LONDON BOROUGH OF RICHMOND UPON THAMES

Parking Services

Parking Enforcement and Cancellation Protocol

Revised April 2015 and February 2017

Ownership

This document is owned by Parking Services, London Borough of Richmond upon Thames.

Approval Authority

All reissues must be authorised by Parking Services, London Borough of Richmond upon Thames.

Exemptions

The exemptions listed in this document do not apply if it appears to the civil enforcement officer that the vehicle is not being used in accordance with the exemption. For example, an observation period will not be given to a commercial vehicle parked on a yellow line if it is evident that the driver/crew are having lunch in a nearby café etc.

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INTRODUCTION

The London Borough of Richmond upon Thames (LBRuT) covers an area of 5,095 hectares (14,591 acres) in South West London and is the only London Borough spanning both sides of the Thames. There are about a dozen towns and villages, although more than a third of its land is open space (including Richmond Park, Bushy Park and Kew Gardens). The whole of the borough excluding the Royal Parks and red routes is included within a Special Enforcement Area (SEA).

Parking activities have expanded considerably since 1994 when the borough took over the enforcement of parking restrictions. In these intervening years, car ownership has increased and the number of on-street controlled parking spaces has doubled. The need for good management of parking and enforcement operations has become more and more important. Complaints about parking and enforcement form a large part of the borough's postbag and stories in the media. It is equally important therefore to explain the borough's activities in an open and honest way.

Enforcement staff are seen as ambassadors of the Council, often being the first or daily contact by the public with the Council. It is essential that the training of staff has the joint objectives of efficient and effective enforcement coupled with the ability to give assistance and information to the public.

It is the aim of LBRuT Council to undertake parking enforcement for the following reasons:

- To ease congestion and improve public transport.
- To maintain the safety of all road users (including pedestrians).
- To promote the social and economic revitalisation of the borough's town centres and other centres by improving accessibility for all means of travel.
- To ensure the limited amount of parking space available for parking is available for those who need it.
- To support Council Initiatives to improve air quality along with meeting environmental objectives.

The purpose of this document is to set out the parking enforcement and cancellation protocols in the London Borough of Richmond upon Thames. It applies to on-street parking, publicly operated car parks and traffic enforcement. It does not include housing estates and privately operated car parks.

The aim of this document is to:-

- make clear the parking enforcement requirements for each contravention and relevant policy for parking staff and Community Enforcement Officers
- have a single document in which enforcement policy is documented and that can be easily updated when change occurs
- set out the rules and procedures for issuing Penalty Charge Notices (PCNs), what most people call 'parking tickets'
- inform the public of our criteria for consideration of mitigation received in response to the issue of a PCN

For further information regarding parking, please visit our website: www.richmond.gov.uk/parking

It is important to note that the criteria set out in this document may be subject to change and, while best efforts are made to ensure that the information in this document is up to date and accurate, drivers visiting LBRuT should refer to the relevant parking and traffic signs and ensure that they are aware of the conditions that apply to any parking permit or dispensation issued. Any further enquires should be directed to our call centre on 08456 122 660 or via parking@richmond.gov.uk

The Fairer Parking Approach

Civil Enforcement Officers (Community Enforcement Officers) are expected to adopt a common sense and humane approach to enforcement. They are expected to provide additional services such as basic tourist information and guidance on how and where to park to avoid being issued with a ticket.

In addition, changes are being made to the way in which Penalty Charge Notices are issued so as to redress the balance between the motorist and enforcement. For example if the driver returns before the PCN is issued or in the envelope the driver is allowed to leave and the PCN is voided.

If this is achieved the Borough will not only shed its reputation as the borough that hates cars for once and for all – it will become known as a Council that leads in community parking and is truly fair and reasonable when it comes to parking enforcement.

Differential Charging

Differential charging was introduced on 1st July 2007 and this was on the basis that there should be a difference in the charging between more serious and less serious parking contraventions. This resulted in an increase in the penalty charge for some contraventions and a decrease in others and as a result the penalty charges are now separated into two levels as shown in the table below:

	More Serious – Higher rate charge		**Less Serious – Lower rate charge**	
	Discount Rate (Paid within 14 days)	Full Charge	Discount Rate (Paid within 14 days)	Full Charge
R Zone only	£65	£130	£40	£80
Standard Band B Roads	£55	£110	£30	£60
Bus Lane	£65	£130		
Moving Traffic	£65	£130		

The R zone is a Controlled Parking Zone implemented when there is an event at Twickenham Stadium.

Penalty Charge Notices (PCNs) are issued on a system of bands determined by the Secretary of State.

Legislation

Standard on/off street PCN and Notice to Owner (NtO) - including postal issue - Traffic Management Act 2004; Civil Enforcement of Parking Contraventions (England) General Regulations 2007; Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007 - including amendments.

Bus Lane PCN and Enforcement Notice (EN) – Road Traffic Regulations Act 1984; London Local Authorities Act 1996 – including amendments.

Under the TMA 2004, Decriminalised parking became known as Civil Parking Enforcement (CPE) and Parking Attendants became Civil Enforcement Officers (CEOs).

Moving Traffic - London Local Authorities and Transport for London Act 2003 – includes prohibitions and banned turns and box junctions.

The De-Regulation Act 2015 passed into Law on 01/04/15 has restricted the use by Local Authorities on the issuing of postal Penalty Charge Notices. Furthermore an accompanying Statutory Instrument has instituted a compulsory 10 minute grace period in circumstances where generally a vehicle has been legitimately parked but then goes into contravention.

Regulations that have been made and laid in parliament and the Statutory guidance reflects them. These documents set out what actions Local Authorities must or must not take.

