

Parking on Estates Guide



Housing
Management



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

About this guide

This guide sets out the terms and conditions under which the Council provides estate parking spaces and garages to its tenants, leaseholders and their visitors.

Please retain this document for reference.

More information is contained in the Council's Policy for Parking on RBKC Estates which can be found on the website at www.rbkc.gov.uk

Section 1

Estate parking permits

To qualify for either a resident or housing estate parking permit, you must be a tenant/leaseholder, or a freeholder of the Royal Borough of Kensington and Chelsea, be the main user and registered keeper of a vehicle and be able to drive it legally in the UK.

You may not apply for a permit for someone else or for someone else's vehicle unless you are applying on their behalf for a disabled parking permit (see 'Disability parking permits' section below).

We may withdraw your permit if you knowingly help someone who does not meet the permit eligibility criteria to apply for a permit they are not entitled to, for example, by letting them use your address.

Full terms and conditions are in Section 2 of this guide. You will need to sign your application form to confirm that you have read and understood them.

Properties provided under the New Homes Programme are not eligible for RBKC Estate Parking Permits. Applications for disability parking permits for properties provided under the New Homes Programme will be dealt with by Parking, Transport and Street Services. Residents can apply for a permit via: Accessible.Transport@rbkc.gov.uk

If your vehicle is not registered to your Kensington or Chelsea address, we will send off the change of address details to the DVLA for you and issue you with a temporary permit (if the application is successful). When you receive a fully updated vehicle V5C, you must provide us with a copy before a yearly permit can be issued.

The full list of documents acceptable as proof of residency and vehicle ownership and the price of permits is on the application form as well as on the Council website — www.rbkc.gov.uk/housing/rbkc-resident-information/parking-housing-estates

Disability parking permits

To qualify for a disability parking permit, you will need to complete a disability application form and provide proof:

- **of where you live**
- **that you have a valid purple RBKC disability badge**
- **that you have a Blue Badge**
- **that you are the vehicle's registered keeper (or in the case of vehicles purchased in the last three months, that you are insured to drive the vehicle)**

If you do not have a valid UK licence and are classified as a passenger, then your RBKC purple disability badge should show this and have your designated driver's vehicle's registration number on it.

If you are the main driver of your vehicle, then your purple RBKC disability badge should include your vehicle registration number on it.

We may withdraw your permit if you knowingly help someone who does not meet the permit eligibility criteria to apply for a permit to which they are not entitled, for example, by letting them use your address.

Full terms and conditions are in Section 2 of this guide. You will need to sign your application form to confirm that you have read and understood them.

Multi-registration (multi-reg) permits for visitors

To qualify for a multi-registration permit, which can be used for several vehicles, you must have a demonstrable need for regular visitor parking; for example, carers visiting you to provide personal care support and require parking provision for their vehicles. The multi-reg permit is only issued to RBKC residents and not to care agencies.

It is important to note that only one vehicle can use the multi-reg permit for the duration of any single instance of parking on or at Council-managed properties, blocks, estates etc.

You will need to demonstrate the need for a multi-reg permit and have an independent health care professional verify this in a signed letter that is provided on headed paper, or from an RBKC social services officer, stating that you have regular carer support.

Multi-reg permits are free of charge; however, residents should be aware that these permits are not allocated in respect of dedicated bays; parking is made available on a 'first come, first served' basis.

We ask multi-reg permit holders to be considerate when using the permit and to not use them overnight as there may be residents who pay to park but are unable to do so.

We may withdraw your permit if you knowingly help someone who does not meet the permit eligibility criteria to apply for a permit to which they are not entitled, for example, by letting them use your address.

Permits for hired, leased, or company vehicles

If you are hiring or leasing the vehicle, you will need to provide your contract or lease/hire agreement showing your name, your RBKC Council-managed property address and the name of the lease/hire company.

If you are applying for a permit for a company vehicle, you will need to provide a letter on the company's official letterhead, signed by the company secretary or someone with similar authority, naming you as an employee who has exclusive use of the vehicle.

