



Housing management Residents' parking guide May 2018

Section one

Residents' permits

To qualify for either a standard resident or disabled resident housing estate parking permit, you must be a tenant or leaseholder of the Royal Borough of Kensington and Chelsea, be the main user and registered keeper of a vehicle and be able to drive it legally in the UK.

You may not apply for a permit for someone else or for someone else's vehicle. We may withdraw your permit if you knowingly help someone who does not meet the permit eligibility criteria to apply for a permit they are not entitled to, for example by letting them use your address.

Full terms and conditions are in *Section two* of this guide. You will need to sign your application form to confirm that you have read and understood them.

Multi-registration (multi-reg) permits

To qualify for a multi-reg permit, which can be used for several vehicles (only one vehicle can use the permit at any one point in time), you must have a demonstrable need for regular and on-going visitor parking; for example, the vehicles of carers visiting you to provide personal care support. **The multi-reg permit is only issued to Royal Borough residents and not care agencies.**

You will need to demonstrate the need for a multi-reg permit and have an independent professional verify this need before we will grant the use of one.

We may withdraw your permit if you knowingly help someone who does not meet the permit eligibility criteria to apply for a permit they are not entitled to, for example by letting them use your address.

Full terms and conditions are in *Section two* of this guide. You will need to sign your application form to confirm that you have read and understood them.

Applying for a permit

You will need to fill in an application form and provide proof of where you live, proof that you have a valid purple disability badge (if applying for a Disability permit), proof that you are the registered keeper of the vehicle (or in the case of vehicles purchased in the last three months that you are insured to drive the vehicle).

If applying for a multi-reg permit, you will also need to include a signed letter on headed paper from a healthcare professional or Royal Borough social services officer stating that you have a regular and ongoing need for visitors to provide support in your home.

You can apply by post for your permit by writing to:

Royal Borough of Kensington and Chelsea Estate Parking
Network Hub
292a Kensal Road
London
W10 5BE

You can apply via email to hm-parking@rbkc.gov.uk, or in person from one of our Housing Management offices, at either:

Network Hub

292a Kensal Road, London W10 5BE
Opening hours: Monday to Friday 9am to 5pm.

World's End Estate Office

Blantyre Street, London SW10 0DS
Opening hours: Monday to Friday 9am to 5pm.

If the vehicle is not registered to your Kensington or Chelsea address, we will send off the change of address details for you to the DVLA.

The full list of documents acceptable as proof of residency and vehicle ownership and the price of permits is on the application form.

Permits for vehicles belonging to other people

If you are **hiring or leasing** the vehicle, you will need to provide your contract or hire agreement showing your name and address at a Royal Borough of Kensington and Chelsea Council managed estate and the name of the lease/hire company.

If you are applying for a permit for a **company vehicle** you will need to provide a letter on the company's official letter headed stationery, signed by the company secretary or someone with similar authority, naming you as an employee who has exclusive use of the vehicle. You will also need to provide the vehicle registration document (V5C) or lease agreement.

Changing or replacing your permit

Changing your personal details

If you change your name or telephone number, you must notify us. You can continue to use the same permit and we do not charge for changing your personal details.

Changing your vehicle or number plate

Do not alter your permit if you have changed your vehicle or number plate. You must return your current permit and provide proof that you own or use the new vehicle so we can issue a replacement. We will not adjust the price you have paid for your permit until your next renewal.

Destroyed or damaged permits

If your permit has been damaged or destroyed, we will replace it free of charge.

Lost or stolen permits

If your vehicle has been stolen and you want a permit for a new vehicle, you will need to report the theft to the police and give us the crime report number. If you have lost your permit, please inform our customer service team on 0800 137 111/ 020 3617 7080 or email hm-parking@rbkc.gov.uk.

Termination of agreement

You must give us one weeks' written notice if you wish to terminate your permit. In some circumstances we may need to terminate your permit. In such cases, we will give you one week's written notice.

Appeals process

If you have been refused a parking permit or have had your permit withdrawn you may appeal, by emailing hm-parking@rbkc.gov.uk or in writing to:

Royal Borough of Kensington and Chelsea Estate Parking
Network Hub
292a Kensal Road
London
W10 5BE

Contacting us

Reporting fraudulent permit holders

If you think that someone is using a parking permit that they are not entitled to, please report it to us.