The regulations can be found at: www.legislation.gov.uk

Parking is enforced during the controlled times of each zone. Double yellow lines, footway and double parking, dedicated permit bays, disabled bays and some solo motorcycle bays, suspended parking bays and bus lane contraventions can be enforced at any time that they operate.

Photographs / CCTV Images

Community Enforcement Officers take photographs for all Penalty Charge Notices issued by foot/mobile on and off street patrol. These are made available on the Council's website under the individual PCN reference number. CCTV cameras are used to record bus lane and moving traffic contraventions and other designated static contraventions still allowed by the De-Regulation Act 2015 and attendant Statutory Instruments for service of postal PCNs.

The Council has a written procedure for the taking of photographs associated with PCNs.
Under no circumstances should photographs of members of the public be taken.

Controlled Parking Zones (CPZs)

There are 35 Controlled Parking Zones in The London Borough of Richmond upon Thames.

At the point of entry to each controlled parking zone, an entry sign is displayed.

This sign states the controlled hours of the zone that is being entered.

At the point of exit, a zone ends sign will be displayed.

This states that the controlled zone has ended.

Where a CPZ backs onto another CPZ, the sign indicating the new CPZ will be displayed.

Part 1 - On Street Contraventions

Contravention Code 01 – (Higher rate penalty)

Parked in a restricted street during prescribed hours.

Single yellow lines indicate that a waiting restriction applies at certain times. The days and hours that the waiting restriction applies within a Controlled Parking Zone (CPZ) will be notified on signs at all entry points to that zone. Where different waiting restriction times apply to a section of road, a nearby sign will designate the hours of restriction. If no days are indicated on the signs the restrictions are in force every day including Sundays and Bank/Public Holidays.

Double yellow lines indicate that waiting is not permitted “at any time”. A time plate is not required for double yellow lines.

Exemptions to Enforcement

- Vehicles completing a loading or unloading activity - 5 minutes observation period should be given for all vehicles parked on yellow lines (subject to waiting restrictions) and 10 minutes observation period for liveried vehicles size of a transit and above.
- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Vehicles displaying a valid dispensation or waiver
- A vehicle displaying a disabled persons badge and clock for up to 3 hours.
- Vehicles displaying a Health Emergency Badge (HEB) in accordance with conditions of use.
- Cleansing and refuse vehicles collecting rubbish from the side of the road.
- A Royal Mail vehicle which is being used for loading, unloading, delivering or collecting of postal packets to or from a postal box or premises.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle waiting while a gate or barrier is opened or closed to allow access or departure to or from premises.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- Vehicles being used in connection with works on the carriageway that constitutes an exemption under the New Roads and Street Works Act (1991).
- A vehicle is prevented from moving by circumstances beyond driver’s control – broken down and the driver and/or recovery service is in attendance.

Contravention Code 02 – (Higher rate penalty)

Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

In addition to waiting restrictions, some sections of roads will have loading bans in place. Yellow transverse marks on the kerb or at the edge of the carriageway indicate that loading or unloading is prohibited at the times shown on the nearby black and white plates. If no days are indicated on the signs the restrictions are in force every day including Sundays and Bank/Public Holidays.

Exemptions to Enforcement

- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Cleansing and refuse vehicles collecting rubbish from the side of the road.
- A Royal Mail vehicle which is being used for loading, unloading, delivering or collecting of postal packets to or from a postal box or premises.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle waiting while a gate or barrier is opened or closed to allow access or departure to or from premises.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- Vehicles being used in connection with works on the carriageway that constitutes an exemption under the New Roads and Street Works Act (1991).
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down or if the driver and/or recovery service is in attendance.

Contravention Code 05 - (Lower rate penalty)

Parked after the expiry of paid for time

PCN will be issued if the pay and display ticket has expired by at least 10 minutes.

Contravention Code 06 – (Lower rate penalty)

Parked without clearly displaying a valid pay and display ticket

A PCN may be issued if after 10 minutes the vehicle is not displaying a valid pay and display ticket. Or displaying an obscured pay and display ticket or if the ticket is face down.

Contravention Code 07 – (Lower rate penalty)

Parked with payment made to extend the stay beyond initial time

Technically only one ticket may be purchased when parking in a pay & display bay. Any ticket purchased after the initial ticket (even if within the maximum allowed time) may be considered invalid.

Discretion to enforce the regulation or not rests with the Council.

Drivers wishing to stay in an area may move the vehicle to another pay and display bay. Simply purchasing a second ticket or moving the vehicle within the same parking place is not sufficient. The CEO may issue a PCN instantly for this type of contravention.

Contravention Code 12 - (Higher rate penalty)

Parked in a residents' or shared use parking space without clearly displaying either a permit or voucher or pay and display ticket issued for that place

A PCN may be issued when a vehicle has no valid document on display that would allow it to be parked in that particular parking place. For example, a vehicle displaying a Pay and Display ticket when parked within a resident parking place is considered to be a vehicle with no valid document on display for that parking place. Similarly, a vehicle displaying a resident's permit for a different CPZ would be classed as having no valid document on display.

A pay and display ticket will only be valid if used in a shared use bay. It will not be valid in a permit holders' only bay.

Contravention Code 14 - (Higher rate penalty)

Parked in an electric vehicles' charging place during restricted hours without charging

Any vehicle parked in the electric vehicle's charging place without charging will be issued with a PCN.

Exemptions to Enforcement

- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle which is being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/recovery service is in attendance.
- Domestic or commercial removal vehicles carrying out their duties.

Contravention Code 16 - (Higher rate penalty)

Parked in a permit space without displaying a valid permit

Vehicles parked in permit holder parking places, e.g. doctors, business and members of Car Clubs, will attract a PCN if the relevant valid permit is not displayed. Permits should be visible from the front or nearside of the vehicle.

