

Business Parking Permit Guidance
Keep for Your Records

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Eligibility

Your business address

- To qualify for a business parking permit your business address as given on your application form must
- Be within the controlled parking zone as defined by the Parking Places Order for that zone; except 'All Zone' business permits which are available to any business located within the London Borough of Richmond upon Thames
 - Be used for non-residential purposes
 - Not have a restriction on the issue of business parking permits because of a planning agreement under Section 106 of the Town and Country Planning Act 1990 as amended.

Period

Business parking permits are available in durations of 3 months, 6 months and 1 year. Permits start from the date of issue unless a renewal of a current permit, in which case the new permit will run from the day following the expiry of the current permit.

Number of permits

Each business will normally be allowed a maximum of 5 current business permits, unless otherwise authorised by the Council, except when renewing immediately before the expiry of current permit(s).

Permit holder's vehicle

Must be a passenger vehicle or a goods carrying vehicle the overall height of which does not exceed 2.5 metres and the overall length of which does not exceed 5.25 metres.

Transferable or vehicle specific permits

Applicants may opt for **either** transferable permits **or** vehicle specific permits. Transferable permits may be used on any employee or business owned vehicles. Vehicle specific permits may only be used on the vehicle whose registration is that printed on the permit.

How to apply

All applications must be completed, **signed**, and submitted with copies of your proofs and payment (where required). Unsigned forms or those without proofs and payment (where required) will not be processed.

Via email: scan and send to parkingpermits@richmond.gov.uk

By post: Parking Permits, PO Box 466, Twickenham TW1 9JT

Proofs

- The Council must be satisfied when you apply for or hold business parking permits, that you are entitled to them, i.e.
- That your business operates from and is located within the relevant controlled parking zone, or within the London Borough of Richmond upon Thames if applying for 'All Zone' permits

And in the case of vehicle specific permits

- That your employees own or are authorised to drive the vehicles for which the permits have been issued.

Although the Council may not ask for proofs on renewal, proofs may be requested at any time. If you cannot prove continued eligibility, then the Council will invalidate your permits and a vehicle may be liable for a Penalty Charge Notice if found to be displaying any of the permits for parking.

Permit cost

- The cost of permits is based on
- The duration of the permit
 - The controlled parking zone the permit is for
 - Whether the permit is the first, second, or 3+ currently issued to the business.

Permits for the Twickenham Event Zone (R) are free of charge.

First permit

Zone	3 months	6 months	12 months
Multi-zone	£465.30	£930.50	£1,861.00
A1	£388.30	£776.60	£1,553.10
A2	£233.00	£466.00	£931.90
A3, B, C, CB, CR, E (part Popes Grove), F, FW, KC, N, S, S2, SH, SH/WT, T1, T5, WR, WT, X	£93.30	£186.70	£373.30
B1, B2, E, ES, ES1, KA, KB, M, S3, T, T2, T3, T4, T6, WC, WS, X1	£55.20	£110.50	£220.90
D	£350.60	£701.10	£1,402.20
H, KS, T (Part Bridgeman Road, Cedar Road, Christchurch Avenue, part High Street & part Station Road)	£124.30	£248.70	£497.30

Second permit

Zone	3 months	6 months	12 months
Multi-zone	£697.90	£1,395.80	£2,791.50
A1	Not applicable	Not applicable	Not applicable
A2	£349.50	£699.00	£1,397.90
A3, B, C, CB, CR, E (part Popes Grove), F, FW, KC, N, S, S2, SH, SH/WT, T1, T5, WR, WT, X	£140.00	£280.00	£560.00
B1, B2, E, ES, ES1, KA, KB, M, S3, T, T2, T3, T4, T6, WC, WS, X1	£82.90	£165.70	£331.40
D	£525.80	£1,051.70	£2,103.30
H, KS, T (Part Bridgeman Road, Cedar Road, Christchurch Avenue, part High Street & part Station Road)	£186.50	£373.00	£746.00

