

GREENWICH COUNCIL CONTROLLED PARKING ZONES

Residents, Business and Visitors Parking

Applications for Permits and Vouchers

GENERAL GUIDANCE NOTES

These Guidance Notes tell you how to obtain and use permits and visitor vouchers for Controlled Parking Zones (CPZs) in Greenwich Borough. Please read them carefully before completing the application forms and retain them for future reference. They are intended to answer any questions you may have and reduce delays in processing applications.

(N.B. Do not send original documents, photocopies of all supporting documentation are acceptable.)

I. WHO IS ENTITLED TO A PERMIT?

Resident Permits

To qualify for a resident parking permit, the address shown on Part I of the application form must be your 'usual place of abode'. The relevant Greenwich (Parking Places) Traffic Order defines a "resident" as a person whose usual place of abode is at premises the postal address of which is specified in Schedule 2 (of the order) i.e. A road or street within the Controlled Parking Zone boundary. You must normally spend at least 4 days each week living and sleeping at the premises in the zone; just owning a property in the zone does **NOT** entitle you to a Resident's Parking Permit.

Every resident owner/driver is entitled to receive one resident permit for one vehicle at the basic residential charge. If an individual resident has two or more cars, you may be able to apply for additional resident permits at a higher charge in some zones. Alternatively, at no extra cost, both registration numbers can be stated on the initial permit although it can only be used on one vehicle at a time. See the enclosed Schedule for the charges applicable to your CPZ. Note that Resident Permits are **not** transferable between vehicles.

Business Permits

Businesses with a registered address inside the CPZ can purchase up to ten Business Permits for vehicles essential to the operation of the business. Permits bearing the name of the business can be transferred from one vehicle to another so are suitable for businesses that service different clients daily or use different vehicles on different days. **Permits which bear a name instead of a registration number will not be eligible for a duplicate permit at the discounted charge if the permit is lost, stolen or destroyed.** Alternatively business permits may be issued to specific vehicles but these are not transferable.

To qualify for a business parking permit, the address shown on Part I of the application form must be your 'usual business abode'. The relevant Greenwich (Parking Places) Traffic Order defines a "business user" as a person nominated by a business which occupies premises the postal address of which is specified in Schedule 2 (of the order) i.e. A road or street within the Controlled Parking Zone boundary; and who uses such premises for non-residential purposes. **Business permits are not available to employees to facilitate on-street staff parking at the place of business.** Business Permits may only be purchased for vehicles that are used in the day-to-day running of the business.

2. WHICH VEHICLES DO I NEED A PERMIT FOR?

Residents or businesses that keep and use the following types of vehicles may apply for a permit:

- Motorcars. (subject to a height limit of 3.0 metres and a width limit of 1.95 metres)
- Goods vehicles (subject to a height limit of 3.0 metres and a width limit of 1.95 metres).
- Motor cycles with a sidecar attached.
- Invalid carriages.

Note: Solo motorcycles may park in the permit bays and do not require a permit to park in these bays.

3. HOW DO I APPLY FOR A PERMIT? (To help the Council in providing you with your permit when you require it, please send your completed application form to arrive at least three weeks before the day it needs to be displayed)

Applications should be made by post, enclosing photocopies of relevant documents (see below).

Alternatively you can bring your documents to Riverside Centre, Riverside House, Woolwich High Street, Woolwich SE18 8BU or the Eltham Centre, 2 Archery Road, Eltham SE9 1HA between 9.00am and 5.00pm Monday to Thursday, 9.00am and 4.30pm Friday. However, due to the number of permits being renewed, the Council regrets that it is unable to issue any renewal permits at the service centres. Permits will be posted to applicants. If you have just moved into the Borough, special arrangements may be possible so that your permit can be produced while you wait.

Resident Permits

To apply for a Resident Permit, please fill-out the form Application for a Resident Parking Permit, completing all sections. To be eligible you must produce:

- Proof of residency:** (Documents must be issued within the last 3 months) such as a public utility bill, council tax statement or bank statement. (Post photocopies only please). For new residents, a tenancy agreement or solicitors letter confirming completion are acceptable. **Driving licences are not accepted.**
- Proof of vehicle ownership:** such as a Vehicle Registration Document, Certificate of Motor Insurance, hire/leasing agreement, a letter from an employer (if the vehicle is a company car), or insurance cover note if the vehicle has recently been purchased (post photocopies only please). Vehicle Registration Number must be shown on any document submitted as proof of ownership.