Contravention Code 19 - (Lower rate penalty)

Parked in a residents' or shared use parking space with an invalid permit, an invalid voucher or an invalid pay and display ticket

A PCN will be issued using this code when what has been displayed is incorrect. For example, a vehicle parked within a resident parking place displaying a visitor's permit that has been incorrectly scratched out. Similarly, a code 19 PCN will be issued after the expiry of time on a pay and display ticket when a vehicle is parked within a shared use Resident Permit/Pay and Display parking place.

Exemptions to Enforcement

- Vehicles completing a loading or unloading activity - 5 minutes observation period should be given for all vehicles.
- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Vehicles displaying a valid dispensation or waiver.
- A vehicle displaying a disabled persons badge.
- Vehicles displaying a Health Emergency Badge (HEB) in accordance with conditions of use.
- Vehicles displaying a valid Traders Permit in accordance with conditions of use.
- Motorcycles and mopeds parked at right angles to the kerb and at one end of the bay.
- Cleansing and refuse vehicles collecting rubbish from the side of the road.
- A Royal Mail vehicle which is being used for loading, unloading, delivering or collecting of postal packets to or from a postal box or premises.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- Vehicles being used in connection with works on the carriageway that constitutes an exemption under the New Roads and Street Works Act (1991).
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and driver and/or recovery service in attendance.

Contravention Code 21 – (Higher rate penalty)

Parked wholly or partly in a suspended bay or space

The Council is required to suspend parking facilities from time to time. The suspension of a parking place means that the location cannot be used at any time during the period of suspension. Enforcement action is taken to ensure that the parking place is kept clear for the person or company that requested the suspension. However, should the person seeking the suspension also require to park a vehicle within the suspended area, they may do so by asking for a dispensation from the Council which requires submission of the vehicle details for identification purposes.

We advise motorists of forthcoming suspensions by way of advance warning notices. These conditions apply to all vehicles, including Royal Mail and refuse vehicles.

Cones and signs will be used In order to make it clear to motorists that bays are suspended.

Exemptions to Enforcement

• Vehicles when used for fire brigade, ambulance or police purposes.

Contravention Code 22 – (Lower rate penalty)

Re-parked in the same parking place within one hour of leaving (or as indicated on sign)

The contravention occurs when a vehicle leaves a time limited parking place and returns to any bay or space in the same parking place within the specified time. The nearby sign will state the specified time for example, no return within one hour.

Exemptions to Enforcement

- Vehicles completing a loading or unloading activity - 5 minutes observation period should be given for all vehicles.
- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Cleansing and refuse vehicles collecting rubbish from the side of the road.
- A Royal Mail vehicle which is being used for loading, unloading , delivering or collecting of postal packets to or from a postal box or premises.
- A vehicle which being used by or in the services of military or visiting military forces.
- Motorcycles and mopeds parked at right angles to the kerb and at one end of the bay.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- Vehicles being used in connection with works on the carriageway that constitutes an exemption under the New Roads and Street Works Act (1991).
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service in attendance.

Contravention Code 23 - (Higher rate penalty)

Parked in a parking place or area not designated for that class of vehicle

Some parking places are designated for certain classes of vehicles. A contravention will occur when a vehicle other than the designated type is parked within the parking place.

Exemptions to enforcement

- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Cleansing and refuse vehicles collecting rubbish from the side of the road.
- A Royal Mail vehicle which is being used for loading, unloading, delivering, or collecting of postal packets to or from a postal box or premises.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- Vehicles being used in connection with works on the carriageway that constitutes an exemption under the New Roads and Street Works Act (1991).
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and driver and/or recovery service in attendance.

Contravention Code 24 - (Lower rate penalty)

Not parked correctly within the markings of the bay or space.

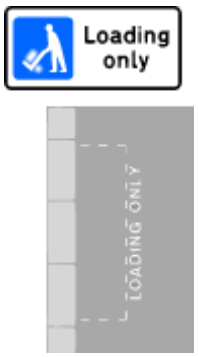
A PCN may be issued where vehicles do not park correctly within the markings of the bay or space, for example, two wheels have been stopped outside the length or width. The CEO will take into consideration circumstances where there has been a genuine attempt to park correctly.

Exemptions to Enforcement

- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service is in attendance.

Contravention Code 25 - (Higher rate penalty)

Parked in a loading place during restricted hours without loading



Vehicles are permitted to load and unload for as long as it is necessary in a loading place. The activity should be continuous. The restrictions relevant to the loading place are indicated on a nearby sign. If no loading/unloading activity is observed, a PCN may be issued to a vehicle after a period of five minutes constant observation. A PCN may be issued in circumstances where the CEO has reason to believe that the loading/unloading activity has ceased.

Exemptions to Enforcement

- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Cleansing and refuse vehicles collecting rubbish from the side of the road.
- A Royal Mail vehicle which is being used for loading, unloading, delivering or collecting of postal packets to or from a postal box or premises.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- Vehicles being used in connection with works on the carriageway that constitutes an exemption under the New Roads and Street Works Act (1991).
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service in attendance.

Contravention Code 26 – (Higher rate penalty)

Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place

This contravention is commonly known as 'double parking'. It can cause an obstruction to the flow of traffic. Loading /unloading can take place providing the vehicle is not causing a danger to the public.

Exemptions to Enforcement

- Vehicles completing a loading or unloading activity, if loading or unloading cannot reasonably be carried out without double parking.
- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Cleansing and refuse vehicles collecting rubbish from the side of the road
- A Royal Mail vehicle which is being used for loading, unloading, delivering or collecting of postal packets to or from a postal box or premises.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- Vehicles being used in connection with works on the carriageway that constitutes an exemption under the New Roads and Street Works Act (1991).
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and / or recovery service is in attendance.