3+ permit

Zone	3 months	6 months	12 months
Multi-zone	£930.50	£1,861.00	£3,722.00
A1	Not applicable	Not applicable	Not applicable
A2	£466.00	£931.90	£1,863.80
A3, B, C, CB, CR, E (part Popes Grove), F, FW, KC, N, S, S2, SH, SH/WT, T1, T5, WR, WT, X	£186.70	£373.30	£746.60
B1, B2, E, ES, ES1, KA, KB, M, S3, T, T2, T3, T4, T6, WC, WS, X1	£110.50	£220.90	£441.80
D	£701.10	£1,402.20	£2,804.40
H, KS, T (Part Bridgeman Road, Cedar Road, Christchurch Avenue, part High Street & part Station Road)	£248.70	£497.30	£994.60

Information on how refunds are calculated can be found under **Refunds**.

Payment and receipts

Paying by cheque or postal order

Please make cheques or postal orders payable to 'LBRuT'

Paying by BACS

Make payment with reference 'Business Parking' and your postcode to

- NatWest Bank
- Sort code 60-22-03
- Account 63459523

Receipts

Your permit letter will include a printed tear-off receipt to the bottom-left.

Failed payments

Bounced cheques will invalidate any permit(s) issued and will incur a £10 administration fee.

How to use your business parking permit

Each new permit will be issued together with a protective cover which should be affixed to the inside of the vehicle's windscreen on the nearside. The permit must be displayed on the vehicle in such a way that the particulars are readily visible from the front or nearside of the vehicle.

Where to park

A permit will not reserve the holder a right to park in a specific parking bay.

A permit will enable the holder to park in any vacant on-street business parking permit holder's space, or if applicable, shared use space within the zone of issue between the hours displayed on signs at the entry points to the zone, and in some cases, on signs adjacent to the parking bays, subject to any parking suspension that may occur. Parking places are not controlled outside of the zones restricted hours.

Permits are only valid in the zone of issue as shown on the permit by a letter(s) in the bottom right hand corner and on-street by the same letter(s) on sign plates. Multi-Zone permits are valid in any parking space where business or resident parking permits would otherwise be valid, except the business parking bay in zone A1.

Business parking permits are not valid in off-street car parks, pay and display bays, or in other zones **except** where otherwise stated by signs at the locations or in the table under **When and where business parking permits can be used**.

Suspensions

The Council regularly suspends bays from normal use for various reasons e.g., house moves. Any unauthorised vehicles found parked in a suspended bay may be liable for a Penalty Charge Notice. If the vehicle is to remain in the same bay for several days, then the employee should check daily for any suspension notices.

Change of vehicle - Transferable permits

These need to be updated **only** if the permit was discounted, i.e. issued to a Band A vehicle and starting before 1st July 2025, and you wish to transfer to a non-Band A vehicle.

Return the existing permit for a refund (if applicable) using the 'Application for a Parking Permit Refund' form and apply for a new permit using the 'Business Parking Permit Application Form'.

You can use the tear-off slip on the permit letter to park for 7 days whilst your permit is updated.

If the permit is not returned it will be treated as lost and you may be charged a £20 administration fee, see **Lost, stolen or damaged permits**. A vehicle displaying a permit declared lost will be liable for a Penalty Charge Notice if found to be using it.

Forms are available from the Council using the details under **More information**. There is no charge for the first reissue of a permit due to a change of vehicle within any 12 month period; however, subsequent reissues will incur a £20 administration fee.

Change of vehicle - Vehicle specific permits

A new permit must **always** be obtained in the event of a change of vehicle due to the change in registration number.

