

Resident Parking Permit Guidance

Keep for Your Records

See www.richmond.gov.uk/parking for the latest information



Eligibility	1
How to apply	1
Proofs	1
Permit cost	2
Payment and receipts	2
How to use your resident parking permit	2
Where to park.....	2
Suspensions.....	3
Change of vehicle	3
Change of address.....	3
Lost, stolen or damaged permits.....	3
Renewing	3
Refunds.....	3
Offences.....	4
More information	4
When and where resident parking permits can be used	4

Eligibility

Your address

To qualify for a resident parking permit your address as given on your application form must

- Be within the controlled parking zone as defined by the Parking Places Order for that zone
- Be your 'usual place of abode', i.e., you must normally spend at least 4 days per week living and sleeping at the premises. Having an office, shop or hotel in the zone does **not** entitle you to resident parking
- Not have a restriction on the issue of resident parking permits because of a planning agreement under Section 106 of the Town and Country Planning Act 1990 (as amended).

Period

Resident parking permits are available in durations of 3 months, 6 months and 1 year. Permits for the Twickenham Event Zone (R) are only available for 1 year.

Where an application for a resident parking permit is received by the Council on or before the 17th of the month, the permit will be backdated to the beginning of the current month. Permits applied for on or after 18th will be forward dated to the beginning of the following month.

Number of permits

Each resident is only allowed **one** resident parking permit for **one** vehicle, irrespective of the number of vehicles owned, except when renewing the permit immediately before expiry. There is no limit on the number of permits held within a household.

Your vehicle

Must be a passenger vehicle or a goods carrying vehicle the overall height of which does not exceed 2.28 metres and the overall length of which does not exceed 5.25 metres, or a mechanically propelled invalid carriage.

Transfer

Permits are **not** transferable from one person to another, or from one vehicle to another.

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

Alternatively, you can apply online and pay using a credit or debit card at www.richmond.gov.uk/parking

Proofs

The Council must be satisfied when you apply for or hold a resident parking permit, that you are entitled to it, i.e.

- That you are a resident of the relevant controlled parking zone, meaning you live and sleep four or more nights per week at a property within the zone
- That you own or are authorised to drive the vehicle for which the permit has been issued
- That for a free Band A vehicle permit, the vehicle was first registered on or after 01/03/2001 and has engine CO2 emissions of 100g/Km or less.

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 permit and your vehicle may be liable for a Penalty Charge Notice if found to be displaying the permit 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+ current permit issued to the household
- In the case of free Band A vehicle permits, when the vehicle was first registered and the engine emissions.

Permits for Band A vehicles, or the Twickenham Event Zone (R) are free of charge.

See **Refunds** for information on how refunds are calculated and made.

	First permit			Second permit			3+ permits		
	3 months	6 months	12 months	3 months	6 months	12 months	3 months	6 months	12 months
All day zones A1, A2, H, KS, M1, Z1, Z2, Z3, Z5, CB (Byfeld Gardens Only)	£43.90	£74.00	£124.00	£66.60	£111.50	£185.50	£87.60	£147.90	£248.00
Half day zones A3, B, C, CB, CB*, CR, D, F, G, HM, N, S, S1, S2, SF, SH, SH/WT, T (Waldegrave Road only), T1, WR, WT, X	£32.50	£55.20	£93.90	£50.10	£82.70	£140.60	£65.10	£110.30	£187.70
KC	£31.50	£53.50	£91.00	£48.50	£80.10	£136.20	£63.10	£106.90	£181.90
Quarter day zones B1, B2, E, ES, J, KA, KB, M, S3, T, WC, WS, X1, Z4	£20.00	£36.40	£55.20	£31.30	£54.10	£82.70	£41.50	£72.90	£110.30

Payment and receipts

Paying by cheque or postal order

Please make cheques or postal orders payable to 'LBRuT'

Paying by credit or debit card

For security reasons the Council can only accept credit or debit card payment with online applications. To pay by card please apply online at www.richmond.gov.uk/parking.

Receipts

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

Failed payments

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

How to use your resident parking permit

Each new permit will be issued together with a protective cover which should be affixed to the inside of your vehicle's windscreen on the nearside. The permit must be displayed on the vehicle to which it relates 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 resident 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.

Resident 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 resident 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 your vehicle is to remain in the same bay for a number of days, then you should check daily for any suspension notices.