Contravention Code 27 – (Higher rate penalty)

Parked in a special enforcement area adjacent to a dropped footway

Private Crossovers (adjacent to houses etc.)

A PCN may be issued when a vehicle is parked alongside a drop kerb used for access to and from a roadside property or for pedestrians to cross the road. Where the dropped footway provides access to a resident's premises, verbal permission (telephone) must be given by the resident to allow the Council to take enforcement action (this exception does not apply in the case of a shared driveway).

Public Crossovers

Vehicles that are parked against a pedestrian drop kerb often but not always have tactile (raised dimples on the paving slabs) are enforced 24 hours a day 7 days a week.

Exemptions to Enforcement

- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Cleansing and refuse vehicles collecting rubbish from the side of the road.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- Vehicles being used in connection with works on the carriageway that constitutes an exemption under the New Roads and Street Works Act (1991).
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service in attendance.

Contravention Code 30 - (Lower rate penalty)

Parked for longer than permitted a PCN may be issued when a vehicle is parked in a time limited bay and parks for longer than the maximum time allowed beyond the 10 minute grace period.

A PCN may be issued when a vehicle is parked in a time limited bay or on yellow lines with a valid Disabled Blue Badge and clock displayed for longer than permitted.

Exemptions to Enforcement

- Vehicles completing a loading or unloading activity - 5 minutes observation period should be given for all vehicles.
- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service is in attendance.

Contraventions code 31 – (***Higher rate penalty)***

Entering and stopping in a box junction when prohibited

CCTV

See Section 174 Highway Code for exemptions

Contravention code 32 – (Higher rate penalty)

Failing to drive in the direction shown by the arrow on a blue sign

CCTV

Contravention Code 34- (Unique rate penalty)

Being in a Bus Lane

A PCN will be served by post to the owner after enquiries to DVLA if the vehicle is observed by the CCTV operator to have driven a distance within a restricted bus lane with no visible reasonable mitigation for having done so. This will include vehicles seeking to make left or right turns from the main traffic stream

Exemption to Enforcement

- Vehicle forced to use bus lane due to presence of an emergency in main traffic stream lane e.g. accident
- Vehicle forced to use bus lane due to presence of emergency services vehicle in main traffic stream lane visibly indicating being on an emergency call
- Heath Road only – seeking to enter and use a pay and display space or loading bay on the nearside of the bus lane and not driving an excessive distance in the bus lane to do so. A failed attempt to use such a bay will not provide acceptable mitigation as the motorist must immediately re-join the main traffic stream to further proceed including seeking to make a left or right turn at the next junction.
- Given permission by a uniformed police officer on duty to use the bus lane as a reasonable alternative to avoid congestion. NB The name and shoulder number of the Officer must be obtained to support any mitigation.

Contravention Code 40 - (Higher rate penalty)

Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge

A PCN may be instantly issued to any vehicle parked in a disabled person's parking place without a valid Blue Badge on display. Vehicles displaying an expired Blue Badge, suspected fraudulent, stolen or counterfeit Blue Badge will be issued with an instant PCN.

Exemptions to Enforcement

- Vehicles completing a loading/unloading activity – a 5 minutes observation period should be given.
- Waiting to allow a person to board/alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- A Royal Mail vehicle which is being used for loading, unloading, delivering or collecting of postal packets to or from a postal box or premises.
- A vehicle which is being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.

Contravention Code 45 - (Higher rate penalty)

Parked on a taxi rank a PCN may be issued instantly to vehicles, other than licensed taxis with a hackney carriage licence on the rear, parked on a taxi rank.

Exemptions to Enforcement

- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or a recovery service in attendance.

Contravention Code 47 – (Higher rate penalty)

Parked on a restricted bus stop/stand

A PCN may be issued instantly to vehicles parked in a marked bus stop/stand.

Exemptions to Enforcement

- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or a recovery service in attendance.
- Vehicles being used in conjunction with the maintenance of the Bus Stop or Stand and the vehicle crew is in attendance.

Contravention Code 48 – (Higher rate penalty)

Stopped in a restricted area outside a school when prohibited

A PCN may be issued instantly to vehicles parked in a restricted area outside of schools during prohibited hours (School Keep Clear).

Exemptions to Enforcement

- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or a recovery service in attendance.

Contravention Code 49 - (Higher rate penalty)

Parked wholly or partly on a cycle track or lane.

Exemptions to Enforcement

- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or a recovery service in attendance.

Contravention Code 51 – (Higher code penalty)

Failing to comply with a no entry restriction

CCTV

Contravention code 52 – (Higher rate penalty)

Failure to comply with a prohibition on certain types of vehicle

CCTV

Contravention 61 – (Higher rate penalty)

A heavy commercial vehicle wholly or partially parked on a footway, verge or land between two carriageways.

See next contravention code.

Contravention 62 - (Higher rate penalty)

Parked with one or more wheels on or over a footpath or any part of a road other than the carriageway

A footway is defined as any part of a road where the public have the right of access by foot; it does not include private roads. The same enforcement applies to vehicle crossovers as it does to pavement parking. A PCN may be issued instantly to vehicles parked on a footway.

Exemptions to Enforcement

- Vehicles completing necessary loading or unloading activity where use of the adjacent carriageway is not practical - 5 minutes observation period should be given for all vehicles.
- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle taking in petrol, oil, water or air at the kerbside e.g. a roadside garage.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service is in attendance.

Contravention Code 99 - (Higher rate penalty)

Stopped on a pedestrian crossing and/or crossing area marked by zigzags

An instant PCN may be issued

Exemptions to Enforcement

- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle taking in petrol, oil, water or air at the kerbside e.g. a roadside garage.
- A vehicle which being used by or in the services of military or visiting military forces.
- A vehicle which has been told to wait by a police officer in uniform or has to stop in order to avoid an accident.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service in attendance.

