



# Residents' Parking Guide

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[www.rbkc.gov.uk](http://www.rbkc.gov.uk)



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



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# Section One

How the scheme works



## ► Residents' parking bays

Residents' parking bays operate at different times in different parts of the borough and if you want to park in one of them during controlled hours, you will need a permit. Signs alongside the parking bays show when they are reserved for residents, except in Restricted Zones that operate at all times. It does not matter which area you live in – your residents' permit is valid in any residents' parking bay throughout the borough and at any time, provided the bay is not suspended.

Outside the controlled hours, any driver may park in residents' parking bays.

## ► Residents' permits

To qualify for a permit your main, permanent, home must be in the Royal Borough, you must be the main user and registered keeper of a vehicle and be able to drive it legally in the UK. If you divide your time between several properties, your main home for Council Tax purposes must be in the Royal Borough and you should intend to live in the Royal Borough for at least 26 consecutive weeks, during which time there should be nowhere else where you live or sleep more regularly.

If you do not meet these criteria, you do not qualify for a permit, irrespective of your interest in the property or the vehicle. 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

All permits have the registration number of the vehicle printed on them so they are not transferable.

Having a permit does not guarantee a parking space and you cannot reserve a space.

You cannot have more than one car permit, or more than one motorcycle permit, for this or any other local authority which bases eligibility for a permit on residency. However, you can hold both a car permit and a motorcycle permit at the same time.

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

## ► Parking with your permit

Residents' parking bays are not normally divided into individual bays but where they are, you must park so that all the wheels of your vehicle are inside the bay markings.

You must display your permit clearly, so our enforcement officers can see it. If you do not do this, you may receive a Penalty Charge Notice (PCN).

As well as parking in any residents' parking bay, a permit also allows you to park free of charge in pay and display bays between 8.30am and 9.30am, and between 5.30pm and 6.30pm, Monday to Saturday. This means that you can leave your car from 5.30pm until 9.30am the following morning free of charge but if you want to park between 9.30am and 5.30pm, you will have to pay. In some areas, pay and display controls end at 1.30pm on Saturday. Between 9.30am and 1.30pm permit holders must pay to park in these bays.

The exceptions to this, where you cannot park without paying the pay and display charge are:

- In Holland Park Avenue between 8am and 10am and between 4pm and 6.30pm Monday to Friday
- In Notting Hill Gate between 8am and 10am and between 4pm and 6.30pm Monday to Friday and on Saturdays between 8am and 10am

Residents' permits are not valid in car parks although permit holders are eligible for a discount for long-term parking in the Car Park underneath Kensington Town Hall in Hornton Street.

## ► Applying for a permit

You will need to fill in an application form and provide proof of where you live, 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) and proof that you have a driving licence that is valid in the UK.

You can apply by post or in person for your permit at the Customer Service Department at Kensington Town Hall, Hornton Street, W8 7NX. If you choose to use the postal system, we will send your permit to you by ordinary post unless you request us to use Recorded Delivery. If you choose Recorded Delivery and are not at home to sign for your permit, you will have to collect it from the Post Office within seven days.

After this, the permit will be considered lost and we will charge an administration fee to issue a new permit.

When it is time to renew your permit we will send you a reminder and let you know if you are eligible to renew online – most people are, unless they have moved home or changed their car since their last permit was issued.

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 in the Royal Borough 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.

If you are **live-in staff** such as a nanny or chauffeur and are applying for a permit for a vehicle registered to your employer, you will need to provide a current contract of employment that shows that you have to live in the Royal Borough as part of your job, as well as proof of where you live.

### Temporary permits

We do not give permits for borrowed vehicles unless your vehicle has been stolen or is off the road because of an accident or major repair. In these cases, we will give you a permit for a month for a temporary replacement vehicle.

If your insurer or garage is providing a courtesy vehicle while yours is being repaired we will need a letter from them confirming the dates that you will be using the replacement vehicle and the repair work being carried out. If you are borrowing a vehicle, you will need to provide the vehicle registration certificate and a letter from the owner saying that you will be the only person using the vehicle. In either case, you will need to display both the temporary permit and your normal permit in the temporary vehicle, unless it has been stolen with your vehicle.

