



April 2011

Resident Parking Permit Scheme

Your guide to the resident permit scheme



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Parking Services

If you have any questions about Resident parking permits contact:

Customer Service Centre,
The Town Hall Hornton Street,
London W8 7NX

Opening hours for Personal visits

Monday to Friday 8:30am to 5pm

Telephone enquiries

(Monday to Friday, from 8.30am to 5.30pm)

Permits 020 7361 4381

Other parking services 020 7361 3004

E-mail

Permit enquiries residentparking@rbkc.gov.uk

Parking (non permit) enquiries parking@rbkc.gov.uk

Website

www.rbkc.gov.uk/parking

The information we have given was correct when this leaflet was printed. However, parking rules change from time to time so this information is for general guidance only. You must make sure that you understand the parking rules and keep to them at all times.

Contents

Parking permit scheme	1
Why we have a resident parking permit scheme	1
What is a Controlled Parking Zone?	2
Where can I park with a resident parking permit?	3
Where can't I park with a resident parking permit?	4
When can I park with a permit?	5
General rules for using a resident parking permit	6
Reporting fraudulent permit holders	7
About the permit	8
Permit types	8
Vehicle banding explained	9
Supplementary charges	10
Vehicles that are registered abroad	11
Apply for a permit	12
About the application form	12
Where to obtain a form	13
How to apply	13
Avoid disappointment	14
Your existing permit	15
Lost, stolen or destroyed permits	15
Changing your vehicle (both permanently and temporarily)	16
Changing your name or address	17
Returning a permit	17
Additional parking information	18
Parking suspensions	18
Waiting and loading	19
Town Hall car park	20
Penalty charge notices	21
What should I do if I get a Penalty Charge Notice (PCN)?	21
What should I do if my vehicle has been clamped?	23
What should I do if my vehicle has been removed?	24
Questions we are often asked	25
Useful contacts	27

Parking permit scheme



Why we have a resident parking permit scheme

We have a wide variety of people in the Royal Borough of Kensington and Chelsea, and the competing needs of residents, businesses and visitors are ever more demanding on the roads in the borough. To make sure that we continue to improve the quality of life for people who live in the borough, we enforce parking restrictions to:

- improve the safety of our roads for pedestrians and cyclists;
- reduce congestion on the roads;
- improve access for emergency and service vehicles;
- make public transport more efficient;
- reduce the amount of money we have to spend on repairing paving;
- help make our environment cleaner; and
- reduce the number of vehicles that are parked illegally.

What is a Controlled Parking Zone?

A Controlled Parking Zone (CPZ) is an area where all on-street parking therein is controlled. There is a mixture of resident parking bays, pay and display bays and single and double yellow lines in a CPZ.

The hours when this applies are shown on large signs as you enter the zone.

Single yellow line restrictions normally have the same times of control as the controlled parking zone and the sites are therefore not individually signed.

Where any of the parking restrictions apply at different times to the zone hours, then the parking area will display its own individual time plate.

Always check the signs before you park.

Where can I park with a resident parking permit?

If you have a valid resident parking permit, you can park in bays which display the Royal Borough of Kensington and Chelsea resident permit holder only signs.



Motorcycle permit holders can park their motorcycle in bays that display the words "M/C Permits Only".

Combined permit holders can park a motorcycle in both the motorcycle permit and resident permit bays.

The parking spaces vary in length from road to road and are not normally divided into vehicle bays.

Permit holders may park free of charge in a pay and display bay between 8.30am and 9.30am, and between 5.30pm and 6.30pm, Monday to Saturday. This means that you can park in a pay and display bay between 5.30pm and 9.30am the following morning free of charge. If you want to park between 9.30am and 5.30pm, you have to pay the appropriate charges.

You are not allowed to reserve a specific parking bay and having a parking permit does not guarantee that there will be space available for you at any place at any time.

You must always check the signs around the area in which you want to park to make sure that you will not be parked illegally.

Please park your vehicle with consideration to others.

Please note that in car parks there is no free parking for resident permit holders. You must pay at all times.

Boundary roads

Some of the roads that form the boundaries between the Royal Borough and the City of Westminster have special parking restrictions in place. These allow vehicles showing a valid Royal Borough resident permit to park in certain boundary roads within the City of Westminster.

Valid permit holders are also allowed to park on some City of Westminster meter bays on boundary roads for free between 8.30am and 9.30am and 5.30pm and 6.30pm. The information plate on the City of Westminster meter will tell you if this applies.