Part 2 - OFF-STREET (CAR PARK) CONTRAVENTIONS

Contravention Code 80 – (Lower rate penalty)

Parked for longer than permitted

A PCN may be issued to a vehicle that is parked beyond the 10 minute grace period.

Contravention Code 81 – (Higher rate penalty)

Parked in a restricted area of the car park

A PCN may be issued to a vehicle that is parked without authorisation in a restricted area of a car park.

Contravention Code 82 – (Lower rate penalty)

Parked in a car park after the expiry of paid for time by at least 10 minutes.

A PCN may be issued to a vehicle that is parked in a car park after the time on the pay and display ticket has expired.

Exemptions to Enforcement

- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- Vehicles displaying a valid dispensation or waiver
- A vehicle displaying a disabled persons badge or companion badge.
- A Royal Mail vehicle which is being used for loading, unloading, delivering or collecting of postal packets to or from a postal box or premises.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and / or recovery service is in attendance.

Contravention Code 83 – (Lower rate penalty)

Parked in a car park without clearly displaying a valid pay and display ticket, voucher or parking clock

A PCN may be issued when a vehicle has no valid document clearly on display that would allow it to be parked in that particular parking place.

Contravention Code 84 – (Lower rate penalty)

Parked in a car park with additional payment made to exceed the stay beyond the time first purchased

A PCN may be issued to a vehicle that remains in a parking bay during the determined time after an additional payment has been made by feeding the machine or displaying a further ticket or voucher

Exemptions to Enforcement

- Vehicles when used for fire brigade, ambulance or police purposes.
- Vehicles displaying a valid dispensation or waiver
- A vehicle displaying a disabled persons badge or companion badge.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or if a recovery service is in attendance.

Contravention Code 85 – (Lower rate penalty)

Parked in a permit bay without clearly displaying a valid permit.

Vehicles parked in permit holder parking places, e.g., for the disabled, doctors, and members of Car Clubs, will receive a PCN if the relevant valid permit is not clearly displayed

Exemptions to Enforcement

- Waiting to allow a person to board or alight the vehicle and load or unload any personal luggage but this should not take longer than 2 minutes unless the person suffers from any disability.
- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle displaying a disabled persons badge or companion badge.

- A vehicle displaying a Health Emergency Badge (HEB) in accordance with conditions of use.
- Cleansing and refuse vehicles collecting rubbish.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service is in attendance.

Contravention Code 86 – (Lower rate penalty)

Parked beyond the bay markings

A PCN may be issued where vehicles do not park correctly within the markings of the bay or space, for example, two wheels have been stopped outside the length or width. The CEO will take into consideration circumstances where there has been a genuine attempt to park correctly.

Exemptions to Enforcement

- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service is in attendance.

Contravention Code 87 – (Lower rate penalty)

Parked in a designated disabled person's parking place within a car park without displaying a valid disabled person's badge in the prescribed manner

A PCN may be instantly issued to any vehicle parked in a disabled person's parking place without a valid Blue Badge on display.

Exemptions to Enforcement

- Vehicles when used for fire brigade, ambulance or police purposes.
- A vehicle is prevented from moving by circumstances beyond driver's control – broken down and the driver and/or recovery service is in attendance.

PART 3 – CONTESTING OF PENALTY CHARGE NOTICES

Informal representations (i) – other than bus lanes

Motorists may challenge the issue of a PCN if they believe an exemption applied or that there are mitigating circumstances that need to be considered. The motorist has a period of 28 days from service of the PCN to send an informal written representation.

If the informal representation is received within the period allowed for payment of the discounted charge (14 days from service of the PCN), motorists will be given the opportunity to pay the discounted charge (within 14 days from receipt of response) if the PCN cannot be cancelled. This ensures that motorists are not disadvantaged by querying the issue of the PCN.

Formal representations (i) - other than bus lanes

The formal process of disputing a PCN issued under the Traffic Management Act 2004 and/or related legislation commences on receipt of a Notice to Owner (NtO), which will be sent to the owner of the vehicle not less than 28 days after the PCN was served. Drivers may make written representations on the following statutory grounds:

The alleged contravention did not occur;

P*lease explain why you think no contravention took place*

You were never the owner of the vehicle in question or you ceased to be the owner before the date on which the alleged contravention occurred or you became the owner after the date on which the alleged contravention occurred;

Where you ceased to be the owner before the alleged contravention or became the owner afterwards you must provide name and address details of the person you sold/bought the vehicle to/from if you have them. Please supply evidence of the disposal/acquisition e.g. sales receipt etc

The vehicle had been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the owners consent;

Please enclose evidence e.g. police crime report, insurance claim etc.

You are a vehicle hire firm and the vehicle in question was on hire under a hiring agreement at the time of the contravention and the person hiring the vehicle had signed a statement of liability acknowledging her/his liability in respect of any penalty charge notice served in respect of any parking contravention involving the vehicle during the period of the hire agreement;

You must include a statement of the name and address of the person to whom the vehicle was hired at the material time. Please also supply a copy of the hire agreement and the hirers statement acknowledging her/his liability.

The penalty charge exceeds the amount applicable in the circumstances of the case;

If you think you are being asked to pay more than you should legally pay please state your reasons

There has been a procedural impropriety on the part of the enforcement authority;

"Procedural Impropriety" means a failure by the enforcement authority to observe any requirement imposed on it by the Traffic Management Act 2004 or the relevant Regulations made under the Act in respect of the civil enforcement of parking contraventions in relation to the imposition or recovery of a penalty charge or other sum.

The order (except where it is an order made under Part IV of Schedule 9 of the Road Traffic Regulation Act 1984) which is alleged to have been contravened, is invalid;

Where you believe the parking restriction in question was invalid or illegal please indicate as to why you think this.