Change of vehicle

A new permit must be obtained in the event of a change of vehicle.

Complete a 'Change of Vehicle' form and provide proof of ownership of your new vehicle. Your permit will be reissued for the unused period of the original permit.

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 £10 administration fee.

Existing permits must be surrendered to the Council when applying for a change of vehicle otherwise the permit will be treated as lost and you may be charged a £10 administration fee, see **Lost, stolen or damaged permits**. Using the tear-off slip on your permit letter will entitle you to park for 7 days where your permit would otherwise be valid.

If you hold a free Band A vehicle permit and are switching to a non-Band A vehicle, or vice versa, then you will need to return your existing permit for a refund (if appropriate) and apply for a new permit. Complete the 'Application for a Parking Permit Refund' form and a 'Resident Parking Permit Application Form'.

Forms are available from the Council using the details under **More information**, or you can complete an online form at www.richmond.gov.uk/parking.

Change of address

If you change address within the same controlled parking zone then you can have your permit updated by completing the 'Change of Address' form and providing proof of your new address.

You must return your existing permit for a refund if you have moved out of the controlled parking zone your permit was issued for. Complete the 'Application for a Parking Permit Refund' form.

Forms are available from the Council using the details under **More information**, or you can complete an online form at www.richmond.gov.uk/parking

Lost, stolen or damaged permits

If a permit is lost, stolen or damaged, the permit holder must notify the Council immediately using the '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 £10 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 a renewal reminder letter or email to the permit holder; however the onus to renew the permit on its expiry rests with the permit holder, irrespective of whether a reminder has been received.

Refunds

To apply for a refund, complete the 'Application for a Parking Permit Refund' form.

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 £10 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 three ways

- If the permit was originally paid for online and the card used is still valid, the refund may be made back onto that card, or
- If bank details are given by BACS payment direct to your bank account, or
- By cheque within 28 days.

Forms are available from the Council using the details under **More information**, or you can complete an online form at www.richmond.gov.uk/parking.

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 resident's 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 Friday, excluding Bank and Public holidays)

When and where resident 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 resident 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 parking permits are valid
A1	Mo to Sa 8:30am to 6:30pm and Su, Bank Holidays 11am to 5pm (around The Green)	A1 or A1 and A2 "Resident Permit Holders Only"; A1 or A1 and A2 "Resident Permit Holders Only" / "Pay and Display"; A1 or A1 and A2 "Pay and Display" (as shown on pay and display machine plates) between 8.30am and 9.30am and between 5.30pm and 6.30pm only; Friars Lane car park, Richmond between 8.00am and 9.30am and between 5.30pm and 6.30pm only.
A2	Mo to Sa 8:30am to 6:30pm +	A2 or A1 and A2 "Resident Permit Holders Only"; A2 or A1 and A2 "Resident Permit Holders Only" / Pay and Display"; A2 "Resident Permit holder or Business Permit Holders only"; A2 or A1 and A2 "Pay and Display only" (as shown on pay and display machine plates) between 8.30am and 9.30am and between 5.30pm and 6.30pm.
A3	Mo to Sa 8:30am to 6:30pm +	A3 "Permit Holders Only".
B	Mo to Fr 10am to 6:30pm +	B or B1 "Permit Holders Only"; B1 "Resident 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 Permit Holders Only"; C "Resident Permit Holders Only" / "Pay and Display"; HM (Heatham CPZ) – all permit on Event Days at Twickenham; R (Twickenham Event) – all resident permit on Event Days at Twickenham.
CB	Mo to Sa 8am to 6:30pm + (Mo to Su 8am to 9:30pm Byfeld Gardens only)	CB "Resident Permit Holders Only"; CB "Resident Permit Holders Only" / "Pay and Display"; CB "Permit Holders Only"; CB / B1 Resident Permit Holders Only".
CB*	B1 Mo to Fr 10am to noon + CB Mo to Sa 8am to 6:30pm +	B1 "Resident Permit Holders Only"; B1 "Permit Holders Only"; B1 "Resident Permit Holders Only" / "Pay and Display"; CB "Resident Permit Holders Only"; CB "Permit Holders Only"; CB "Resident Permit Holders Only" / "Pay and Display".
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 +	D "Resident Permit Holders Only"; D "Resident or Business Permit Holders Only"; D "Resident Permit Holders Only" / "Pay and Display"; D "Resident or Business Permit Holders Only" / "Pay and Display"; Holly Road Car Park, Twickenham.
E	Mo to Fr 8:30am to 10:30am +	E "Permit Holders Only".

