



# HILLINGDON

LONDON

## Terms and Conditions

These terms and conditions apply to the services and parking products offered by Parking Services.

### 1. All Permit Types

- 1.1. This section applies to all permit types in addition to their specific sections contained within these terms and conditions.
- 1.2. All parking permits are virtual (except Carers Permits and Business Permits), which means that there is no need to display anything in the respective vehicle. Civil Enforcement Officers (CEOs) will be able to check whether a vehicle has an active permit using their hand-held devices.
- 1.3. Parking permits are only valid for use in designated bays/spaces for the assigned zone (permit holder only bays or shared use bays that can be used by both permit holders and motorists who pay to park by obtaining a ticket) within Parking Management Scheme (PMS). The vehicle must be parked without obstruction otherwise a Penalty Charge Notice (PCN) may be issued, and the vehicle may be removed by the Council.
- 1.4. Business permits can only be used in the designated business bays within the applicable PMS.
- 1.5. The issue of any permit does not guarantee the user a parking space.
- 1.6. The Council has the right to suspend parking bays at any time. The Council will usually advise if parking is going to be disrupted or suspended, although this is not always possible. In such circumstances, warning notices will normally be put up 72 hours in advance at the relevant parking bays. Emergency suspensions may be introduced at any time. Vehicles must not be parked in a place where parking has been suspended, as a PCN may be issued, and the vehicle may be removed.
- 1.7. The applicant is solely responsible for renewing their parking permit before it expires. The applicant can renew their permit up to 28 days prior to its expiry date.
- 1.8. Applications for permits will not be accepted by post, except for exceptional circumstances.
- 1.9. If required, the applicant will support their parking permit application by providing the documentation outlined in the application process.
- 1.10. During the application process proof may be required to validate the application. The Council may review the documentation supplied and can request further information if the

proof is not sufficient and doesn't meet the application requirements. The Council also reserves the right to revoke the permit if the additional information is not received within 7 days of the request being made.

- 1.11. If the applicant transfers or sells the vehicle to a new keeper, the permit will no longer be valid.
- 1.12. The applicant will notify the Council of any changes in their circumstances which may affect the validity of the parking permit including but not limited to:
  - a) a change of address within the Borough;
  - b) leaving the Borough; and
  - c) sale or disposal of the vehicle.

Failure to do so may result in additional costs for permits in the future.

- 1.13. Parking permits issued by the Council remain the property of the Council and an applicant is required to return any such permits (if applicable) to them if asked to do so by a Council officer or an authorised officer on behalf of the Council.
- 1.14. The Council reserves the right to withdraw, invalidate or refuse to issue a permit if;
  - a) it becomes apparent that a permit issued by the Council is improperly held or is being improperly used;
  - b) there is any default in payment of the Council's appropriate charge for the permit;
  - c) the vehicle against which the permit has been issued has three or more outstanding Penalty Charge Notices which have reached the stage where the statutory rights of appeal have been exhausted and/or
  - d) the vehicle in which the permit has been applied for exceeds the height of 2.3 metres in height and/or 5.3 metres in length.

## **2. Vehicle Requirements**

- 2.1. The vehicle which a parking permit is applied for must not exceed 2.3 metres in height and/or 5.3 metres in length. Any parking permit issued to a vehicle which exceeds this height and/or length restriction may be revoked.

## **3. Property Requirements**

- 3.1. The address/property against which a parking permit is applied for must:
  - a) be the applicant's sole or main residence and/or place of business;
  - b) fall within the boundaries of a PMS (is applicable) as defined by the Council; and
  - c) not be a car free or car restrained development (i.e. a property not entitled to apply for such a permit from the Council) as defined by the property's planning permission (section 106 agreement) unless otherwise specifically permitted.

#### 4. Courtesy Vehicles

- 4.1. If the vehicle associated to any permit becomes unusable and a temporary vehicle is obtained, permit holders can apply for a courtesy vehicle permit via their online permit account. The option to apply for a courtesy vehicle is only available to accounts that have a current valid parking permit.

#### 5. Resident Permits

- 5.1. Resident parking permits are valid for 12 months.
- 5.2. Foreign vehicles will not be permitted to have a resident parking permit for longer than 12 months unless proof that the vehicle has been registered with the DVLA is provided.
- 5.3. The annual permit charge as detailed in 5.4 relates to the number of vehicles at a property that require a permit and are assigned to applicants on a first come, first serve basis. Therefore, applicant one will be able to obtain resident 1<sup>st</sup> permit, applicant two can obtain resident 2<sup>nd</sup> permit and so on. Provided permits are renewed before they expire the permit sequence (e.g. the order in which they were initially applied for and the charges therefore associated to them) will remain the same. Renewing permits after they have expired may result in the sequence of the permit charging changing.

#### 5.4. Charges

- 5.5.1. Resident parking permits charges apply to the number of permit holders per household. These charges are per address as defined by the Local Land Property Gazetteer (LLPG).