You will also need to provide the vehicle registration document (V5C) or lease agreement.

Changing or replacing your permit via email

Do not manually alter your permit if you have changed your vehicle, or the registration number plates on your current vehicle.

- **If you need to change/replace your current permit via email, you will need to provide a photo of the previous permit cut into four pieces (so the registration details and date can be read) to prove that this permit is no longer in use.**
- **You will also need to provide a photo of the V5C/logbook/lease agreement for the new vehicle, ensuring it matches the name and address to which the required permit should be registered.**

Please allow 10 working days for your request to be processed.

Changing or replacing your permit in person

Do not manually alter your permit if you have changed your vehicle or the registration number plates on your current vehicle.

You may be able to get your permit changed or replaced on the same day by visiting our office at:

**RBKC Estate Parking
The Hub
2-4 Malton Road
London
W10 5UP**

You must have your current permit (ensuring the vehicle registration number matches that on our system) and the original vehicle V5C/lease/hire agreement for the new vehicle, ensuring it matches the name and address that the permit is registered against.

A temporary permit for up to six weeks will be issued if you have not received a V5C. Once the V5C has been obtained, you will receive a standard estate permit.

Changing your personal details

If you change your name, you must notify us with relevant proof, for example marriage certificate, deed poll document. If you change your address we will check to ensure you are still a housing management resident. If you are no longer a housing management resident the price of the permit may change. You must also notify us if you are changing your telephone number or email address. You can continue to use the same permit and there will be no charge for changing your personal details.

Destroyed or damaged permits

If your permit has been damaged or destroyed, we will replace it free of charge.

Lost or stolen permits

If your vehicle has been stolen and you want a permit for a new vehicle, you will need to report the theft to the police and provide us with the crime reference number.

If you lose your permit, please inform our Customer Services team on **0800 137 111, 020 3617 7080**, or email **HM-Parking@rbkc.gov.uk**.

We may issue you with a replacement permit; however, this could incur additional costs. Abuse of the permit replacement process may lead to the termination of the resident's account.

Termination of agreement

You must give us one week's written notice if you wish to terminate your permit, as well as return the permit itself. You will need to complete the Estate Parking and Garage Termination Form. If you are cancelling via email, please ensure you include a photo of your current permit cut into four pieces (so the end date and vehicle registration details can be clearly read).

If a resident of RBKC Housing Management applies for parking facilities but there are no vacancies available, we will terminate the permit account of a non-RBKC Housing Management resident. This will be done on a 'last-in/first-out' basis, and we will give the non-resident twenty-eight days' written notice before terminating their permit account.

In some circumstances we may need to terminate your permit. In such cases, we will give you one week's written notice.

RBKC Housing Management may terminate your account if you owe £200 or more in charges for your garage or parking space and don't have a payment plan in place when the annual permit renewal process takes place.

Appeals process

If you have been refused a parking permit or had your permit withdrawn, you may appeal the decision by emailing **HM-Parking@rbkc.gov.uk** or by writing to:

Neighbourhood Resident Services Team
RBKC Housing Management
2-4 Malton Road
London
W10 5UP

Neighbourhood Resident Services Team
RBKC Housing Management
Blantyre Office
Blantyre Street
London
SW10 ODS

Reporting fraudulent permit holders

If you think that someone is using a parking permit that they are not entitled to, please report it to us via email: **HM-Parking@rbkc.gov.uk**, in person at either of the office addresses above or by calling: **0800 137 111 / 020 3617 7080 (8.00am to 6:00pm Monday to Friday)**

All information provided in this regard will be treated in the strictest confidence.

Parking with your permit

You must park so that all the wheels of your vehicle are inside the bay markings.

You must display your permit (and your purple badge if parking in your designated disabled bay) clearly at all times so it is visible to our enforcement officers. If you do not do this, you may receive a Penalty Charge Notice (PCN).

You must ensure that you park your vehicle on the allocated estate unless authorised by the Neighbourhood Resident Services Team, otherwise you could be subject to a PCN and the termination of your account.

