

Scratch Card Resident Visitor Parking Permits Guidance Notes - Keep for Your Records



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

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Eligibility

Your address

To qualify for scratch card resident visitor parking permits your address as given on your application form must

- Not already have a current resident pay by phone resident visitor parking account, or more than the permitted scratch card resident visitor parking permits
- 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 each week living and sleeping at the premises. Having an office, shop or hotel in the zone does **not** entitle you to resident visitor parking
- Not have a restriction on the issue of resident visitor parking as a result of a planning agreement under Section 106 of the Town and Country Planning Act 1990 as amended.

Period and number of resident visitor parking permits

Each household is allowed a total of 120 permits, equal to 12 books, within any 12 month period.

This means that once 12 months has passed from the date of purchase of a book of permits, the household may purchase a replacement book, irrespective of whether the previous permits have been used.

Up to 6 books can be purchased in a single application.

If you need more than the 12 book allowance or want to apply for more than 6 books at a time, for example if you are having a special event, then you can request these by contacting the Council. Use the details under **More information** giving your reasons and the number of books needed. Your request will be considered against the parking availability in your area and you will be contacted.

Parking for traders can be arranged using the separate Traders parking application form. This will not affect your household allowance.

Over 60's discount

If you are over 60 and can provide proof of age then you will be entitled to a 50% discount on the normal price of scratch card resident visitor parking permits.

Your visitor's 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.

How to apply

All applications must be completed and **signed** and submitted with copies of your proofs (where needed). Unsigned forms or those without proofs (where needed) will not be processed. **Purchasing scratch card resident visitor parking permits automatically prevents a household from having a pay by phone resident visitor parking account.** Post to

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 are applying for or have been granted scratch card resident visitor parking permits, that you are entitled to them, 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 can prove your age if you are claiming the 50% over 60's discount.

Although we may not ask for proofs on application or renewal, the Council may request proofs at any time. If you cannot prove continued eligibility then the Council will invalidate your scratch card resident visitor parking permits.

Parking duration and cost

Resident visitor parking permits are sold in books of 10 at a cost of

Zones A1 and A2: £30 per book, or £15 with over 60's discount

All other zones: £15, or £7.50 with over 60's discount

Each permit will enable your visitor to park in your zone as below

Zone	Duration
A1 – Richmond Town and A2 – Richmond Hill	1 permit is valid for one half day
A3 – South East Richmond; B – Hammersmith Bridge; C – Cole Park; CB – Central Barnes; CR – South West Twickenham; D – Central Twickenham; F – East Twickenham; G – The Alberts; H – Hampton Court; HM – Heatham Area; KC – North Kew; KS – Kingsway; N – North-East Richmond; M1 – Vicarage Road; S – St Margarets South; S1 – Orleans; S2 – St Margarets North; SH – Strawberry Hill; SH/WT – Strawberry Hill/West Twickenham; T – Teddington (Waldegrave Road only); T1 – North Teddington; WR – Witton Road; WT – West Twickenham; X – Hampton Wick; Z1 – Ellera Road; Z2 – Ferry Road; Z3 – Bracken Gardens; Z5 – First Cross Road	1 permit is valid for one half day
B1 – North Barnes; B2 – White Hart Lane South; E – South Twickenham; ES – East Sheen; J – Townshend; KA – Kew; KB – South Kew; M – Mortlake; S3 – St Margarets Riverside; T – Teddington; WC – Whitton Central; WS – Whitton South; X1 – Broom Park; Z4 – Southfield Gardens	1 permit is valid for one full day

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

Receipts are provided on request.

Failed payments

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

Delivery

Permits will normally be sent to your home address via standard Royal Mail delivery. Alternatively you can opt to have your permits delivered to a library within the borough, or to the Civic Centre in Twickenham for collection in person.

If collecting your permits, you will be notified when your permits are ready for collection. If you opt for notification by email or telephone call then you will need to allow **4 working days** for your permits to be sent from the Parking Permits processing team to your nominated collection point.

You will need to provide proof of your name and address and will be asked to sign a collection confirmation slip.

If you do not collect your permits within 14 days of the notification date, then they will be automatically posted to your home address by the Parking Permits processing team via standard Royal Mail delivery.

How to use resident visitor parking permits

To use a permit your visitor will need to validate it by scratching out one each of the Date, Month and Period. The vehicle registration number for the vehicle the permit will be displayed on will need to be entered in the Vehicle Registration Number box on the permit.

The card must be displayed **face up** in the vehicle on the nearside window or dashboard so that it is visible from the outside.

Where the vehicle is to park for more than one period, then multiple validated permits may be displayed side by side so that all details are visible from outside the vehicle.

Cards validated incorrectly, displayed face down or not visible from outside the vehicle may result in the issue of a penalty charge notice to the vehicle.

How to check your remaining household allowance

To check how many scratch card resident visitor parking permits you can purchase, please contact the Council using the details under **More information**. Staff will check your household allocation and advise on any remaining allowance, or when any will become available.

Where to park

A resident visitor parking permit will enable your visitor to park in any vacant on-street resident permit holder's space, or shared use space, during the operational hours of the controlled parking zone. The zone letter(s) and hours of operation are displayed on signs at the entry points to the zone, and in some cases, on signs adjacent to the parking spaces. Parking places are **not** controlled outside of the zones' restricted hours.

Visitors to residents of zones A1 and A2 can **only** park within either of those zones. Visitors to residents of any other zone can park in any zone **except** A1 or A2.

Please see the table of places where permits are valid overleaf. Resident visitor parking permits are not valid in off-street car parks or pay and display bays **except** where otherwise stated by signs at the locations or in the table in

When and where resident visitor 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 visitor's vehicle is to remain in the same bay for a number of days then you should check daily for any suspension notices.

Change of address

If you change address then you will need to notify the Council using the 'Change of Address' form, available from the Council using the contact details under **More information**.

Any remaining permits can continue to be used in zones for which they are valid or can be returned to the Council for a refund, see **Refunds**.

If you fail to notify the Council of a change of address then the new householders may not be eligible for resident visitor parking.

Renewing

Permits cannot be renewed as they have no expiry date.

Refunds

If you need a refund for unused permits, then you can do so by completing the 'Application for a Parking Permit Refund' form available from the Council using the contact details under **More information**.

To cover the administration of refunding permits you will receive half of the sale price of each returned card i.e., £1.50 for every card sold at £3.00, 75 pence for every card sold at £1.50, and 38 pence for every card sold at 75 pence.

Refunds may be issued in one of the following ways

- If the permits were originally paid for online by card 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.

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 resident visitor parking, 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 resident visitor parking permit

It is an offence to park in a resident's bay without having a valid resident visitor parking permit even if an application for such 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 resident visitor parking permits can be used

This table provides information on what hours your visitors will need to pay for parking, and what types of bay resident visitor 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".
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".
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

Zone	Zone hours	Bays where parking permits are valid
		"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 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 +	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