- The permit must be **updated** if it was **not** discounted (issued to a Band A vehicle and starting before 1st July 2025). Complete a 'Change of Vehicle' form and return with your permit to the Council.
- The permit must be **surrendered and replaced** if it **was** discounted, i.e. issued to a Band A vehicle and starting before 1st July 2025. Return the existing permit for a refund (if applicable) using the 'Application for a Parking Permit Refund' form and apply for a new permit using the 'Business Parking Permit Application Form'. Discounts are no longer available so you will be charged the full permit price.

You can use the tear-off slip on the permit letter to park for 7 days whilst your permit is updated.

If the permit is not returned it will be treated as lost and you may be charged a £20 administration fee, see **12. Lost, stolen or damaged permits**. A vehicle displaying a permit declared lost will be liable for a Penalty Charge Notice if found to be using it.

Forms are available from the Council using the details under **More information**. There is no charge for the first reissue of a permit due to a change of vehicle within any 12 month period; however, subsequent reissues will incur a £20 administration fee.

Change of address

If you change address within the same controlled parking zone, or you have 'All Zone' permits and have moved within the borough, then you must notify the Council using a 'Change of Address' form and provide proof of your new address.

You must return your existing permit(s) for a refund if you have moved outside the controlled parking zone for which the permit was issued; or for 'All Zone' permits if you move outside the borough.

Complete the 'Application for a Parking Permit Refund' form, available from the Council using the details under **More information**.

Lost, stolen or damaged permits

If a permit is lost, stolen or damaged, the permit holder must notify the Council immediately using a 'Declaration of Lost or Stolen Permit' form and the permit shall cease to be valid. If requested, a new permit will be issued for the unused period of the original permit.

A charge of £20 will be made for the issue of a replacement permit except when the permit was stolen and a police crime reference number is provided.

Renewing

The Council will normally send reminder letters or emails for business parking permits; however, the onus to renew the permit on its expiry rests with the permit holder.

Refunds

To apply for a refund, complete the 'Application for a Parking Permit Refund' form and return to the Council using the details under **More information**.

Refunds are available on permits with one or more full months remaining before the expiry date, at the time when the completed 'Application for a Parking Permit Refund' form and the permit are received by the Council.

Permits must be returned to the Council when applying for a refund, otherwise they will be treated as lost, and you will be charged a £20 administration fee. See **Lost, stolen or damaged permits**.

Refunds are calculated as the amount originally paid, divided by the duration in months of the permit, and multiplied by the number of full remaining months on the permit. A £10 administration fee is then deducted. Note that this calculation is made irrespective of whether the permit has yet started.

Refunds are issued in one of two ways

- If bank details are given, by BACS payment direct to your bank account, or
- By cheque within 28 days.

Offences

The following are offences, and the Council may take further action if you are found to be committing one.

False statements

It is an offence to make a false statement in order to procure the issue of a permit to oneself or any other person, and the Council may prosecute under either the Theft Acts or other relevant criminal legislation.

The maximum penalty on conviction or indictment is five years imprisonment and/or a fine on summary conviction, six months imprisonment or a fine of up to £5,000.

Mishandling and forging documents

It is an offence to:

- Use or lend to another person any permit or other authorisation with intent to deceive, and
- Make or have in one's possession anything so closely resembling a permit or other authorisation as to be calculated to deceive.

The maximum penalty on conviction is two years' imprisonment or a fine of up to £5,000.

Parking in a permit bay without a valid permit

It is an offence to park in a business parking bay without having a valid permit even if an application for a permit has been sent to the Council.

Vehicle must be licensed

It is an offence under the Vehicle Excise and Registration Act 1994 (Section 29) to use or keep a mechanically propelled vehicle on a public road if the vehicle is unlicensed, and it is also an offence to use or keep such a vehicle on a public road if the license is not displayed on the vehicle.

More information

- You can find more information or get copies of forms
- Online at www.richmond.gov.uk/parking
 - By phone by calling 020 8891 1411*
 - By textphone on 020 8831 6001*
 - By email to parkingpermits@richmond.gov.uk
 - By post to Parking Permits, PO Box 466, Twickenham TW1 9JT.