Parking suspensions

Sometimes the Council must suspend estate parking bays for capital works, road works or special events. We will aim to provide up to 14 days' notice, where possible (24 hours' notice if there is an emergency) by erecting yellow parking suspension warning signs as near as we can to the area that will be suspended and providing appropriate notices (in advance), advising of the bay suspension. The start and end times of the suspension will be printed on the sign.

If you park in a suspended bay, you may get a **PCN** and your vehicle may be removed to the Council's car pound at **Vehicle Pound, 99 Western Road, London NW10 7LT**, where you will need to pay to retrieve it. You will be responsible for any storage charges incurred whilst your vehicle is in the pound in addition to paying the PCN.

Please remember that it is your responsibility to check where your vehicle is parked each day and to make sure that no suspension has taken, or is about to take, place. If you cannot check personally, you should arrange for someone else to check and, if necessary, move your vehicle.

As a courtesy, on the first day of the suspension, we will try to telephone residents who are parked in suspended bays to warn them that their vehicles are at risk of being removed; however, we cannot guarantee that all residents will be contacted and there will be no further calls to alert residents on subsequent days of the suspension period. Please ensure we hold up-to-date contact details for you.

We may also write to you to inform you of a suspension – if you receive a letter from us regarding suspensions, please follow the instructions provided.

Section 2

Please read each point carefully. By signing the declaration on your permit application form, you are agreeing to these terms and conditions.

You are eligible for a permit if you meet all of the following conditions:

1. You are a resident/leaseholder of a Royal Borough of Kensington and Chelsea property.
2. You are the main user and registered keeper of the vehicle at your Royal Borough address.
3. The vehicle is not designed for more than 12 passengers (not including the driver) and is less than 549 centimetres (18 feet) long, less than 228 centimetres (7 feet 6 inches) high and less than 220 centimetres (7 feet 3 inches) wide.
4. There are no more than three valid parking accounts issued to your household. This includes garages.
5. The vehicle registration document (V5C) matches the residential address given on the application form.
6. You can set up a direct debit with the first payment covering three months in advance.
7. If applying for a disability permit, you hold a valid Council-issued disabled persons purple badge and Blue Badge.
8. If applying for a multi-reg permit, you have a letter on headed paper signed by a relevant healthcare professional or Council social services employee stating that you have a genuine need for regular in-home care.

You are not eligible for a permit, and any permit issued previously may be withdrawn, if:

1. You cease to be a tenant or leaseholder of the Royal Borough of Kensington and Chelsea.
2. You hire out the vehicle with a valid permit to other drivers.
3. In the case of a multi-reg permit, your healthcare professional assesses that you no longer require ongoing care.
4. The permit holder is found to be involved in abuse of the Council's permit system by not abiding by the terms and conditions, or in any other guidance issued by us relating to a Royal Borough parking permit; on the basis that either false or misleading information was provided or relevant information was withheld at the time of application; new information comes to light at a later date which would mean the applicant does not qualify for a Royal Borough of Kensington and Chelsea permit.
5. In the case of a multi-reg permit, the permit holder is found to be using it for purposes other than those for which it was issued.
6. We conduct an audit at any time and ask for updated documents that are not supplied.

Properties under New Homes Programme are not eligible for RBKC Estate Parking Permit. Applications for disabled parking permits will be dealt with by Parking Street Services, Transport and Regulatory Services. Residents can apply for a permit via: Accessible.Transport@rbkc.gov.uk

By signing the declaration on your application, you agree to the following conditions of use:

- 1.** Lost or stolen parking permits must be reported to our Neighbourhood Resident Services Team by calling 0800 137 111 immediately, to avoid fraudulent use.
- 2.** You may park in any resident estate bay within the estate for which your permit is valid and where space is available. If no resident bays are available, a resident parking permit does not entitle a driver to park where other parking restrictions are in force.
- 3.** The Council will carry out residency checks automatically upon renewal of your permit against our current records. In addition to this, further random checks will take place continually against vehicle ownership and you may be asked to provide a vehicle registration document (V5C) to confirm ownership as part of our anti-fraud initiative.
- 4.** The resident permit and multi-reg permits do not allow parking in designated disability bays or visitor bays.
- 5.** The disability permit does not allow parking in resident bays or visitor bays.
- 6.** Under no circumstances can a space be reserved or guaranteed.
- 7.** The first charge for the parking permit will be paid three months in advance.
- 8.** Vehicles must be parked in a marked or floor-painted bay and your permit must be clearly displayed at all times on the passenger side of your windscreen or in a disc holder on a motorcycle.
- 9.** You must notify us in writing of any change to the details supplied on your application form.