Business Permits (not applicable in every zone, see enclosed schedule)

To apply for a Business Permit, please fill-out the form, Application for a Business Parking Permit, completing all sections. To be eligible you must produce:

- Proof of registered business address:** (Documents must be issued within the last 3 months) such as Council Business Rates form, recent public utility bill, or other official correspondence e.g. with Inland Revenue etc. – (post photocopies only please).
- For specific vehicles** - proof of vehicle ownership: such as a Vehicle Registration Document, hire/leasing agreement or an insurance document vehicle registration number must be shown (post photocopies only please).
- For permits with name of business only:** a list of vehicle registration numbers (if known).
- Payment will only be accepted by Company Cheque or Company Card. Employees personal cheques/cards will not be accepted.

When are Visitor Vouchers needed?

To exempt visitors' vehicles from on-street parking controls, visitor vouchers should be displayed on vehicles parked in permit bays within controlled parking zones during the operative hours of the CPZ. Four hourly visitor vouchers are only available in all day zones.

How do I obtain Resident Visitor Vouchers?

Visitor vouchers can be purchased by telephone from the Council's Contact Centre on 020 8921 4339 or in an emergency in person at the Riverside Centre, Riverside House, Woolwich High Street, Woolwich, SE18 6BU or the Eltham Centre, 2 Archery Road, Eltham SE9 1HA.

If you wish to pay by cheque, please complete and submit the form "Application for Resident Visitor Vouchers". This should be sent to the address given on the form.

How must Resident Visitor Vouchers be used?

Visitor Vouchers issued to residents may be passed on to resident's personal visitors only. It is an offence to sell them for more than their face value. They are serial numbered so the Council can trace them. **Any person found to have sold vouchers unlawfully will be disallowed further issue and may be prosecuted. In addition, any vehicle observed displaying a voucher, which has been acquired unlawfully, will be issued a Penalty Charge Notice.**

What about Visitors to Non-residential Premises? (not applicable in every zone)

Visitor Vouchers are available to non-residential premises in some CPZs. Payment for these can be made by a business cheque, business card or cash.

5. DISPLAYING PERMITS AND VOUCHERS

Resident and Business permits should be fixed on the nearside of the vehicle windscreen with the permit facing upwards. Visitor vouchers (which are non-adhesive) should be placed on top of the dashboard to be visible from outside the vehicle. The user must validate a voucher by scratching off only the correct day, date and month (and time in hours and minutes of arrival on 4-hour vouchers). **If a Civil Enforcement Officer (CEO) cannot read all the details on a permit or voucher, a penalty charge notice (PCN) may be issued.**

PAYMENT: can be made by cheque or postal order payable to Greenwich Council, or by debit cards and credit cards.

GREENWICH COUNCIL CONTROLLED PARKING ZONES ANSWERS TO FREQUENTLY ASKED QUESTIONS

Q1. Where will my permit or visitor voucher let me park?

Permits and visitor vouchers allow preferential parking and/or exemption from certain parking place controls during the operative hours of the controlled parking zone (CPZ) stated on the permit/voucher, but not in other CPZs in Greenwich or elsewhere. Vehicles displaying valid permits/vouchers may park during restricted hours in bays specifically designated and signed.

A permit/voucher **does not allow parking** in the following locations during the operative hours:

- ! On yellow lines
- ! In a suspended bay
- ! Without payment in a coin operated meter bay
- ! Without payment in a pay-and-display bay with no signed permit exemption
- ! For more than the permitted period in a limited waiting bay with no signed permit exemption
- ! Without payment in an off-street car park
- ! In a bay specifically designated and signed for the disabled

Q2. What about Disabled Drivers?

Disabled drivers who hold a blue badge are entitled to a **free** Resident Permit subject to the usual proof of residency, vehicle ownership and a copy of both sides of the blue badge. Please complete the form Application for a Resident Parking Permit. If your circumstances change and the badge is no longer valid, the free Resident Permit must be returned to the Council. Blue badges themselves are not valid in a resident permit bay.

Q3. What if I need a carer?

If you need regular daily care, you can receive a **free** Carer Permit, which you retain, for use by the carer. To apply for a Carers permit an application form should be completed. This needs to be signed by either the GP or Care Manager and returned with proof of residency. To obtain a Carers application form either visit www.greenwich.gov.uk or call 020 8921 4339.

Q4. What if I employ a Nanny?

If you employ a Nanny you may apply for a Nanny permit. To be eligible, you must supply documented proof i.e. contract of employment and a completed Nanny application form, which **must be completed by the resident**. To obtain a Nanny application form either visit www.greenwich.gov.uk or call 020 8921 4339.

Q5. What if I have work done on my property?

If you require a tradesman to carry out work at your premises then you may apply for a Tradesman Permit by completing an application form available by visiting www.greenwich.gov.uk or telephoning Parking Services on **020 8921 4339**. The application will be accepted only from the household or business premises, not from the tradesman. A maximum of two permits per premises will be allowed and issued for 6 weeks at a time. Extensions will be at the Council's discretion.

Q6. What if I need a courtesy or a hire car?

