



## **London Yard Parking Policy Version 6.2 – Frequently Asked Questions**

### **General**

- ❖ London Yard Parking Policy Version 6.2 becomes effective from 1<sup>st</sup> March 2016.
- ❖ What has changed since Parking Policy Version 6.1?
  - Clarity around the permitted use of the disabled parking bays
  - Change in the number of visitors permits available to resident applicants
  - Change in the number of consecutive days per vehicle on a visitors permit
  - Clarity around the number of resident permits for commercial property leaseholders/sub-leaseholders
  - Change in the application requirements for Commercial property staff permits
  - Addition of Zero Tolerance clauses
- ❖ Where can vehicles be parked?
  - Parking areas for your permit type can be found in Appendix 1 of the Parking Policy.
- ❖ I've lost my resident / commercial staff permit, what should I do?
  - A new permit can be obtained using the usual application process, but an administrative charge of £10+VAT will apply.
- ❖ Does this charge or any charge apply to obtaining visitors permits?
  - No, there is no charge for visitor's permits.
- ❖ I'm expecting a delivery, but cannot give seven days' notice as I don't know when exactly it will arrive, what should I do?
  - For large deliveries (loading/unloading times in excess of 10 minutes), it is usual to have agreed a delivery date with the courier therefore seven days' notice should be given.
  - For smaller deliveries, notice is not required as the courier should more than sufficiently be able to deliver the goods to you within the allocated allowed waiting time.
- ❖ I feel like I've been unfairly ticketed, what should I do?

- The parking policy specifies three levels of appeals process which are available.
- ❖ I went on holiday and forgot to renew my permit, subsequently I have been ticketed. Can you cancel my tickets?
  - No, it is the responsibility of the keeper of any vehicle to ensure that it holds the required valid permits.
- ❖ I think the parking ticket cost is quite high, why have you set it at this?
  - The parking charge notice levels are based on those being enforced in the surrounding area and on British Parking Association recommendations.
- ❖ I think someone has abandoned a vehicle, what should I do?
  - Please notify the managing agents of suspected abandoned vehicles. The managing agents will work in conjunction with the parking enforcement contractor and the London Yard Board to have the vehicle removed as required.
- ❖ What happens if the new Parking Policy doesn't quite work right?
  - The London Yard Board will be undertaking a Parking Assessment Programme (PAP). This programme will monitor, assess, review and implement appropriate changes to the parking policy.
- ❖ Why have you added a Zero Tolerance section to the Parking Policy?
  - Continued breach of the Parking Policy by both resident and visitor permit holders has led to the addition of this section.

### **Residents**

- ❖ Has the residents permit changed?
  - No, the residents permit is exactly the same as before and the process for application is unchanged
- ❖ I rent out my property but have to visit occasionally or for emergency purposes, what should I do?
  - You can utilise the 3 hour free parking designated for shoppers or obtain a visitors permit from your tenant.
- ❖ I'm a resident permit holder but my car is in the shop being repaired, I have a hire car, what should I do?
  - The parking policy allows resident permit holders to use visitor permits in instances like this.
- ❖ I need to SORN my vehicle, am I allowed and what should I do?
  - Storage of SORN vehicles will be permitted on a case-by-case basis. Application should be made according to the terms of the Parking Policy.

### **Visitors**

- ❖ I'm a resident and have visitors frequently visit, what permit is required?

- Resident visitors will be required to display a visitor's permit. One visitors permit will be provided with the residents permit, additional permits will be provided upon request.
- ❖ How many visitors' permits can I have?
  - You will be able to request 6 visitor permits, per annum from the date of first issue.
- ❖ What if I need more than 6 visitor permits per annum?
  - If you require additional permits please make your application, which will be assessed on a case-by-case basis.
- ❖ How does the new multi-entry visitor permit work?
  - The permit will have ten blank entry spaces. An entry becomes valid when the date of entry and vehicle registration of the visitor is entered in ink on the permit.
- ❖ Does that mean I have to use that permit for that vehicle only?
  - No, you can utilise the permit on another vehicle by following the same steps with the new visitor's vehicle.
- ❖ How long is an entry valid?
  - An entry is valid for seven days.
- ❖ My friend/relative is staying with me for an extended period of time, can they still use the visitors permit?
  - Yes, but they cannot exceed 30 consecutive days of parking.
- ❖ Why did you reduce the visitor permit extended stay period to 30 days from 90 days?
  - As part of our assessment of fair usage and to address the issue of regular and widespread breach of the parking policy the period was reduced to 30 consecutive days.
- ❖ I'm a commercial unit owner/tenant, am I eligible for visitor permits?
  - No, visitor permits will be issued on a case-by-case basis where evidence of use must be provided.
- ❖ I look after properties on the development, and sometimes require tradesmen to visit. What should I do?
  - You can utilise the 3 hour free parking designated for shoppers or obtain a visitors permit from your tenant.
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- ❖ Can I still get a visitors permit from the caretaker if I need one and forgot to apply for it?
  - No, the caretaker will only hold those permits which hold a valid application of use as per the parking policy.

### **Shoppers**

- ❖ Do my shoppers need a permit?

- No, shoppers should utilise those bays which offer 3 hour free parking. The location of those bays can be found in Appendix 1 of the Parking Policy.
- ❖ The shoppers' bays are located on the other side of the barrier, how can they access them?
  - The barrier will remain in the open position between the hours of 07:30 to 23:30, Monday to Sunday.

### **Motorcycles**

- ❖ I own a motorbike, do I need permit?
  - No, motorbikes should be parked in designated bays as stated in the Parking Policy.