You should always take extra care when parking on boundary roads to make sure that you are parked in the bays that allow a Royal Borough resident parking permit.

Where can't I park with a resident parking permit?

You must not park in the following circumstances.

- In a residents' parking space without displaying a valid permit during controlled hours
- In a suspended parking bay during controlled hours
- In a pay and display parking bay between 9.30am to 5.30pm, Monday to Saturday, without paying the appropriate fee
- At these Pay and Display bays as follows:
 - Holland Park Avenue between 8am and 10am and between 4pm and 6.30pm Monday to Friday
 - Notting Hill Gate between 8am and 10am and between 4pm and 6.30pm Monday to Friday. On Saturdays between 8am and 10am.
- In an out-of-order pay-and-display bay during controlled hours
- At the same pay-and-display parking place within one hour (or other set time) of leaving a bay

- In a specially-reserved bay, for example, loading place, a disabled persons' bay, personalised disabled bay, car club bay, diplomatic bay, doctors' bay or a taxi rank

To avoid receiving a penalty charge notice, you should check the signs before you park.

You may not use your resident parking permit to park on any other location on the public highway for example:

- At a bus stop or in a bus lane during the hours they are in use
- On a school 'keep clear' marking during prescribed hours
- Pedestrian crossing zigzags
- On a footway, verge or crossover
- In a cycle lane
- Double park your vehicle alongside a vehicle already parked
- On yellow lines when waiting or loading restrictions are in force. One to two yellow lines will be marked on the kerb.

When can I park with a permit?

A valid resident parking permit must be displayed in the vehicle during the following controlled hours:

- Monday to Friday from 8.30am to 6.30pm or 10pm (depending on the area),
- Saturday from 8.30am to 1.30pm or 6.30pm (depending on the area),
- Sundays from 1pm to 5pm in some areas.

Outside of these hours anyone may park in permit parking places. The actual times are shown on the signs at each parking place. Check these signs before 8.30am for suspension notices.

General rules for using a resident parking permit

- You must clearly display your valid resident parking permit on the passenger side of your windscreen or in a disc holder on a motorbike.
- The permit must be fully visible at all times.
- You must park your vehicle so that the wheels are within the white bay markings.
- You must park your solo motorcycle with the front or rear wheel at a 90 degree angle to the kerb edge.
- You must park with consideration to others and leave enough space for them to park too.
- You must not leave a large vehicle in front of somebody's window where it could block light or vision.
- You must not block driveways or garage entrances.
- You should be quiet at night. (In other words, don't slam doors, talk loudly, rev your engine or play your stereo loudly.)
- You should not leave your engine running while you are parked. This will help to cut down on pollution.
- You should not advertise your vehicle by putting a 'for sale' notice in it.
- You cannot park a trailer in a resident parking bay.

It is illegal to:

- park on the pavement;
- sleep in your vehicle;
- sell goods from your vehicle; or
- service or repair your vehicle on the road unless it is an emergency.

Reporting fraudulent permit holders

As you are aware, there is a great deal of pressure on resident parking spaces in the Royal Borough, which is made worse by non-residents getting permits using false information.

We try to make sure that only eligible people hold a current permit, and every effort is made to make it more difficult for fraudulent non-residents to get a permit that they are not entitled to.

If you think that someone is using a resident parking permit they are not entitled to, please call **020 7361 4231**.

We will keep your details confidential.

About the permit

Graduated permit charges are based on the CO₂ emissions or the engine capacity indicated at the time of the vehicle registration.

The fees for resident parking permits are based on CO₂ emissions as a direct response to the growing issue of climate change. By varying resident permit prices, it seeks to support residents who choose a more environmentally friendly car.

Due to the Council's concern about diesel vehicles' impact on local air quality, there is a supplementary charge for diesel fuelled vehicles manufactured prior to January 2011. Although diesel engines tend to be more fuel-efficient than their petrol equivalents and therefore produce less CO₂ per mile, these produce greater quantities of harmful particulates and so a modest surcharge is added.

Any diesel vehicle registered from January 2011 onwards complies with the new Euro V emission standard and is therefore exempt from the diesel surcharge.

There is an extra charge for the second or subsequent permit in a household and it is the responsibility of householders to decide who will be the primary permit holder.

Permit types

We offer **resident parking permits** for 12 months, six months, three months, one month, or weekends only. This permit allows you to park your vehicle in any resident parking permit place.

Motorcycle permits are offered for free for 12 months, six months or three months. With a motorcycle permit you can park your motorcycle in any bay that displays the words "M/C Permits Only".