Type	Price
First Permit	£0
Second Permit	£105
Third Permit	£126
Fourth Permit	£157.50
Fifth + Permits	£210

- 5.5.2. Residents who no longer require a permit can cancel it by accessing their digital permit account. Refunds are calculated based on the number of full months left on the permit at the point of cancellation and will be refunded back to the original payment card used. Refunds can take up to 28 days to process.
- 5.5.3. If a paper permit is held, this will need to be returned to the Council before a refund will be issued to the applicant.
- 5.5.4. If a resident permit is no longer required refunds will not be available for any additional vehicle permits already issued to the same address. It is the applicant's responsibility to ensure when applying for or renewing their permit, they are obtaining the vacant permit positioning available. For example, if permit 1 is not renewed, permit 2 cannot apply for a refund for the difference in permit pricing.

## 6. Resident Visitor Vouchers and Free Visitor Vouchers

### 6.1. Visitor Vouchers

6.1.1. Permitted residents within a PMS are allowed to apply for and obtain visitor vouchers, any residents in restricted properties as described in 3.1 (c) are not permitted to purchase visitor vouchers.

6.1.2. Visitor permits are sold in batches of 10 virtual sessions. Sessions cannot be purchased individually but only in the quantities detailed below:

Type	Quantity	Price	Price per session
All Day Voucher	10 sessions	£10.50	£1.05

6.1.3. Sessions can be activated against vehicle registration numbers via the applicants electronic permit account.

6.1.4. There is a limit on the amount of visitor vouchers that can be obtained by a resident annually. This limit is determined based on the operational days of the PMS.

6.1.5. Applicants will be required to apply for a voucher permit, which gives the ability to obtain up to 50 all day voucher sessions at a time. These voucher sessions are then valid for the duration of the voucher permit period. If residents require a further 50 voucher sessions, then a second voucher permit needs to be applied for.

6.1.6. Any paper visitor vouchers held by residents can still be used.

### 6.2. Free Visitor Vouchers

6.2.1. The Council offers 10 free visitor sessions a year to resident properties (as defined by the LLPG data set) where the property resides in a PMS and is not a property as defined by 3.1c. The first voucher permit applied for at a property will be provided with the 10 free voucher sessions as part of the application process and is issued on first come, first serve basis.

6.2.2. Vehicles in which a voucher session is assigned to can park in any resident or shared use bay within the PMS in which the property of the applicant is located.

6.2.3. The allocation resets on the annual anniversary of when it is first obtained by the applicant.

## 7. Business Permits

7.1. Business permits are available to specific businesses that are located within a PMS. The businesses permitted to apply for a business permit are defined by the Traffic Management Orders.

7.2. Business permits can only be issued for specific PMS' where there are designated business bays.

7.3. Business permits are available to businesses who require use of their vehicle for business purposes around the borough, they will not be issued for the purposes of commuting.

#### 7.4. Charges

<b>Period</b>	<b>Price</b>
3 Months	£131.25
6 Months	£262.50
12 Months	£525.00

### 8. Disabled Resident Permits

8.1. Properties that have a disabled resident bay allocated to them (either outside the property or in close proximity) can apply for a disabled resident permit. This permit will allow the resident of that property to park within the allocated disabled bay outside the property.

8.2. Where a disabled resident permit bay is assigned to a property, the disabled resident will be able to apply for a disabled bay permit to allow them to park in said bay without needing to display their blue badge. These bays are not for the sole use of the resident, any blue badge holder is permitted to park in a disabled resident bay in the borough.

#### 8.3. Charges

<b>Type</b>	<b>Price</b>
New Permit	£15
Renewal	£5

### 9. Carers Permits

9.1. Residents who live within a PMS who receive care can apply for a carers permit. The applicant will be required to provide proof of their care and residency during the application process.

9.2. Carers' parking permits are issued by the Council in a paper format which is posted to the applicant's address. The Council takes no responsibility for permits lost in the post.

9.3. If a permit is lost or destroyed the applicant can apply for a replacement permit but a charge does apply, please refer to 9.4.

#### 9.4. Charges

<b>Type</b>	<b>Price</b>
Permit (New/Renewal)	£0
Replacement for lost permit	£20

9.5. Carers' parking permits are for the sole use of the applicant's carers and must only be displayed in a vehicle which is being used by the carer to deliver care to the applicant at the time that the permit is displayed. At all other times the permit must be retained by the applicant.

- 9.6. A carers' parking permit must be displayed in the vehicle so that it is clearly visible from the front or nearside of the vehicle. Failure to clearly display a permit may result in a Penalty Charge Notice being issued.
- 9.7. If the applicant moves address, they must return the permit to the Council.
- 9.8. Carer's permits are only valid in resident bays located within the PMS as displayed on the permit.
- 9.9. Carer's parking permits issued by the Council remain the property of the Council and an applicant is required to return any such permit(s) to them if asked to do so by a council officer or an authorised person on behalf of the Council.