A civil enforcement officer was not prevented from serving the original penalty charge notice by affixing it to the vehicle or handing it to the owner or person in charge of the vehicle;

Please give details.

The PCN has already been paid;

Please provide details of the payment method date and amount.

Other compelling reasons;

Please give details.

Whilst the above are the ten approved statutory reasons allowed for making representations the Council will also consider any others submitted. The owner of the vehicle is defined in law as the person in whose name the vehicle is registered at the DVLA in Swansea. The Council is required to reply to representations within 56 days. If the Council rejects representations it will inform motorists how they can appeal against its decision. The Council will either accept or reject those representations

Informal representations (ii) – bus lane only

Bus Lane contraventions are dealt with under the London Local Authorities Act 1996 and/or related legislation but not the Traffic Management Act 2004. Initially a postal PCN is sent to the vehicle owner – who has sole liability – providing the recipient the opportunity to a 14 day discount period or up to 28 days in which to make an informal written representation or challenge.

Formal representations (ii) – bus lane only

Not less than 28 days after the issue of the postal PCN to the vehicle owner, an Enforcement Notice may be dispatched and it is in response to this document that formal representations against the issue of the PCN may be made in writing on the following statutory grounds:

I was not the vehicle owner at the date of the alleged contravention*;*

Please supply name and address of the seller/buyer and proof of sale/purchase.

The vehicle was taken without my consent;

Please supply proof e.g. police crime report, insurance claim etc.

There was no breach of the bus lane order;

Please give details as to you reason for believing this.

The police are already taking action;

Please provide the Fixed Penalty Notice (FPN) number and the date of issue (this applies if you received an FPN or Notice of Intended Prosecution for the same contravention)

****

Please note that the above four statutory reasons are the only ones that may be used to make formal representations and the Council is not obliged to consider any other grounds.

NB Making a false declaration at any stage of the process leaves the person who did so liable for prosecution under the Fraud Act 2006 and/or the Perjury Act 1911

Appeals

A motorist may appeal against the decision of the Council to reject their representations. Currently this wouild be to London Tribunals/Envionment and Traffic Adjudicators. The appeal must be lodged within 28 days of receipt of the Notice of Rejection using the form provided which will have the unique verification cose needed by the Tribunal. This offers the motorist the only opportunity to have their case heard by someone who is independent of the Council. The appeal will be considered by an Adjudicator who is legally qualified (solicitor or barrister for example) and is independently appointed by the Lord Chancellor.

The role of elected representatives

Consideration of challenges/representations to parking and traffic enforcement is a function restricted to authorised LBRuT staff and only they should make a decision about the cancellation or upholding and pursuit of a penalty charge notice. Elected representatives may ask for and be given information on behalf of a constituent on the progress of a representation or

appeal but they should not play a part in deciding the outcome of individual cases as per the Department for Transport guideline on this issue.

Discretion

Mitigation is the primary factor in most informal or formal representations. The Council has the discretion to cancel any PCN where it believes that the circumstances warrant such an action. There will always be cases that do not meet any of the standard criteria for cancellation where the circumstances are such that the Council may choose to cancel the PCN anyway.

Under the general principles of UK Law, enforcement authorities have a duty to act fairly and proportionately and are encouraged to exercise discretion sensibly and reasonably and with due regard to the public interest.

Making a fair decision on cases does not require that all cases are treated equally. It means that the individual circumstances of the case will be taken into consideration.

The Council's approach to the exercise of discretion is objective and without regard to any financial interest in the penalty or decisions that may have been taken at an earlier stage in proceedings.

Equally when a motorist or vehicle owner writes to the Council regarding the issue of a PCN they should include with their letter full details as to why they are contesting the issue of the notice and provide copies of any evidence to support their claim. If they do not provide this when initially making an informal challenge, we will not contact them further to ask for the evidence required to support their mitigation and the expectation then will be that they would reasonably be expected to then do so at the formal representation stage in response to the NtO.

Below are some examples of mitigating circumstances and possible evidence that could be supplied.

Mitigation	**Typical Evidence Required**	**Comments**
The motorist claims that the vehicle had broken down and could not be moved.	Confirmation from a garage or receipt for parts. An AA or RAC attendance sheet.	Cancellation will depend on whether the breakdown was unforeseen.
The motorist claims that they were delayed in returning to their car.	Appropriate evidence to support that the delay was caused by circumstances that were entirely unforeseen, and beyond the motorist's control.	Cancellation will depend on evidence provided.
The motorist claims that they were attending an emergency	Reasonable proof of an emergency e.g. credible report of an accident or incident	Cancellation will depend on the proof provided.
Disabled badge holders forgetting to display the Blue badge and / or time clock or	Confirmation that a valid badge was held (copy of badge, details of badge)	Cancellation will depend on whether the motorist has previously had a PCN cancelled

displaying the Blue badge incorrectly.		for the same contravention and has been advised to display a valid badge and / or time clock. The notice will not be cancelled if a motorist exceeded the 3 hours time permitted on yellow lines or parked where the Blue Badge does not provide an exemption.
The motorist claiming that they became unwell while driving or needed to stop due to their medical condition.	Medical evidence of a condition that is consistent with the conditions described.	Cancellation will depend on evidence provided.
The motorist claimed that they stopped to collect (prescribed) medication from a chemist.	Medical evidence to support that this was an exceptional situation.	Cancellation will only be considered if evidence is supplied to support exceptional circumstances. Motorists are expected to park legally when collecting prescribed medication.
Pay and display not displayed or incorrectly displayed.	Evidence of purchased pay and display ticket should be provided.	Cancellation will depend on evidence supplied and the individual circumstances that apply.
A motorist forgot to renew or properly display their permit or incorrectly scratched off details on a visitors permit.	Permit records should be checked to ensure a valid permit has been issued. Voucher/Resident Visitor Permits should be produced as evidence	Cancellation will depend on whether the resident had applied to renew their permit on time and if they have previously been issued PCNs in similar circumstances.