Zone	Zone hours	Bays where parking permits are valid
ES	Mo to Fr 10am to noon +	ES "Resident Permit Holders Only"; ES "Permit Holders Only"; ES "Permit Holders Only" / "Pay and Display".
F	Mo to Fr 10am to 4:30pm +	F "Resident Permit Holders Only"; F "Resident or Business Permit Holders Only".
G	Mo to Fr 10am to 4:30pm +	G "Resident Permit Holders Only"; G "Resident Permit Holders Only" / "Parking voucher".
H	Mo to Su 8:30am to 6:30pm +	H "Permit Holders Only"; H "Permit Holders Only" / "Pay and Display".
HM	Mo to Sa 9am to 6:30pm +	HM "Resident Permit Holders Only"; C (Cole Park CPZ) – all permit on Event Days at Twickenham; R (Twickenham Event) – all resident permit on Event Days at Twickenham.
J	Mo to Fr 10am to 2pm +	J "Resident Permit Holders Only"; J "Resident Permit Holders Only" / "Parking voucher".
KA	Mo to Fr 10am to noon +	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 "Resident Permit Holders Only"; M "Permit Holders Only"; M "Resident Permit Holders Only" / "1 Hour No Return Within 1 Hour".
M1	Mo to Su 8:30am to 6:30pm +	M1 "Resident Permit Holders Only".
N	Mo to Sa 10am to 4:30pm +	N "Resident 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 "Resident Permit Holders Only"; S "Permit Holders Only" / "Pay and Display"; S "Permit Holders Only" / "Parking voucher". Permits are NOT valid for use in S1 "Resident Permit Holders Only" or S1 "Permit Holders Only" / "Parking voucher".
S1	Mo to Su 10am to 4:30pm between 01/04 and 31/10; Mo to Fr 10am to 4:30pm between 01/11 and 31/03	S and S1 "Resident Permit Holders Only"; S and S1 "Permit Holders Only" / "Parking voucher"; S "Permit Holders Only" / "Pay and Display".
S2	Mo to Fr 10am to 4:30pm +	S2 "Resident Permit Holders Only"
S3	Mo to Fr 10am to noon +	S3 "Resident Permit Holders Only"; S3 "Resident Permit Holders Only / 1 Hour Free"; S3 "Resident Permit Holders Only / Pay and Display".
SF	Mo to Fr 10am to 4:30pm +	S or F "Resident Permit Holders Only"; S "Permit Holders Only" / "Pay and Display"; S "Permit Holders Only" / "Parking voucher"; F "Resident or Business Permit Holders Only". Permits are NOT valid for use in S1 "Resident Permit Holders Only" or S1 "Permit Holders Only" / "Parking voucher".
SH	Mo to Fr 10am to 4:30pm +	SH "Permit Holders Only"; SH "Permit Holder / Pay and Display"; SH "Permit Holder / Pay by Phone".
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, 10am to 4:30pm + Waldegrave Road only)	T "Resident Permit Holders Only"; T "Permit Holders Only".
T1	Mo to Fr, 10am to 4:30pm +	T1 "Permit Holders Only".
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 Holder 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 +	X "Resident Permit Holders Only"; X "Resident or Business Permit Holders Only"; X "Resident or Business Permit Holders Only" / "Pay and Display"; X "Pay and Display" (as shown on pay and display machine plates) between 8.30am and 9.30am and between 5.30pm and 6.30pm only.
X1	Mo to Sa 8:30am to 12:30pm +	X1 "Permit Holders Only".
Z1	Mo to Sa 8:30am to 6:30pm +	Z1 "Resident Permit Holders Only".
Z2	Mo to Su 8:30am to 6:30pm +	Z2 "Resident Permit Holders Only".
Z3	Mo to Su 8am to 9:30pm	Z3 "Resident Permit Holders Only"; Z3 "Resident Permit Holders Only / Pay and Display".
Z4	Mo to Fr 10:30am to 2:30pm +	Z4 "Resident Permit Holders Only".
Z5	Mo to Su 8:30am to 6:30pm +	Z5 "Resident Permit Holders Only"; Z5 "Resident Permit Holders Only" / "Pay and Display".

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