The **Combined Permit** allows you to park your motorcycle in both resident and motorcycle permit bays in the borough.

Vehicle banding

Refer to your vehicle registration document for the "Date of first registration".

Vehicles registered on or after 1 March 2001 will be detailed with the "CO₂ (g/km)" emissions rating. Refer to table A below to find your vehicle band.

Vehicles registered before 1 March 2001 will be detailed with the size or cylinder capacity (cc) of the engine. Refer to table B below to find your vehicle band.

A. Vehicles registered from 1 March 2001 (emission ratings)

Band 1 – up to 100g/km

Band 2 – 101-120g/km

Band 3 – 121-150g/km

Band 4 – 151-165g/km

Band 5 – 166-185g/km

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

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

Electric vehicles are classed as **Band 1**

B. Vehicles registered before March 2001 (engine capacity)

Engine size not over 1549cc

Engine size over 1549cc

You will need to provide your vehicle registration document (VRC DVLA form V5) as proof of either your vehicle emissions or as proof of the vehicles engine capacity, depending on the "date of first registration".

If you cannot provide proof of vehicle emissions or engine capacity, we can issue you with a one month permit to give you time to obtain the relevant documentation. This amount will be off-set against the balance of the annual charge when you provide the necessary proof.

If the vehicle is a company or hire car, you will need to provide a letter from the company confirming either the vehicle emissions or the vehicle engine capacity, depending on the "date of first registration".

Supplementary Charges (non-refundable)

Diesel

If you are applying for a permit for a diesel fuelled vehicle manufactured before January 2011 you will be liable to pay a supplementary charge. There is no surcharge for diesel vehicles registered from January 2011

Second or subsequent permit holder in a household

If you are applying for a permit and you are the second or subsequent permit holder in your household there will be a supplementary charge applied to the price of your permit.

It is the responsibility of all householders to determine who will be the primary permit holder and who will be the second or subsequent permit holder.

The current fees for the above type of permits are listed in the resident permit application form.

Vehicles that are registered abroad

If you have a vehicle that is registered abroad and you have just moved into the country we will give you a permit (as long as we see the vehicle registration certificate showing your name) for six months, during which time the vehicle must be registered with the DVLA.

We will not issue permits to foreign registered vehicles under any other circumstances.

Registration takes approximately two to three weeks and you can get details by calling the DVLA office on **0870 850 0007**.

We only issue resident parking permits to people who live in the Royal Borough. Anyone who claims to be exempt from the DVLA regulations will not be eligible for a resident parking permit.

Apply for a permit

Residents are responsible for applying in time for a permit to park a vehicle in the resident permit bays.

About the application form

- If you are an existing permit holder, we will normally send you a reminder about a month before your current permit runs out. You are responsible for applying for a new permit before your current permit runs out.

Some residents who are eligible will be offered the opportunity to renew their permit online. However this option is not available to everyone at this time.

- If you are a first time applicant you will need to complete an application form and provide the necessary documents.

Owners and occupiers of permit-free developments are not eligible to apply for a resident's parking permit. Where a binding legal agreement has been signed and the property registered as a "permit free development" on the official title to the property, the agreement runs with the land in perpetuity.

You are recommended to contact the Customer Service Centre to determine whether the property you own or occupy is a "permit free development" and therefore subject to this restriction.

Properties in private roads such as The Billings are not eligible for resident permits.

The application form is provided with a guide to explain what you need to know to apply for a permit. It contains the following extra information:

- How to make your application
- Permit types, vehicle banding and charges
- Who qualifies for a permit?
- Documents needed

Proof of residency

Proof of vehicle ownership and driving licence

- Your existing permit
- Declaration

Where to obtain the application form

The application form and the guide can be downloaded from our website or picked up from the Customer Service Centre or you can phone us on **020 7361 4381** to send it to you by post.

How to apply for a permit

- Complete the residents' parking permit application form
- Obtain the necessary documents indicated in the form
- Apply for a permit by post, in person or via the night safe as described in the form.
- Once your application and payment is approved, we will issue your permit.

Avoid disappointment

As long as you fill in your application form, provide documents where necessary and return it to us quickly, you should get your permit in time.

If there is a delay and your existing permit expires, you should park your vehicle legally.

You may be liable to receive a penalty charge notice if you leave your vehicle parked in a resident parking bay without displaying a valid permit. In some circumstances your vehicle may be clamped or removed.