## ► Foreign registered vehicles

The law requires all UK residents to tax and register their vehicles in the UK before they are driven or parked on the public highway. Visitors to the UK may keep their foreign registered vehicles here for up to six months. As we do not issue permits to visitors, only to residents, we will not issue permits for foreign registered vehicles until they have been registered with the Driver and Vehicle Licensing Agency (DVLA). Residents with foreign registered vehicles may park in the Town Hall car park at a reduced rate, subject to a minimum stay of one week.

Foreign students are allowed to keep their vehicles in the UK whilst studying here without re-registering them, so we will issue permits to foreign students for the period of their studies but they must provide a document from their college, school or university confirming their course start and end dates every time they renew their permit.

## ► Car permit tariff bands

The Council wants to encourage residents to choose less polluting vehicles, so we have linked vehicle exhaust emissions to the cost of parking permits. We base our tariff bands for permits on carbon dioxide (CO<sub>2</sub>) emissions because all cars registered since March 2001 have official CO<sub>2</sub> figures printed on their registration documents.

Car (and van) permits are priced according to CO<sub>2</sub> emissions (for vehicles registered after 1 March 2001) or engine size (for vehicles registered before March 2001). These are shown on your Vehicle Registration Certificate (V5C).

If your car was registered before March 2001 the permit charge is calculated by the engine size. There are two bands: engines of 1549cc and below and engines above 1549cc.

If your car was registered after 1 March 2001 the permit charge is calculated by the CO<sub>2</sub> emissions. There are seven bands:

**Band 1** – up to 100 g/km

**Band 2** – 101-120 g/km

**Band 3** – 121-150 g/km

**Band 4** – 151-165 g/km

**Band 5** – 166-185 g/km

**Band 6** – 186-225 g/km and vehicles over 225 g/km registered from 01/03/2001 up to 22/03/06

**Band 7** – over 225 g/km and registered from 23/03/06



If your V5C certificate does not show a CO<sub>2</sub> emissions figure, we will charge according to the engine capacity.

We class fully electric vehicles as Band 1 and base charges for Hybrid vehicles on vehicle emissions.

Current permit prices are shown on the application form.

## ► Supplementary charges

### **Diesel**

Diesel engines have often been presented as being more environmentally friendly than petrol engines. Being more fuel-efficient than their petrol equivalents they tend to produce less CO<sub>2</sub> per mile but, at least until recently, diesels produced much higher emissions of nitrous oxides and harmful particulates than petrol engines – contributing to poor local air quality. However, the latest diesel engines are more comparable to petrol equivalents in terms of their contribution to local air pollution so we levy a surcharge on diesel vehicles if they do not meet the Euro 5 emissions standard. All cars first registered after 1 January 2011 meet the Euro 5 emission standard.

### **Second or subsequent permits**

To discourage multiple car ownership we charge extra for parking permits for second and subsequent vehicles in a household. Householders must decide who will be the primary permit holder, and who will pay the second or subsequent charge.

Current supplementary charges are shown on the application form.

## ► Motorcycle Permits

There are two types of motorcycle permit:

- Motorcycle bay permit that allows parking in residents' motorcycle bays only. These bays are identified with the words 'M/C Permits Only' painted on the road. This permit is free of charge
- Combined motorcycle permit that allows parking in all residents' parking bays and residents' motorcycle bays. We charge for this permit.

We give a discount for combined motorcycle permits to holders of any of the following Advanced Rider Training Certificates:

British Motorcycle Federation – Blue Ribband

Royal Society for the Prevention of Accidents – Scooter/Moped

Training/Advanced Motorcycle test  
UK Advanced Motorcycle Training – OxOCN Course  
Institute of Advanced Motorists  
Bikesafe London – Scooter Safe/Standard

There are also visitor motorcycle bays around the borough that any motorcyclist may use free of charge and without a permit.

We want to encourage resident motorcyclists to park in motorcycle bays rather than between cars in residents' bays where they are vulnerable to being damaged and do not always make best use of kerbside space. We have located residents' motorcycle permit bays so that all residents are only a few minutes' walk from one. Most of the bays are fitted with locking anchors for securing motorcycles.