## 10. Mobile/Waiver Permits

### 10.1. Mobile Permits

- 10.1.1. Only organisations listed on the Council's eligible list are able to obtain a mobile parking permit. If your organisation is not on the list but you apply for a permit, your application may be rejected by the Council.
- 10.1.2. Mobile permits allow vehicles to park in resident parking bays whilst the holder is undertaking community work nearby.

### 10.2. Extended Waivers

- 10.2.1. Only organisations listed on the Council's eligible list are able to obtain an extended waiver permit. If your organisation is not on the list but you apply for a permit, your application may be rejected by the Council.
- 10.2.2. Extended waiver permits allow vehicles to park on single yellow lines within the Borough whilst the holder is undertaking community work nearby.

### 10.3. Charges

Type	Price
Mobile Permit (Commercial Organisations)	£480/annually
Extended Waiver (Commercial Organisations)	£480/annually
Mobile Permit (Non-Profit/Staff)	£20/annually
Extended Waiver (Non-Profit/Staff)	£20/annually

## 11. Car Park Permits

- 11.1. The Council offers the ability for permits to be obtained at specific car parks within the borough. Car Park permits are sold in the duration of three, six or 12 months only.

Car Park	Address
Blyth Road Car Park	Blyth Road, Hayes, UB3 1RX
Brandville Road Car Park	Brandville Road, West Drayton, UB7 7LT
Cedars Multi Storey Car Park	Oxford Road, Uxbridge, UB8 1ND

Community Close Car Park	Community Close, Ickenham, UB10 8RF
Devon Parade Car Park	Devon Parade, Eastcote, HA5 1QR
Devonshire Lodge Car Park	Devonshire Lodge, Eastcote, HA5 1QW
Fairfield Road Car Park	Fairfield Road, Yiewsley, UB7 8EY
Grainges Multi Storey Car Park	Oxford Road, Uxbridge, UB8 1BS
Green Lane Car Park	Green Lane, Northwood, HA6 2GX
Kingsend South Long Term Car Park	Kingsend South, Ruislip, HA4 6ER
Linden Avenue Car Park	Linden Avenue, Ruislip, HA4 9AB
Long Lane Car Park	Long Lane, Hillingdon, UB10 9PQ
North View Car Park	North View, Eastcote, HA5 1PG
Pembroke Gardens Car Park	Pembroke Gardens, Ruislip, HA4 8NX
Pump Lane Car Park	Pump Lane, Hayes, UB3 3LJ
St Martin's Approach Car Park	St Martins Approach, Ruislip, HA4 8BD

11.2. Each car park has a set number of permits permitted to be sold. Applicants who apply for a car park permit at a car park that is at full capacity will be added onto a waiting list.

### 11.3. Resident Car Park Permits

11.3.1. Residents of the Borough are able to apply for a resident car park permit. Proof of address and vehicle ownership is required so that the Council can validate your eligibility for a resident car park permit.

11.3.2. The resident car park permit costs are listed below:

<b>Resident Car Park Permit Charges</b>	<b>3 Months</b>	<b>6 Months</b>	<b>12 Months</b>
Car Park Permit (Surface)	£89.25	£178.50	£357
Cedars MSCP, Grainges MSCP	£315	£630	£1260

### 11.4. Non Resident Car Park Permits

11.4.1. Non residents are able to apply for a car park permit to be able to park in one of the car parks listed in 11.1.

11.4.2. The non resident car park permit costs are listed below:

<b>Non Resident Car Park Permit Charges</b>	<b>3 Months</b>	<b>6 Months</b>	<b>12 Months</b>
Car Park Permit (Surface)	£110.25	£220.50	£441
Cedars MSCP, Grainges MSCP	£446.25	£887.25	£1764

## 12. School Permits

12.1. Parents at permitted schools are able to apply for a school permit. A school permit gives the applicant 30 minutes to park within the PMS in which the school is located during pick up and drop off times only.

12.2. School permits can be obtained for the following schools only:

Glebe Primary School
Hermitage Primary School
Newnham Infant & Nursery School
St. Andrew's C of E Primary School
St Mary's Catholic Primary School
Whitehall Nursery & Infant School

12.3. Applicants will be required to provide details relating to the child in attendance at the school as part of the application process. All applications will then be reviewed/approved by the applicable school. Once the application has been approved the applicant will be notified by email.

12.4. The cost of a school permit is included below:

<b>Duration</b>	<b>Cost</b>
Annual (from September to July)	£20
7 Months (January to July)	£13.50

### **13. Fraud Prevention**

13.1. In order to confirm proof of residency and vehicle ownership to reduce instances of fraudulent applications, applicants may be required to provide proof during the application process. The Council serves the right to check these applications and request further proof if they are deemed invalid or insufficient.

13.2. If a permit is found to have been obtained using false or misleading information the permit will be cancelled and no refund will be issued.

13.3. The Council and/or its agents may use the information provided by the applicant to satisfy itself that the applicant is eligible for the permits or parking sessions and/or to prevent and detect fraud.

13.4. The Council has a duty to protect the public money it deals with and may use information the applicant provides to detect and prevent fraud. For this reason, the Council may also share this information with other organisations dealing with public money.