10. You must not store any dangerous or explosive substances, chemical substances or illegal substances in your vehicle or in any area of the car park or road or pavement. You must return any Council property (for example fobs or keys) upon the termination or return of the permit (you may incur a charge if fob(s) or key(s) are not returned).
11. At all times you must use the car park area and the private roads leading to it in a manner which shows due consideration for the residents of the estate and for any other owners and occupiers of adjoining properties.
12. You must not undertake any transaction in the car parking area or the roads leading to it for any purposes including financial gain.
13. Trailers are not allowed in residents' parking bays.
14. It is your responsibility to check your vehicle daily to make sure parking has not been suspended. If your vehicle is parked in a suspended bay, you may receive a Penalty Charge Notice and your vehicle could be removed to the car pound, where release and storage charges may also apply.
15. If your circumstances change and you are no longer eligible for a resident or disability parking permit, you must return the permit(s) immediately. If you do not return your permit when you are no longer eligible for it, you will be committing an offence and may be prosecuted and/or be banned from reapplying.
16. If the permit is for use of a company or employer's vehicle and you stop being employed by the company/employer but you keep the vehicle to which your permit applies, you must register the vehicle in your name and to your address in the Royal Borough of Kensington and Chelsea.
17. The permit remains the property of the Royal Borough of Kensington and Chelsea.

18. Parking permits are vehicle-specific and are not transferable between vehicles or individuals. For example, if the applicant transfers or sells the vehicle to a new keeper, the permit will no longer be valid and must be returned to us.
19. Before returning your hire vehicle to a hire company, you must return your valid permit to us.
20. You are not allowed to alter your permit or display or produce duplicate or fake permits.
21. Where a Royal Borough parking permit has been withdrawn or the permit holder has failed to meet the terms and conditions under which that permit was issued, we have the right to refuse any further application for a Council permit by the former permit holder for a period of one year. In the case of making several fake Council permits or repeated misuse, we may decide to indefinitely exclude someone from our permit parking scheme. In such cases the applicant may also face a formal caution or prosecution. Applicants who are excluded or refused may appeal against the decision through our complaints procedure.
22. We will not provide a refund for any permit that we withdraw.
23. Penalty Charge Notices (PCNs) will be issued by our enforcement contractors; it should clearly state on the notice itself the nature of any parking infringement. Appeals should be made in accordance with the process detailed on the PCN. Housing Management Neighbourhood Services has no remit to deal with any appeals or challenges to PCNs unless there has been a proven service delay on their part.

We reserve the right to request the applicant to surrender their annual resident permit or multi-reg permit if:

1. The vehicle to which the Royal Borough of Kensington and Chelsea permit was issued was adapted so that it was larger than the maximum dimensions allowable; or
2. the permit holder is found to be involved in abuse of the Council's permit system by not abiding by the terms and conditions or in any other guidance issued by the Council relating to a parking permit or on the basis that either false or misleading information or withholding relevant information is given at the time of application or new information comes to light at a later date which would mean the applicant does not qualify for a Council parking permit; or
3. the permit holder is found to be using a Council permit for purposes other than those for which it was issued; or
4. the Council issued a permit to the permit holder in error
5. the multi-reg permit is used overnight on an estate causing disruptions to those paying to park ; or
6. the permit holder is proved to have been responsible for persistent instances of verbal or physical abuse against other parking account holders or members of staff.