Your existing permit

Lost, stolen or destroyed permits

Lost

If the permit has been lost, we will cancel the original and charge a non-refundable £25 administration fee (or £6 for the combined permit) for a replacement for the same vehicle.

If you need a replacement permit for a different vehicle you will have to pay the administration fee as well as the cost of a new permit. We do not take into account how long your original permit still had left. You will need to fill in a resident permit application form.

Stolen

If the permit has been stolen, we will cancel the original and issue another for you. If you have a crime reference number, we will charge you a £10 administration fee (or £6 for the combined permit) for a replacement.

If you do not have a crime reference number, there is a £25 administration fee (or £6 for the combined permit) as well as the cost of a new permit. We do not take into account how long your original permit still had left. You will need to fill in a resident permit application form.

Destroyed

If the permit has been destroyed, we will cancel the original and issue another for you for the same vehicle. We will charge a £25 administration fee (or £6 for the combined permit). You will need to fill in a resident permit application form.

Please note that administration fees are non-refundable.

There is no fee to issue or replace a motorcycle only permit.

Changing your vehicle (both permanently and temporarily)

Permanently

If you have changed your vehicle, you must not alter your existing permit. You must fill in a resident permit form and return your current permit, together with proof of the new vehicle details and your address and must produce your driving licence.

We will only accept an invoice or bill of sale if you have very recently changed your vehicle. This must show your name (or that of your company) and the new vehicle registration number.

Until you have a valid parking permit displayed in the window of your vehicle, you cannot use a resident parking bay.

We will not charge you for a new permit if you return your original permit to us. We will issue a permit for three months which will give you enough time to produce the proof we need to see when the permit runs out.

Temporarily

We do not give permits to borrowed vehicles except when your vehicle is off the road because of an accident or major repair, or if it has been stolen. In these cases, we will give you a one month permit for a temporary replacement vehicle that is not registered in your name. You must fill in a resident permit form and produce your original permit and driving licence with one of the following forms of proof:

- A letter from the garage or insurance company to confirm the damage or major repair, and the dates that you are using a courtesy vehicle.
- The vehicle registration document for the replacement or borrowed vehicle, and a letter from the owner saying that you will be the only person using that vehicle.

You must display both the temporary permit and your normal permit in the temporary vehicle.

Changing your name or address

Name

If you change your name while your permit is still valid, you can continue to use the permit, but you need to let us know so that we can update our records. You must produce proof, for example, a copy of your marriage certificate, deed poll or decree nisi divorce certificate. You need to fill in a resident permit form to let us know your new name.

Address

If you change your address in the borough while your permit is still valid, you can continue to use the same permit, but you need to let us know immediately so that we can update our records and send your permit application form to the correct address. You need to fill in a resident permit form and produce one proof of your new address

Returning a permit

If you no longer need your permit, or are no longer eligible for a permit, you must return it to us. We will send you a refund within 28 days. If you do not return the permit, you will be breaking the rules of the Resident Parking Scheme and committing an offence.

If we have to ask you to return the permit, you will not receive a refund. We will not give you a refund for a one month permit, or if the refund is less than five pounds. Supplementary charges for diesel vehicles or subsequent permits are not refundable.

Additional parking information

Parking suspensions

We may have to suspend resident parking bays for a number of reasons, for example, for roadworks or large delivery vehicles. If we do this, we will normally give you three days' notice (unless it is an emergency).

The suspension will begin from 8.30am and you will not be able to park in the bay or bays that are affected. When this happens, we will put up a parking suspension sign on a lamppost or street sign telling you when the suspension starts and ends.

We will post suspension warning signs on the nearest resident parking post to the bay where the suspension will take place. Whilst we aim to place warning signs within 30 metres, this is not always possible (and is not a legal requirement).

We will also try to telephone residents between 7am and 8.30am to alert them that their vehicle is parked in a suspended bay and at risk of being removed unless it is moved to another parking space.

There is, however, no guarantee that all residents will be successfully contacted. This service is not intended to replace the need for residents to check daily that their vehicle is not parked in a suspended bay.

Please remember it is your responsibility to check your vehicle daily before 8.30am to make sure parking is not suspended. If you cannot check, for example, because you are away on holiday or business, you should arrange for someone else to check and, if necessary, move your vehicle.

You can sign up online to receive suspension email alerts, visit www.rbkc.gov.uk/myrbkc to register. Or alternatively you can search online for suspensions in a road, visit www.rbkc.gov.uk/Parking/suspensionsearch.asp

To avoid receiving a penalty charge notice, you should check the sign(s) for the bay before you park.