CONTRAVENTION CODES

On Street

Code	Observation period	Description	Differential level	Notes
01	5 mins	Parked in a restricted street during prescribed hours	Higher	
02	Instant	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	
05	10 minute grace period	Parked after the expiry of paid for time	Lower	Instant if P&D ticket expired by more than 10 Minutes
06	5 mins	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	
07	5 mins	Parked with payment made to extend the stay beyond initial time	Lower	‘Meter feeding’
12	5 mins	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Higher	

14	5 mins	Parked in an electric vehicles' charging place during restricted hours without charging	Higher	
16	5 mins	Parked in a permit space without displaying a valid permit	Higher	
19	10 minute grace period for vouchers or pay and display	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	Lower	Instant if voucher/P&D expired by more than 10 minutes
21	Instant	Parked in a suspended bay or space or part of bay or space	Higher	
22	Instant	Re-parked in the same parking place or zone within one hour* of leaving	Lower	
23	5 mins	Parked in a parking place or area not designated for that class of vehicle	Higher	
24	5 mins	Not parked correctly within the markings of the bay or space	Lower	
25	5 mins	Parked in a loading place during restricted hours without loading	Higher	On-street loading bays
26	Instant	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher	'Double parking'
27	Instant	Parked in a special enforcement area adjacent to a dropped footway	Higher	
30	10 minute grace period	Parked for longer than permitted	Lower	Instant if beyond the 10 minute grace period
40	5 mins	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	
45	Instant	Parked on a taxi rank	Higher	
47	Instant	Stopped on a restricted bus stop or stand	Higher	
48	Instant	Stopped in a restricted area outside a school when prohibited	Higher	
49	Instant	Parked wholly or partly on a cycle track or lane	Higher	
55	Instant	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	Higher	
61	Instant	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	
62	Instant	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	
99	Instant	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	

CCTV – De-Regulation permissible camera enforcement

31J	Instant	Entering and stopping in a box junction when prohibited	Higher
32d/t/w	Instant	Failing to drive in the direction shown by an arrow on a blue sign	Higher
34	Instant	Being in a bus lane	Higher
47J	Instant	Stopped on a restricted bus stop or stand	Higher
48J	Instant	Stopped in a restricted area outside of a school, a hospital or a fire, police or ambulance station when prohibited	Higher
50l/r/u	Instant	Performing a prohibited turn	Higher
51J	Instant	Failing to comply with a no entry sign	Higher

52 g/m/s/v/x			
Instant	Failing to comply with a prohibition on certain types of vehicle		Higher

CONTRAVENTION CODES

Off-Street – (Car Parks)

Code	Observation period	Description	Differential level	Notes
80	10 minute grace period	Parked for longer than the maximum period permitted	Lower	Instant if beyond the grace period
81	5 mins	Parked in a restricted area in a car park	Higher	
82	10 minute grace period	Parked after the expiry of paid for time	Lower	Instant if P&D tickets expired by more than 10 minutes
83	5 mins	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	
84	5 mins	Parked with additional payment made to extend the stay beyond time first purchased	Lower	
86	5 mins	Parked beyond the bay markings	Lower	
87	5 mins	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	
91	Instant	Parked in a car park or area not designated for that class of vehicle	Higher	
92	Instant	Parked causing an obstruction	Higher	

* = Or other specified time **** = or other number

Suffixes

General suffixes :—

a) temporary traffic order
b) business bay
c) buses only
d) doctor's bay
e) car club bay
f) free parking bay
g) motor cycle bay
h) hospital bay
i) wrong type of voucher
j) camera enforcement – now not required on a PCN
k) ambulance bay
l) loading place
m) parking meter
n) red route
o) blue badge holder
p) pay & display
q) market traders' bay
r) residents' bay
s) shared use bay
t) voucher/P&D ticket used in permit bay
u) electronic payment
v) voucher
w) wrong parking zone
x) incorrect VRM
y) obscured/illegible permit
z) out of date permit
0) local buses / trams only
1) electric vehicles bay
2) goods vehicle loading bay
3) bicycle bay
4) virtual permit
5) dedicated disabled bay
6) hotel bay

Taxi Ranks code 45
w) amends wording from stopped to waiting

Footway parking only:

1) One wheel on footway

2) Partly on footway

4) All wheels on footway

c) on vehicle crossover

g) on grass verge

Part 4 –Payment of a Penalty Charge

Payment methods we accept are:

Internet: www.richmond.gov.uk/parking debit/credit card excluding American Express. Credit card handling fees do not apply for Penalty Charge Notices.

Phone: **020 8045 1171** – debit/credit card excluding American Express. Credit card handling fees to not apply for Penalty Charge Notices.

Post: **Parking Services Payments Section PO Box 221 Twickenham TW1 3TL** – cheques or postal orders payable to London Borough of Richmond upon Thames with the penalty charge number written on the reverse side of the cheque. Please enclose stamped self addressed envelope if a receipt is required.

Motorcycles

On-Street Parking Places

Motorcycles can park in the following parking places at any time:

- Residents' parking bays in Controlled Parking Zones without a residents' permit
- Voucher bays without payment
- Pay and Display bays without payment
- Shared use bays within Controlled Parking Zones (i.e. a combination of residents', voucher and pay and display).

Motorcycles parking in the above bays should be positioned at right angles to the kerb so that they take up minimum space and do not obstruct other vehicles from entering the bay.

Motorcycles **must not** park in the following parking places during controlled hours:

- Business permit bays
- Doctors' bays
- Disabled persons' bays
- On-street loading bays without loading/unloading
- Taxi ranks and restricted bus stops.