In addition, we reserve the right to request the applicant to surrender their disability parking permit if:

1. The disability permit holder ceases to be a resident of a Royal Borough of Kensington and Chelsea-managed estate, or
2. they no longer hold a valid Royal Borough disabled person's purple badge and/or Blue Badge; or
3. the disability parking permit holder ceases to be the registered keeper or lessee of the vehicle in respect of which the permit was issued.

Your personal information

The information you have provided to Housing Management will be used to process your application for a parking permit. If we intend to use your information for any other purpose, we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so. Full details of how your personal data is processed is contained within the Housing Management Privacy Notice. This can be found at the following path:

www.rbkc.gov.uk/housing/get-involved-and-feedback/housing-management-privacy-notice

These terms and conditions apply to all types of resident permits issued by the Royal Borough of Kensington and Chelsea, including replacement and temporary.

Section 3

Renting a garage

You may rent a garage to park a vehicle. These are available on a first come first served basis. If there is no availability your name will be added to the waiting list.

Garage payment and licence rules

- Account holders are required to make an initial payment equivalent to three months' rent. Garage rent will be charged to the garage account every Monday. Garage rent accounts must remain in credit at all times.
- We monitor garage accounts weekly to make sure payments are up to date. If a payment is missed, we will try to contact you by phone after the first week. If two weeks pass without payment, we will send you an arrears letter. If payment is still not made after four weeks, we will serve a Notice to Quit, which ends your licence and requires you to return the keys within 14 days.
- This notice remains valid for 12 months unless the full arrears are cleared; part payments will not stop enforcement. After six weeks, if the account is still in arrears and the notice period has expired, we will call you again and follow up by email where possible if we are unable to reach you. If the account remains in arrears after seven weeks, we will seek approval to repossess the garage. Once approval is granted, we will schedule the repossession and notify you of the date. The garage will then be repossessed and the locks changed.

- If we have to repossess your garage due to missed payments and you believe there are mitigating circumstances that mean the account should not have been closed, you may submit your representations in writing to hm-parking@rbkc.gov.uk for managerial consideration. If your appeal is successful, we will reissue your keys. Please note that if repossession occurs again in the future, your license will be permanently terminated.

Payment arrangements

The Council may agree to a payment arrangement if the account falls into arrears, at the discretion of the Rent Income Team. If the license holder defaults on the agreed arrangement, no further payment plan will be permitted, and the outstanding balance must be paid in full.

After repossession

If your garage has been repossessed, we will write to you. Any items left in the garage at the end of the tenancy will be treated as abandoned and may be disposed of after one month after repossession.

If the garage contains a vehicle or other goods that you later claim, a weekly charge equal to the licence fee may apply until they are removed. The Council may, at its discretion, remove and dispose of any vehicle or goods without notice and without liability.

Full terms and conditions are in Section 2 of this guide. You will need to sign your application form to confirm that you have read and understood them. If you do not contact us or collect your items within the given time, the Council will clear and dispose of the contents. Please note that costs for gaining entry, changing locks, and clearing the garage will be added to your account. A final bill will then be issued, and full payment will be expected.

How to apply

You can apply by post for any of these types of permits by writing to:

Neighbourhood Resident Services Team
RBKC Housing Management
2-4 Malton Road
London
W10 5UP

Or you can apply in person at one of our offices:

Malton Road Hub
2-4 Malton Road, London, W10 5UP.

Opening hours: **Monday to Friday 9am to 5pm.**

World's End Estate Office
12 Blantyre Street, London SW10 0DS

Opening hours: **Monday to Friday 9am to 5pm.**

You can also email: **HM-Parking@rbkc.gov.uk Section 3**

Full terms and conditions are in Section 2 of this guide. You will need to sign your application form to confirm that you have read and understood them.

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک، بیشترلطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Tagalog

Ang impormasyon sa dokumentong ito ay maaaring makuha sa iba't-ibang format at wika. Kung kailangan niyo ng karagdagang tulong, mangyari lamang na kontakin kami gamit ang mga detalye sa ibaba.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Housing Management

Tel: **0800 137 111**

Email: **HM-Parking@rbkc.gov.uk**