Waiting and loading

Single or double yellow lines on the road, yellow kerb markings and road signs show waiting and loading restrictions.

Waiting restrictions are shown by single or double yellow lines and mean that you can stop to drop someone off or to load or unload heavy or bulky goods for up to 40 minutes. Double yellow lines are enforced 24 hours a day, 365 days a year, and single yellow lines are enforced from Monday to Saturday. The hours of enforcement will only be shown on a nearby yellow time plate, if they are different from the CPZ hours.

Loading restrictions are shown by yellow kerb markings and the hours of enforcement will be shown on a nearby white time plate. You cannot stop when a loading restriction is in force, except to allow a passenger to get into or out of the vehicle.

You are allowed to load or unload heavy or bulky goods for up to 20 minutes on a resident permit bay or a pay and display bay during the controlled zone hours. The loading must be taking place continuously, or the vehicle will be liable for a Penalty Charge Notice as it will be considered to be parked illegally.

Yellow line restrictions on Bank and public holidays

Yellow line restrictions **do** apply on both bank and public holidays with the exception of Easter Sunday and Christmas Day.

On bank and public holidays, pay and display parking is free and restrictions do not apply to resident permit bay parking.



Town Hall car park

The Hornton Street car park is situated under the Kensington Town Hall with 450 parking spaces and is staffed 24 hours a day, seven days a week.

If you are going away on holiday or any other trip for more than a few days and leave your vehicle in a parking bay on-street it is possible that the bay may be suspended. If this happens your vehicle could be issued with a Penalty Charge Notice and possibly removed to the Car Pound.

To avoid this you could park your vehicle off-street in the Town Hall car Park.

We offer people who have a parking permit a minimum rate of £42 (one weeks stay) and £6 per day beyond the first week.

For more information, please call the car park directly on **020 7937 7040**.

Penalty charge notices



What should I do if I get a Penalty Charge Notice (PCN)?

The penalty for parking illegally is £130 for a serious contravention or £80 for a lesser contravention. If you pay the charge within 14 days, you will qualify for a 50 percent reduction.

You can pay by cheque or postal order by post to:

RB Kensington and Chelsea,
RBKC, PO Box 4294,
Worthing, BN13 1WW.

By credit or debit card over the phone on:

24 Hour automated phone: **020 7795 8888**

or **020 7361 3004** Monday to Friday – 8.30am to 5.30pm

In person at:

Customer Service Centre,
The Town Hall, Hornton Street,
London W8 7NX

Monday to Friday – 8.30am to 5pm

If you have received a Penalty Charge Notice which you feel is unfair, you can challenge it, within the first 14 days of receiving a notice, by writing to:

RBKC, PO Box 4294, Worthing, BN13 1WW.

If you do not pay the PCN within 28 days, you will receive a document called a 'Notice to Owner' explaining how to make a formal representation, or pay the full penalty charge (see page 21).

If we reject your formal representation and we decide the PCN was valid and you disagree, you can appeal to the Parking and Traffic Appeals Service. An independent adjudicator will then review your case and his or her decision will be final.

If you ignore our notice or the independent adjudicator's decision to uphold a Penalty Charge Notice, the charge will rise by 50 percent and we will deal with this as a debt. This could possibly lead to us passing the debt to bailiffs.

What should I do if my vehicle has been clamped?

If your vehicle is clamped, you will need to pay the release fee of £70 and the applicable Penalty Charge Notice fee (see page 21) to have the clamp removed.



You can pay in the following ways.

By credit or debit card over the phone on:

020 7376 3721 or 020 7376 8402

Monday to Saturday – 8am to 8pm

At any other time, please phone **020 7351 1203**

In person at:

Customer Service Centre,
The Town Hall, Hornton Street,
London W8 7NX.

Opening hours Monday to Friday – 8.30am to 5pm

If we clamp your vehicle and you feel it is unfair, you can make a representation against it after paying the release fees. You can do this within 28 days of receiving the Penalty Charge Notice by writing to:

The Clamp and Removal Team

RBKC, PO Box 4294, Worthing, BN13 1WW.

If we reject your formal representation and we decide that the PCN and clamping was valid and you disagree, you can appeal to the Parking and Traffic Appeals Service. An independent adjudicator will then review your case and his or her decision will be final.

What should I do if my vehicle has been removed?

If you think that we have removed your vehicle, you should phone TRACE on **0845 206 8602**. They will be able to tell you where your vehicle is and the fee you will have to pay to get it back. We take any vehicles we tow away to the vehicle pound in Lots Road.