Off-Street Pay and Display Car Parks

Motorcycles must park in the free motorcycle bays where provided.

Yellow Lines and Footway Parking

Motorcycles must adhere to the yellow line restrictions as signposted and must not park on pavements (except where a footway parking exemption is in place).

Disabled Badge Holders

Where can I park?

Some concessions apply nationally such as free parking in 'paid for' bays (in other words pay and display or voucher bays) and the ability to park on single and double yellow lines. Permit holder bay concessions depend on the local authority and so the guidance here is specific to the London Borough of Richmond upon Thames.

On street parking places

You may park within the London Borough of Richmond, whilst clearly displaying the Blue Badge:

- In disabled persons' parking places at any time where no time limit is indicated, or as stated.
- In permit holder parking places within Community Parking Zones (known legally as Controlled Parking Zones) without payment and without a time limit.
- In pay and display and voucher bays without payment or time limit.
- In free parking bays without a time limit.

Additionally you may park on a single or double yellow line, but you must:

- Display your badge and clock set to the time of your arrival, making sure the badge number, expiry date and clock are visible from outside
- Not park for longer than the 3 hours allowed.

Off street car parks

You may, when clearly displaying the Blue Badge, park within any normal parking bay (not motorcycle or coach bays) within any of the council's Car Parks without paying and without time limit. If possible and where available please use the dedicated disabled persons' bays as these are larger and will assist if your vehicle is adapted, or you need greater room when exiting or entering the vehicle.

Where can I not park?

Blue Badges do not allow for parking

- In a place restricted by a loading ban, as indicated by single - or double-yellow kerb blips and a white sign showing the hours of restriction
- In parking bays reserved for other types of vehicle, i.e. ambulances; taxis; doctors; motorcycles; traders.

You must not cause an obstruction or danger to pedestrians or other road users.

Twickenham Event Days

Twickenham Stadium has facilities for disabled parking, however, these are limited and you should apply well in advance. For more information please see the Twickenham Stadium disabled facilities or Twickenham Stadium parking pages.

If the stadium car park is fully booked all Blue Badge holders are permitted to park within the Twickenham Event Community Parking Zone (CPZ R). More information on the zone can be found on the Twickenham Event Days pages.

You should follow the guidance given above to park whilst the Twickenham Event Community Parking Zone is in operation.

Twickenham R Zone rugby and event days

When events are held at the Twickenham Stadium, it can cause problems in terms of transport and parking for local residents, businesses and their visitors.

For this reason, when crowds of 40,000 or more are expected on an event day, we introduce the 'Twickenham Event Zone' also known as Controlled Parking Zone R. This is a one-day controlled parking zone around the Twickenham Stadium.

The days the zone will be in operation are sign-posted well in advance at the zone entry points, and on major routes into the area. **A listing of the events can be found on the rugby and event day timetable.**

Local residents, businesses and their visitors

Residents and businesses within in the Twickenham Event Zone can apply for free one-year permits for themselves and their visitors. More information on eligibility, restrictions and how to apply can be found on the Parking Permits pages.

Permit holders for the Heatham (HM) and Cole Park (C) zones do not need additional permits for event days, as their normal permits will be valid as long as they are displayed correctly.

Road closures

Due to the number of pedestrians and traffic around the Twickenham Stadium, the police will often close roads in the area for a few hours. A pre-recorded message detailing any closures is available for 24 hours in advance. Telephone 020 8831 6604.

Event-goers

Visitors to the area are free to drive in; although we strongly recommend that you use public transport whenever possible.

Some borough run car parks are open on event days, information about which can be found on the Car Parks pages. In addition, various privately run car parks are available which we unfortunately cannot provide information about.

Disabled parking

Information on disabled parking for event days can be found on the Disabled Parking page.

Illegal parking

People who park illegally in the Twickenham Event Zone when it is in operation are liable for higher parking fines than otherwise issued in the borough. This is to discourage people driving to the area with the express intention of parking illegally to avoid parking charges.

Tow Away Zone

In the unlikely event that Twickenham Stadium needs to be evacuated during an event a tow-away zone has been created. The roads listed below are designed to be kept free from any parked vehicles and is declared an Emergency Route.

1. Whitton Road (B361) from its junction with London Road to the A316.

2. Whitton Road from the A316 to its junction with Kneller Road.

3. Warren Road from its junction with Kneller Road to its junction with Nelson Road (roundabout).

4. Rugby Road.

Any vehicle left unattended in any of the above listed locations will be relocated to a side road.

Footway Parking Ban

Parking on any part of the footway contravenes a London-wide footway parking ban. This includes dropped crossovers that form part of the footway. The ban is designed to prevent obstruction to those using the footway and to minimise damage to the footway and utility services below

Vehicles can only park on the footway if the Council has exempted it from the London wide footway parking ban.

Where an exemption is made, the permitted parking area is identified by white lines on the footway and small blue signs. Parking outside the marked areas is a contravention of the regulations and may result in the issue of a parking ticket.

Enforcement of RingGo Cashless Telephone Parking

The Borough has enabled motorists to pay to park using the RingGo cashless telephone parking system. Since this facility is a “virtual” parking scheme, no parking tickets or permits are required to be displayed in vehicles utilising this provision. So that CEOs are able to enforce, they have been provided with hand held devices that show all vehicles covered by a particular RingGo parking zone. There is also web access to RingGo’s reporting pages at their enforcement base.

The RingGo system is used for:-

- Pay and Display parking (on and off street except in multi-storey car parks)
- Voucher parking on street
- Resident Visitor Permit and Trader Permit parking (“Pay as You Go”)
- Vehicle dispensations on and off street (which include yellow lines and parking bays)