Please park your motorcycle perpendicular to the kerb.

### ► **Changing or replacing your permit**

#### **Changing your personal details**

If you change your name or telephone number or move home within the Royal Borough while your permit is still valid, you can continue to use the same permit but you will need to fill in a Change of Personal Details form and supply proof of the change.

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 but you will need to pay the administration charge shown on the Replacement Permit form.

If you do not return your permit when you change your vehicle you will be charged the full price of a new permit as well as the administration charge unless you can prove your permit has been stolen.

#### **Destroyed or damaged permits**

If your permit has been damaged or destroyed you will need to fill in a Replacement Permit form and pay an administration 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.

The administration charges for replacement permits are on the Replacement Permit form.

## ► Refunds

You must return your permit to us if you no longer need it or are no longer eligible for it. If we find that you have kept a permit that you no longer qualify for we may prosecute you, it may affect any refund we offer, and any future permit applications.

Stolen permits must be reported to the police and given a crime reference number.

We will send a refund within 28 days for any unused time calculated from the day we receive the permit in our office. We deduct an administration charge to process a refund so we cannot refund amounts less than the administration charge.

Please see the refund form for details of the current administration charge.

## ► Appeals process

If you have been refused a parking permit or have had your permit withdrawn you may appeal, full details of our appeals process can be found here:

**[www.rbkc.gov.uk/permitappeals](http://www.rbkc.gov.uk/permitappeals)**

or by telephoning 020 7361 4212.

## ► Contacting us

### Reporting fraudulent permit holders

If you think that someone is using a residents' parking permit that they are not entitled to, please call the Fraud contact number 020 7361 4231. This number is unmanned but please leave a message with details of your concern and we will investigate. You do not have to leave your name or address. Alternatively, you can email [parkinginvestigation@rbkc.gov.uk](mailto:parkinginvestigation@rbkc.gov.uk).

### Further information

Visit the Parking website at **[www.rbkc.gov.uk/parking](http://www.rbkc.gov.uk/parking)**

Alternatively, email us at **[residentparking@rbkc.gov.uk](mailto:residentparking@rbkc.gov.uk)**

Or phone us between 8.30am and 5.30pm Monday to Friday on 020 7361 4381

Your call may be recorded for training and quality purposes.

## ► Parking suspensions

Sometimes we have to suspend residents' parking bays for road works, house moving or events. We will normally give seven calendar days' notice (unless it is an emergency) by putting 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 and your vehicle may be removed to the car pound in Lots Road, and you will need to pay to retrieve it and 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 before 8.30am 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 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 we will be able to contact all residents and we do not make further alert calls on subsequent days during the suspended period.

You can sign up to receive email alerts about suspensions in your area at **[www.rbkc.gov.uk/myrbkc](http://www.rbkc.gov.uk/myrbkc)** or search online at **[www.rbkc.gov.uk/Parking/suspensionsearch.asp](http://www.rbkc.gov.uk/Parking/suspensionsearch.asp)**.

### **Kensington Town Hall car park**

If you are going away and are worried that you will not be able to move your car if parking bays are suspended, you may wish to consider parking in the car park under Kensington Town Hall in Hornton Street. There are concessionary fees for residents' permit holders parking for one week or more. For more information, call the car park on 020 7937 7040.

## ► **Waiting and loading**

Waiting restrictions are shown by single or double yellow lines along the road. Single yellow lines are in force Monday to Saturday, usually at the same times as the controlled zone (these can be found on pay and display machines) but if the times are different, they will be shown on a yellow time plate sign. Double yellow lines make waiting illegal at all times.

You can stop to drop someone off or to load or unload heavy or bulky goods for up to 40 minutes on single or double yellow lines, unless there are loading restrictions in place. All loading must be continuous, or else it may be viewed as waiting and you will be liable for a Penalty Charge Notice.

Loading restrictions are shown by yellow 'blip' kerb markings and the hours of enforcement will be shown on a nearby white time plate sign. When a loading restriction is in force, you must not stop except to allow passengers to get into or out of your vehicle.