Further information

- 0800 137 111/ 020 3617 7080 (8.30am to 5.30pm Monday to Friday)
- hm-parking@rbkc.gov.uk

Parking with your permit

You must park so that all the wheels of your vehicle are inside the bay markings. You must display your permit (and purple badge if applying for a Disability permit) clearly at all times, so our enforcement officers can see it. If you do not do this, you may receive a Penalty Charge Notice (PCN).

Parking suspensions

Sometimes the Council has to suspend residents' parking bays for road works, house moving or events. You will normally be given seven calendar days' notice (unless it is an emergency) by the erection of yellow parking suspension warning signs as near as we can to the area that will be suspended. The start and end times of the suspension will be printed on the sign.

If you park in a suspended bay, you may get a Penalty Charge Notice (PCN) and your vehicle may be removed to the car pound in Lots Road, where you will need to pay to retrieve it. You will be responsible for any storage charges incurred whilst in the pound, in addition to paying the Penalty Charge Notice.

Please remember that it is your responsibility to check where your vehicle is parked each day to make sure that no suspension is about to take place. If you cannot check personally, you should arrange for someone else to check and, if necessary, move your vehicle.

As a courtesy, on the first day of the suspension, we will try to telephone residents who are parked in suspended bays to warn them that their vehicles are at risk of being removed. However, we cannot guarantee that all residents will be contacted and there are no further alert calls on subsequent days during the suspended period.

We may also write to you to inform you of a suspension – if you receive a letter from us regarding suspensions, please follow the instructions given.

Section two

Please read each point carefully. By signing the declaration on your permit application form, you are agreeing to these terms and conditions.

You are eligible for a permit if you meet all of the following conditions:

1. You are a resident of a Royal Borough of Kensington and Chelsea managed estate.
2. You are the main user and registered keeper of the vehicle at your Royal Borough address.
3. The vehicle is not designed for more than 12 passengers (not including the driver), and is less than 549 centimetres (18 feet) long, less than 228 centimetres (7 feet 6 inches) high and less than 220 centimetres (7 feet 3 inches) wide.
4. There are no more than three valid permits issued to your household.
5. The vehicle registration document (V5C) matches the residential address given on the application form.
6. You do not owe any money to the Royal Borough of Kensington and Chelsea.
7. If applying for a Disability permit, you hold a valid Council issued disabled persons' purple badge.

8. If applying for a multi-reg permit, you have a letter on headed paper signed by a relevant healthcare professional or Council social services employee stating that you have a genuine need for regular in-home care.

You are not eligible for a permit, and any permit issued may be withdrawn, if:

1. You cease to be a tenant or leaseholder of the Royal Borough of Kensington and Chelsea.
2. You have three or more unpaid and uncontested Penalty Charge Notices (parking tickets) issued by or on behalf of the Royal Borough of Kensington and Chelsea when you apply for your permit, unless you pay for all of them in full.
3. You pay for a residents' permit and payment is subsequently reversed by the bank for any reason, the permit will be considered to be invalid and will be withdrawn and you risk having your vehicle ticketed, or removed.
4. You hire out the vehicle with a valid permit to other drivers.
5. In the case of a multi-reg permit, your health care professional assesses that you no longer require ongoing care.
6. The permit holder is found to be involved in abuse of the Council's permit system by not abiding by the terms and conditions or in any other guidance issued by us relating to a Royal Borough parking permit or on the basis that either false or misleading information is given or withholding relevant information at the time of application or new information comes to light at a later date which would mean the applicant does not qualify for a Royal Borough of Kensington and Chelsea permit.
7. In the case of a multi-reg permit, the permit holder is found to be using the permit for purposes other than those for which it was issued.

You agree to the following conditions of use:

1. Lost or stolen parking permits must be reported to our Customer Services Team on 0800 137 111 immediately to avoid fraudulent use.
2. You may park in any resident bay within the estate for which your permit is valid and where space is available. If no resident bays are available, a resident parking permit does not entitle a driver to park where other parking restrictions are in force.
3. The Council will carry out residency checks automatically upon renewal of your permit against our current records. In addition to this, further random checks will take place continually against vehicle ownership and you may be asked to provide a vehicle registration document (V5C) to confirm the vehicle ownership as part of our anti-fraud initiative.
4. The resident permit and multi-reg permits do not allow parking in designated disability bays or visitor bays.
5. The disability permit does not allow parking in resident bays or visitor bays.
6. Under no circumstances can a space be reserved or guaranteed.
7. The first charge for the parking permit will be paid three months in advance.
8. Your permit must be clearly displayed at all times on the passenger side of your windscreen or in a disc holder on a motorcycle.
9. You must notify us in writing of any change to the details supplied on your application form.

