts WD6 1WA
Tel: 020 8207 2277 Fax: 020 8207 7436
Email: environmental.health2@hertsmere.gov.uk

Ambulance HQ

Hammond Road, Bedford MK41 0RG
Tel:

British Red Cross

Baker Street, Hertford, Hertfordshire SG13 7HT
Tel: 01992 586609

East of England Ambulance & Paramedic Services

NHS Trust

Tel: 01234 408999

Fire Service

Hertfordshire Fire & Rescue
Old London Road, Hertford, Herts SG13 7XP
Tel: 01992 526900

Health & Safety Executive

14 Cardiff Road, Luton, Beds LU1 1PP
Tel: 01582 444200

Hertfordshire County Council Passenger - Transport Unit

County Hall, Pegs Lane, Hertford, Herts SG13 8DN
Tel: 01992 555555

Hertfordshire Constabulary

Central Area Logistics & Events Unit, County Police Station
The Campus, Welwyn Garden City, Herts
Contact: Event & Emergency Planning Officer
Tel: 0845 3300222

Hertfordshire County Council/Emergency Planning

County Hall, Pegs Lane, Hertford, Herts SG13 8DN
(www.hertsdirect.org) Tel: 01992 555555

The Emergency Planning Division prepares individual plans for major

events in the county and can be contacted for advice on event planning matters.

Hertfordshire Highways

Shire House, Bridle Path, Watford WD17 1AL
Tel: 01923 257000

Safety, Emergency & Risk Management Unit

The emergency planning team co-ordinates emergency plans for major events in Hertfordshire and can be contacted for further advice on emergency planning.

Tel: 01992 555961 Fax: 01992 555962
Email: emergency.planning@hertsc.gov.uk

St Johns Ambulance (Potters Bar Div)

The Walk, Potters Bar, Herts EN6 1QQ
Tel:

Useful publications and websites

The Health and Safety Executive publishes the following guidance:

- The Event Safety Guide - A Guide to Health, Safety and Welfare at Music and Similar Events. (ISBN 0-7176-2453-6)
- Managing Crowds Safely. (ISBN 0-7176-1834-X)
- Giving Your Own Firework Display - How to Run and Fire it Safely (ISBN 0-7176-0836-0)

Copies of the above publications can be ordered from HSE Books, telephone 01787 881165 or via the Health and Safety Executive website www.hse.gov.uk which also has other health and safety guidance available.

The Catering Guide is published by the Chartered Institute for Environmental Health Officers and is available via its website www.cieh.org or by telephoning 020 7827 5882.

A Guide to the General Food Hygiene Regulations is published by the Department of Health and is available via its website www.doh.gov.uk or by telephoning 08701 555455.

Hertsmere Borough Council aims to provide information in alternative formats where possible.

If you would like a document in a different language or format please call 020 8207 7445 or email customer.services@hertsmere.gov.uk and we will do our best to help.

Please allow sufficient time for any document to be translated.

تهدف بلدية منطقة هارتمير (Hertsmere Borough Council) إلى توفير المعلومات بصيغ بديلة إذا كان ذلك ممكناً.

إذا اردت أي وثيقة بلغة أو بصيغة أخرى يرجى الاتصال برقم الهاتف 020 8207 7445 أو إرسال بريد الكتروني customer.services@hertsmere.gov.uk وسنبدّل قصارى جهدا لمساعدتك. يرجى منحنا وقتاً كافياً لترجمة أي وثيقة مطلوبة.

Hertsmere 自治区政府旨在可能的情况下提供信息的其它格式版本。

如果你想得到以简体中文或其它格式制作的版本，请致电 020 8207 7445，或发送电邮至 customer.services@hertsmere.gov.uk，我们将尽力提供帮助。请预留足够的时间，以便让我们完成有关文件的翻译。

Rada miejska Hertsmere Borough Council zamierza dostarczać wszelkie informacje, tam gdzie jest to możliwe, w różnych formatach.

Jeżeli ktoś chciałby otrzymać dokument w innym języku lub formacie proszony jest zatelefonować na numer 020 8207 7445 lub przesłać e-mail do customer.services@hertsmere.gov.uk a my zrobimy wszystko by pomóc. Prosimy uwzględnić czas na przetłumaczenie każdego dokumentu.

ਹਰਟਸਮੇਰੀਅਰ ਬੋਰੋ ਕੌਂਸਿਲ ਜਿਥੇ ਵੀ ਹੋ ਸਕੇ, ਜਾਣਕਾਰੀ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਦੇਣ ਦਾ ਯਤਨ ਕਰਦੀ ਹੈ।

ਜੇ ਤੁਹਾਨੂੰ ਕੋਈ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਭੋਲੀ ਵਿਚ, ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਨੰਬਰ 020 8207 7445 'ਤ ਫ਼ਨ ਕਰ, ਜਾਂ ਇਸ ਪਤ customer.services@hertsmere.gov.uk 'ਤ ਈਮੇਲ ਭੇਜੋ। ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਦੀ ਪੂਰੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ। ਕਿਰਪਾ ਕਰਕੇ ਇਹ ਯਾਦ ਰੱਖੋ ਕਿ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਹੋਣ ਨੂੰ ਕੁਝ ਸਮਾਂ ਲਗਦਾ ਹੈ।