(* 9am to 5pm, Monday to Friday, excluding Bank and Public holidays)

When and where business parking permits can be used

This table provides information on what hours you need to display your permit when parking, and what types of bay business parking permits are valid in. Zones marked with a + are not in operation on Bank or Public Holidays
In addition to the information provided on the below table, you should always refer to signs at the place of parking, as times may vary from those shown here.

Zone	Zone hours	Bays where permits are valid
A1	Mo to Sa 8:30am to 6:30pm and Su, Bank Holidays 11am to 5pm (around The Green)	The only business permit holder parking space at Richmond Green - adjacent to Brewers Lane.
A2	Mo to Sa 8:30am to 6:30pm +	A2 "Resident or Business Permit Holders Only".
A3	Mo to Sa 8:30am to 6:30pm +	A3 "Permit Holders Only".
B	Mo to Fr 10am to 6:30pm +	B "Permit Holders Only"; B1 "Permit Holders Only".
B1	Mo to Fr 10am to noon +	B1 "Permit Holders Only"; B1 "Resident Permit Holders Only".
B2	Mo to Fr 10am to noon +	B2 "Permit Holders Only".
C	Mo to Fr 8:30am to 6:30pm +	C "Resident or Business Permit Holders Only".
CB	Mo to Sa 8am to 6:30pm + (Mo to Su 8am to 9:30pm Byfeld Gardens only)	CB "Permit Holders Only".
CR	Mo to Fri 10am to 4:30pm +	CR "Permit Holders Only"; CR "Permit Holder / Pay by Phone"
D	Mo to Sa 8:30am to 6:30pm +	Including Inner Area; D "Business Permit Holders Only Inner Area" in Clifden Road, Garfield Road, Holly Road Service Area, Wharf Lane, Saville Road, Heath Road, Grove Avenue, Laurel Avenue, Lion Road, Sherland Road, and The Embankment; D "Resident or Business Permit Holders Only" in Wharf Lane, Sion Road, Grosvenor Road and The Embankment. Outer Area Only; D "Resident or Business Permit Holders Only Outer Area" in Cross Deep Gardens, Marys Terrace, Radnor Road, Sherland Road and Station Road; D "Resident or Business Permit Holders Only Outer Area / Pay and Display" in Station Road, Riverside and Strafford Road.
E	Mo to Fr 8:30am to 10:30am + (Mo to Fr 10am to 4:30pm part Popes Grove only) +	E "Permit Holders Only".
ES	Mo to Fr 10am to noon +	ES "Business Permit Holders Only"; ES "Permit Holders Only"; ES "Permit Holders Only / Parking Voucher / Pay and Display".
ES1	Mo to Fr 10am to noon +	ES1 Permit Parking Area; ES1 Permit and Pay by Phone Shared Use Bays
F	Mo to Fr 10am to 4:30pm +	F "Business Permit Holders Only"; F "Resident or Business Permit Holders Only".
FW	Mo to Fr 8:30am to 6:30pm +	FW "Permit Holders Only"; FW "Permit Holder / Pay by Phone"
H	Mo to Su 8:30am to 6:30pm +	H "Permit Holders Only"; H "Permit Holders Only / Parking meter"; H "Permit Holders Only / Pay and Display".
KA	Mo to Fr 10am to noon + (Mo to Fr 10am to 4:30pm including Bank Holidays part Kew Road and Kew Gardens Road only)	KA "Permit Holders Only".
KB	Mo to Fr 10am to noon +	KB "Permit Holders Only".
KC	Mo to Su 10am to 4:30pm (including Bank Holidays) 10am to 11pm during major events	KC "Permit Holders Only"; KC "Permit Holder / Pay by Phone".
KS	Mo to Su 8am to 10pm +	KS "Permit Holders Only"; KS "Permit Holder / Pay and Display".
M	Mo to Fr 9am to 11am +	M "Permit Holders Only".
N	Mo to Sa 10am to 4:30pm +	N "Business Permit Holders Only"; N "Permit Holders Only / Pay and Display"; N "Permit Holders Only / Parking voucher".
S	Mo to Fr 10am to 4:30pm +	S "Business Permit Holders Only"; S "Permit Holders Only / Pay and Display"; S "Permit Holders Only / Parking voucher". Permits are NOT valid for use in S1 "Permit Holders Only / Parking voucher".
S2	Mo to Fr 10am to 4:30pm +	S2 or S3 "Permit Holder"; S2 or S3 "Permit Holder / 1 Hour Free"; S3 "Permit Holder / 2hr Pay and Display".
S3	Mo to Fr 10am to noon +	S3 "Permit Holder"; S3 "Permit Holder / 1 Hour Free"; S3 "Permit Holder / 2hr Pay and Display".
SH	Mo to Fr 10am to 4:30pm +	SH "Permit Holders Only"; SH "Permit Holder / Pay and Display"; SH "Permit Holder / Pay by Phone".