If you are given a courtesy car while your own vehicle is being serviced/repaired or a hire car, you have three options. 1. You can bring your permit to either of the Council's Service Centres where the registration number of your courtesy car can be added to your existing permit. 2. You can purchase a "TEMPORARY PERMIT". Visit www.greenwich.gov.uk or telephone Parking Services immediately on **020 8921 4339** for a TEMPORARY PERMIT application form which should be completed and returned as soon as possible, by hand/post or by fax (**020 8855 7622**). Documentary evidence, identifying you, the resident, as the driver of the hired/loaned vehicle will be required for both these options. Until you receive your temporary permit, you will need to make alternative parking arrangements. 3. You could display visitor vouchers in the courtesy or hire car.

Q7. Are resident permits transferable between vehicles?

If the permit is issued for use with a specified vehicle(s) then each permit will bear the registration number of the vehicle for which the permit is purchased. These permits are not transferable to other vehicles. However, see below for details when changing a vehicle (Q9). If you own or drive two vehicles, both registration numbers can be shown on the permit subject to respective proofs of the vehicles.

Q8. Are business and/or tradesman permits transferable between vehicles?

Permits issued to businesses or tradesmen need not show the registration number. Instead, the permit may show the name of the business or in the case of a tradesman, state 'Various' as this allows the permit to be used in different vehicles. Business permits which bear a name instead of a vehicle registration number will not be eligible to obtain a duplicate permit at the discounted rate if the permit is lost, stolen or destroyed.

Q9. What if I change my vehicle?

You should ring the Council's Contact Centre on **020 8921 4339** immediately to advise that you have changed your vehicle (or intend to do so). The permit has a scratch-off panel with the words NOT VALID IF REMOVED which, when scratched-off, reveals the words TEMPORARY VALID FOR 14 DAYS. You will be asked to scratch-off the panel and display this permit in the new vehicle. You must then obtain a change of vehicle form either by visiting www.greenwich.gov.uk or requesting a form by telephone. The form should be completed and returned **within 7 days**, along with a photocopy of your new vehicle registration documents or insurance cover note for the new car. (Failure to do so may result in a Penalty Charge Notice being issued to your vehicle.) The Council will send you a new permit free of charge with the same expiry date as for your old permit, on receipt of which, you should immediately return the old permit. (Failure to do so may result in your new permit being cancelled). If you have not sold your old vehicle, you must make alternative parking arrangements or display visitor vouchers.

Q10. What if I have to bring a business vehicle home?

If you already hold a permit for a vehicle and you also have to bring a works vehicle home, a business permit can be issued. These permits are charged at the full business rate (in zones where the business pay a lower price for the first permit the higher price will apply). A letter from the employer confirming you as an authorised driver will be required with the business application form.

Q11. What if my permit is lost or stolen?

Please visit www.greenwich.gov.uk or ring the Council's contact centre immediately on 020 8921 4339 to obtain a new application form. There may be a short delay re-issuing your permit, during which time you must make alternative parking arrangements or display visitor vouchers. An administration charge will be made.

Q12. What if I need to hire a skip?

Before a skip can be placed lawfully anywhere on the public highway, a skip license must be obtained, for which there is a charge. Please ring the Council on **020 8921 6204**.

If you require a parking bay to be suspended for a builder's skip, there is an extra charge to cover the cost of erecting suspension signs and enforcing the suspension. Parking Services requires seven days notice and full payment before a bay suspension can be arranged. Please ring **020 8921 4339**.

However, if you, as the resident/business are prepared to accept the risk that a parking space/bay may not be available when and where you require then a bay suspension is not required. The Council is unable to remove vehicles parked in a suspended bay.

Q13. Can I get a refund on my permit?

Refunds on permits are only given where the operational hours of the zone exceed three hours and there is at least two whole months un-expired on the permit. They will be granted when the permit is returned to Parking Services, Crown Building, 48 Woolwich New Road, Woolwich, SE18 6HQ.

A small administration charge will be made.

Q14. Will the Council send me a renewal reminder before my permit expires?

The Council will endeavour to issue permit renewal reminders at least 61 days before the expiry date of your existing permit(s). However, for reasons beyond the Council's control, this may not be possible. It is, therefore, and as stated on the reverse of your permit, **'The responsibility for applying for a permit rests with the holder'**. If you fail to apply for a renewal of your permit(s) and do not obtain it before the expiry of your existing permit, then you must not park in a parking space/bay that requires a valid permit to be displayed.

If you wish to renew a permit that has expired over a month ago you will need to provide proof of residency and vehicle ownership/insurance again.

If you have any other questions about parking matters not answered above, please visit www.greenwich.gov.uk or telephone the Council's contact centre on 020 8921 4339.

If you need language help to understand this document, please ring the Council on 020 7713 0090.



**Greenwich
Council**

Parking Services
Greenwich Council
Strategic Planning
P.O. Box 8607
London SE18 6ZB