Once you have provided some proof that you own the vehicle and paid the release fee (£200) and the applicable PCN fee (see page 21), we will return your vehicle to you. This is the least you will pay to get your vehicle back from the car pound, but this could increase if you have to pay storage charges which are £40 a day.

You can pay in person by cash, cheque or postal order, or by credit or debit card, at:

Lots Road Car Pound
63 Lots Road, London, SW10.

Opening hours: 24 hours a day,
every day of the year (including Christmas Day).

If we remove your vehicle and you feel it is unfair, you can make a representation against it after paying the release fees. You can do this by writing to the Clamp and Removal address above, within 28 days of receiving the Penalty Charge Notice.

If we reject your formal representation and we decide that the PCN and removing of your vehicle was valid and you disagree, you can appeal to the Parking and Traffic Appeals Service. An independent adjudicator will then review your case and his or her decision will be final.

Questions we are often asked

Why can't I park outside my own home when I want?

In recent years there has been a large increase in the number of vehicles on roads in the borough, and we have to meet the competing interests of residents, businesses and visitors with the limited parking space we have available. We have approximately 28,000 parking bays for residents throughout the borough, but unfortunately we cannot guarantee that these will be outside your home or available at any time during the day.

Can I apply for a resident parking permit through the post?

Yes, you can apply for a resident parking permit through the post.

There have been concerns about sending original documents through the post when applying for a resident parking permit. We have systems to protect the application form and original documents we receive. We aim to process applications within ten days so that you will not be without your documents for any longer than is necessary.

Do Civil Enforcement Officers get commission on the amount of tickets they issue?

They do not get commission and they do not have targets to meet.

Can I leave my vehicle without a resident parking permit in a resident parking bay if I am in the process of renewing my permit?

If you park your vehicle in a resident parking bay during controlled hours, without a valid permit, you are likely to receive a Penalty Charge Notice.

You should never leave your vehicle parked in a resident parking bay without a valid permit, even if you are in the process of renewing your permit.

My vehicle has been taken to the pound as it was parked in a suspended parking bay. I thought that you would phone me to warn me that my vehicle was parked in a suspended bay?

We do operate a courtesy-call system that automatically phones residents if their vehicles are seen parked in a suspended bay. We try to contact residents who are parked in a suspended bay at around 8.20am in the morning to let them know that they must remove their vehicle. We try to contact as many residents as we can, but this is not always possible.

The courtesy-call system is not meant to replace the need for residents to check their vehicle daily before 8.30am to make sure parking is not suspended.

You can also sign up online to receive suspension email alerts, visit **www.rbkc.gov.uk/myrbkc** to register. Or alternatively you can search online for suspensions in a road, visit www.rbkc.gov.uk/Parking/suspensionsearch.asp.

You are responsible for parking the vehicle in accordance with the conditions set out for permit holders.

It is important that you read and understand the instructions and conditions that apply to your permit application.

Where can visitors park?

Pay-and-display parking bays are available throughout the borough to enable visitors to park on street. The charges and maximum parking times during the controlled hours will vary depending on the location of the bay. We do not offer any visitor vouchers.

Visitors may not park in resident bays or on yellow lines (even if they hold a Disabled Blue badge) during controlled hours.

Outside of controlled parking hours you can park in any resident permit bay, pay-and-display bay or on single yellow lines for free.

Where can I park on bank or public holidays?

On bank and public holidays the pay and display bays are free and the resident permit bays are available to everyone. However yellow lines are still enforced on these days (except for Easter Sunday and Christmas Day) so should be avoided by all motorists.

Useful contacts

- If you need to contact the Customer Service Centre, phone **020 7361 3004**.
- To report illegal parking to the Civil Enforcement Officers, phone **020 7938 3591**.
- If you think someone is using a resident parking permit which they are not eligible for, phone **020 7361 4231**.
- To report an abandoned vehicle, phone **020 7341 5284**.
- For help with any Red Route offences, contact your local police station.
- For information about disabled persons' parking badges, phone **020 7361 2390**.
- If you need to contact the DVLA, phone **0870 850 0007**.
- To complain to the Directorate of Environmental Health about noise from vehicles, phone **020 7341 5697**.

Most of the complaints we get are about car alarms. By law, we can break into a car and disconnect its alarm. If we cannot unlock the car, or if we cannot lock it afterwards, we can remove the vehicle and claim our costs back from the owner.



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

www.rbkc.gov.uk/parking
residentparking@rbkc.gov.uk