Zone	Zone hours	Bays where permits are valid
SH/WT	Mo to Sa 8:30am to 6:30pm +	SH/WT "Permit Holders Only"; SH/WT "Permit Holder / Pay by Phone" SH "Permit Holders Only"; SH "Permit Holder / Pay and Display"; SH "Permit Holder / Pay by Phone" WT "Permit Holders Only"; WT "Permit Holders / Pay and Display".
T	Mo to Fr 8:30am to 10:30am + (Mo to Fr 8:30am to 10pm + Bridgeman Road, Cedar Road, Christchurch Avenue, Station Road part)	T "Permit Holders Only".
T1	Mo to Fr 10am to 4:30pm +	T1 "Permit Holders Only".
T2	Mo to Fr 10am to noon +	T2 "Permit Holders Only"; T2 "Permit Holder / Pay by Phone"
T3	Mo to Fr 10am to noon +	T3 "Permit Holders Only"; T3 "Permit Holder / Pay by Phone"
T4	Mo to Fr 10am to noon +	T4 "Permit Holders Only"; T4 "Permit Holder / Pay by Phone"
T5	Mon to Fr 10am to 4:30pm +	T5 "Permit Holders Only"; T5 "Permit Holder / Pay by Phone"
T6	Mo to Fr 10am to noon +	T6 "Permit Holders Only"; T6 "Permit Holder / Pay by Phone"
WC	Mo to Fr 10am to 2pm + Event days 11am to 11pm	WC "Permit Holders Only".
WR	Mo to Sa, 8:30am to 6:30pm + Event days 11am to 11pm	WR "Permit Holders Only"; WR "Permit Holder / Pay by Phone".
WS	Mo to Fr 10am to 2pm + Event days 11am to 11pm	WS "Permit Holders Only".
WT	Mo to Sa, 8:30am to 6:30pm +	WT "Permit Holders Only"; WT "Permit Holders / Pay and Display".
X	Mo to Sa 8:30am to 6:30pm +	Including Inner Area; X "Business Permit Holders Only Inner Area" in St Johns Road; X "Resident or Business Permit Holders Inner Area" in St Johns Road; X "Resident or Business Permit Holders Inner Area / Pay and Display" in Church Grove. Outer Area Only; X "Business Permit Holders Only Outer Area" in Normansfield Avenue; X "Resident or Business Permit Holders Only Outer Area" in Seymour Road and Normansfield Avenue.
X1	Mo to Sa 8:30am to 12:30pm +	X1 "Permit Holders Only".
ALL	As per zone operational hours	Permits are valid for use in where parking is allowed for Resident or Business permit holders, EXCEPT the only business permit holder bay in the Richmond Town (A1) controlled parking zone.

If you need this document in Braille, large print, audio tape or in another language, please call 020 8891 1411 or textphone 020 8831 6001