10. You must not store any dangerous or explosive substances, chemical substances and illegal substances in your vehicle or in any area of the car parking or road or pavement.
11. You must return any Council property (for example fobs or keys) upon the termination or return of the permit.
12. At all times, you must use the car park area and the private roads leading to it in a manner which shows due consideration for the residents of the estate and for any other owners and occupiers of adjoining property.
13. You must not undertake any transaction in the car parking area or the roads leading to it for any purposes including financial gain.
14. Trailers are not allowed in residents' parking bays.
15. It is your responsibility to check your vehicle daily to make sure parking is not suspended. If your vehicle is parked in a suspended bay, you may receive a Penalty Charge Notice and your vehicle could be removed to the car pound and storage charges may also apply.
16. If your circumstances change and you are no longer eligible for a residents' or disability parking permit, you must return the permit(s) immediately. If you do not return your permit when you are no longer eligible for it, you will be committing an offence and may be prosecuted and/or be banned from reapplying.
17. If the permit is for use on a company or employer vehicle and you stop being employed by the company/employer but you keep the vehicle to which your permit applies, then you must register the vehicle in your name and to your address in the Royal Borough of Kensington and Chelsea.
18. The permit remains the property of the Royal Borough of Kensington and Chelsea.
19. Parking permits are vehicle specific and are not transferable between vehicles or individuals. For example, if the applicant transfers or sells the vehicle to a new keeper, the permit will no longer be valid and must be returned to us.
20. You are not allowed to return a hire vehicle to a hire company with a valid permit.
21. You are not allowed to alter your permit or display or produce duplicate or fake permits.
22. Where a Royal Borough parking permit has been withdrawn or the permit holder has failed to meet the terms and conditions under which that permit was issued, we have the right to refuse any further application for a Council permit by the former permit holder for a period of one year. In the case of making several fake Council permits or repeated misuse, we may decide to indefinitely exclude someone from our permit parking scheme. In such cases the applicant may also face a formal caution or prosecution. Applicants who are excluded or refused may appeal against the decision through our complaints procedure.
23. We may not give a refund for any permit that we withdraw.

We reserve the right to request the applicant to surrender the annual resident permit or multi-reg permit if:

1. The vehicle of which the Royal Borough of Kensington and Chelsea permit was issued was adapted so that it was larger than the maximum dimensions allowable; or
2. the permit holder is found to be involved in abuse of the Council's permit system by not abiding by the terms and conditions or in any other guidance issued by the Council relating to a parking permit or on the basis that either false or misleading information or withholding relevant information is given at the time of application or new information comes to light at a later date which would mean the applicant does not qualify for a Council parking permit; or
3. the permit holder is found to be using a Council permit for purposes other than those for which it was issued; or
4. the Council issued a permit to the permit holder in error.

In addition, we reserve the right to request the applicant to surrender the disability parking permit if:

1. The disability permit holder ceases to be a resident of a Royal Borough of Kensington and Chelsea managed estate, or
2. you no longer hold a valid Royal Borough disabled persons' purple badge; or
3. the disability parking permit holder ceasing to be the registered keeper or as the case may be the lessee of the vehicle in respect of which the permit was issued.

The Royal Borough of Kensington and Chelsea will handle the personal information you provide in line with the Data Protection Act 1998.

We will use it to decide if you qualify for a permit and for the purpose of administering, processing and issuing a permit. This will include sharing it for the purpose of enforcing parking restrictions or bailiff action, where we have an outstanding Penalty Charge Notice issue with you. We will contact you (by mail, telephone or email) for the purpose of managing, evaluating and enhancing the service and as part of the Courtesy Call Service.

The Council has a duty to protect public funds, so we may use and share the information you have provided on your application form with other councils and the police to prevent and detect fraud. The search results and any false or misleading information found will be held on record.

These terms and conditions apply to all residents' permits issued by the Royal Borough of Kensington and Chelsea, including replacement and temporary permits.