You are allowed to load or unload heavy or bulky goods for up to 20 minutes in a residents' permit bay or a pay and display bay during the controlled zone hours but the loading must be taking place continuously, or you will be liable for a Penalty Charge Notice.

### **Bank and public holidays**

Anyone may park in residents' bays on bank holidays, Good Friday, Easter Sunday, Christmas Day, Boxing Day and New Year's Day.

Pay and display parking is free on Sundays, bank holidays, Good Friday, Easter Sunday, Christmas Day, Boxing Day and New Year's Day

Single yellow line waiting restrictions apply on bank holidays and Good Friday, Boxing Day and New Year's Day. Single yellow line waiting restrictions do not apply on Sundays (including Easter Sunday) and Christmas Day.

Double Yellow Lines restrictions apply on every day of the year.

Waiting is prohibited at all times in areas designated as Restricted Zones. There are signs on entry to and exit from a Restricted Zone.



# Section Two

Terms and conditions for  
residents' parking permits



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:**

- your main, permanent home is in the Royal Borough of Kensington and Chelsea, and you have no other residence where you live and sleep more regularly
- you intend to live in your main home in the Royal Borough of Kensington and Chelsea for at least 26 consecutive weeks
- your address is shown on the current Council Tax list held by the Council as your main home
- you hold a driving licence that is valid in the UK
- your vehicle is registered with the DVLA (unless you are a foreign student)
- you are the main user and registered keeper of the vehicle at your Royal Borough address
- 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

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

- you have three or more unpaid and uncontested PCNs (parking tickets) issued by us, or on our behalf, when you apply your permit, unless you pay for all of them in full
- you live in a permit free development (except if you are applying for a motorcycle bay permit) or if you live in Billing Place, Billing Road or Billing Street
- 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
- you hire out the vehicle with a valid permit to other drivers
- you hold any other valid residents' parking permit for this vehicle type (car or motorcycle) in the Royal Borough of Kensington and Chelsea or in any other local authority which bases eligibility for a permit on residency

## You agree to the following conditions of use:

- your permit must be clearly displayed on the passenger side of your windscreen or in a disc holder on a motorcycle
- trailers are not allowed in residents' parking bays and sidecars are not permitted in motorcycle bays
- 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
- if your circumstances change and you are no longer eligible for a residents permit, you must return the permit 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
- 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
- the permit remains the property of the Royal Borough of Kensington and Chelsea
- parking permits are vehicle specific and are not transferable between vehicles or individuals. You are not allowed to sell a vehicle or return a hire vehicle with a valid permit
- you are not allowed to offer your vehicle for sale or sell goods from your vehicle whilst it is on the public highway
- you are not allowed to alter your permit or display or produce duplicate or fake permits
- you are not allowed to facilitate others to fraudulently apply for a permit or make fake permits
- if you provide information which is untrue or you abuse the conditions set out in the residents' parking scheme, we will withdraw your permit and may not issue you with another permit for one year. In serious cases, we might never allow you another permit and we could prosecute you. We may not give a refund for any permit that we withdraw
- the Council may ask to visit your home or carry out further investigations, including contacting any relevant people, before or after issuing a permit to verify the information you have supplied on your application form and the



terms and conditions you agreed to when signing the form. If you refuse, it is likely that we will not issue a permit or will withdraw your existing permit. In these circumstances, your vehicle may be removed if it is parked in a residents' parking bay

- **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 to protect the public funds we handle, so we will use and share the information you have provided on your application form with other councils and the police to prevent and detect fraud. When you apply for a permit, we will check the details you supply against the data held by a credit reference agency to verify your identity. The search results and any false or misleading information found will be held on record and may be shared by the credit reference agency with other companies to verify your identity. This identity search will not affect your credit rating
- these terms and conditions apply to all residents' permits issued by the Council, including replacement and temporary permits

**Information from this document can be made available in alternative formats and in different languages. If you require further assistance please contact us.**

Email us at **residentparking@rbkc.gov.uk** or phone us between 8.30am and 5.30pm Monday to Friday on **020 7361 4381**

### **Arabic**

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

### **Farsi**

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

### **French**

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

### **Portuguese**

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

### **Somali**

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

### **Spanish**

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.





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