

PARKING SUSPENSIONS OR DISPENSATIONS

PART 1 - YOUR DETAILS

Title: Mr Mrs Miss Dr Other (Please state) _____

Surname: _____ First name: _____

Business name (if applicable) _____

Address: _____

_____ Post Code: _____

Contact telephone number (required): _____

PART 2 - SUSPENSION REQUEST (To request parking spaces for your exclusive use)

LOCATION - We will try to locate your suspension as close to the requested location as we can, however, we will take account of local conditions when setting this up.

Reason of request: _____

Street: _____ Town: _____

Property number/name or landmark: _____

Number of spaces required (we consider a space to be one car length of 4.5-5m): _____

DURATION - Note - we will need three working days notice for any extension of a suspension.

Start Date: _____ End Date: _____ Excluding weekends

Hours of operation: At all times or Start time: _____ End time: _____

PART 3 - DISPENSATION REQUEST (To park at a location you are not normally permitted)

LOCATION - We may amend or refuse a request if there would be traffic or safety implications.

Reason for request: _____

Street: _____ Town: _____

Property number/name or landmark: _____

Type of parking restriction: _____

Number of dispensations required: _____ (Please list below the vehicle registrations for these)

_____ / _____ / _____ / _____

We can make dispensations available for use in any vehicle, however, as this would not have the security of being tied to a specific vehicle, **if it is lost or stolen it will not be replaced.** You would need to purchase a further dispensation at the same cost as a new application to replace this.

DURATION - Start Date: _____ **End Date:** _____ **Excluding weekends**

PART 4 - COST AND PAYMENT

Please use the following to calculate the cost of a suspension:

For suspensions in Kingston town centre zone A/A1 for any non-resident or business:

Days in force _____ x Number of car length spaces _____ x £25 = £ _____

For all other suspensions, including those for residents in Kingston town centre zone A/A1:

Days in force _____ x Number of car length spaces _____ x £15 = £ _____

(If you have excluded weekends, do not count these as the days the suspension is in force. A charge applies for each day the suspension is available, even if normal controls do not operate on that day).

Please use the following to calculate the cost of a dispensation:

For dispensations in Kingston town centre zone A/A1 for any non-resident or business:

Number of days _____ x Number of vehicles _____ x £30 = £ _____

For all other dispensations, including those for residents in Kingston town centre zone A/A1:

Number of days _____ x Number of vehicles _____ x £20 = £ _____

Payment

Currently, we can only accept cash or cheque payments. We are looking to upgrade our systems to accommodate credit and debit card payment. We may be able to offer invoice terms to businesses requesting suspensions over £250. Please call 020 8547 5970 to discuss this further.

You may only pay using cash by visiting the Parking Shop in person. Do not post any cash.

I enclose a cheque or postal order made payable to 'Kingston Corporation' for £ _____

PART 5 - CHECKS AND DECLARATION - ALL APPLICANTS MUST SIGN AND DATE

If you are a resident of Kingston town centre zone A/A1, to qualify for the reduced rates please enclose *two* of the following as proof of residency. One must be less than three months old:

Current Council Tax document	<input type="checkbox"/>	Driving Licence	<input type="checkbox"/>
Tenancy Agreement	<input type="checkbox"/>	A recent Bank Statement	<input type="checkbox"/>
A recent utility bill (not mobile phone)	<input type="checkbox"/>	(We consider recent to be less than six months old)	

If you request a dispensation for use in any vehicle, we would advise you to collect it from the Parking Shop, as if it is lost in the post, we would only replace it at the same cost as a new application.

I confirm that the information that I have provided in this form is true and accurate and accept that if anything I have stated is false or untrue, I may be prosecuted. I confirm I have read and understand the application and use guidance notes included with this form and all advices on this form.

Signed: _____ Date: _____

If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call our helpline on 020 8547 5757 or ask someone to call on your behalf.

OFFICE USE: Received _____ Issued _____ By _____ Cost £ _____ Postal/Personal

APPLICATION AND USE GUIDANCE NOTES

CONDITIONS OF APPLICATION

We reserve the right to refuse a request for a suspension or dispensation. Suspensions may be up to 75 meters from the requested location.

For suspensions we will require at least five working days notice to suspend a space. **For dispensations we may need three working days notice** in case we need to refer the request to others. However, in many cases, we can issue a dispensation immediately.

COST AND CHARGING METHOD

Charges apply in all circumstances except for funerals, where we will provide up to three dispensations or suspend up to three spaces for one day only without charge to assist with the funeral. To obtain this without charge we may request supporting evidence of the funeral.

For locations without individually marked spaces we will consider a space to be around 4.5 - 5 meters in length. A dispensation is charged for each vehicle, regardless of size.

We only charge in whole days (running midnight to midnight) and give no discount for suspensions or dispensations which are only for part of a day.

If you are requesting a suspension for an extended period, you might want to consider giving the space back over the weekend if it will not be used. We will not make a charge for the weekend so it will reduce the suspension cost.

If you are only using the suspension during working hours, it is useful to tell us so we can allow others to make use of the space outside the hours you require it. No discount is given for this but it is appreciated by local residents.

A free dispensation is available for each parking space suspended to indicate eligible vehicles.

Residents of Avenue Road and Mill Street will be able to obtain a dispensation to park on the yellow line for builders/workmen who are using their vehicles as a workplace at the same charge rates as our operational parking permits. We will need

to be shown the same evidences that are required for the operational permit, as well as evidence that the vehicle operates as a workplace. We consider a vehicle to be a workplace if it contains required equipment that cannot be unloaded. To apply please complete an operational permit form.

If the dispensation is to allow you to park in a space where you will also make payment, for example to stay for longer at a pay and display space whilst making payment, then the charge is £10 for a week to cover our administration costs.

If the dispensation is for you to make use of a courtesy car whilst yours is being repaired, we will not charge you for this for two occasions a year. After that, a charge of £10 will be made for administrative costs. At all times, your permit must be displayed with the dispensation in the courtesy car.

If you have any questions about what to provide for a reduced charge, please call the Parking Shop during opening hours before you make your application on 020 8547 1333.

PLEASE SEND YOUR APPLICATION TO:

The Parking Shop,
PO Box 1034,
Kingston upon Thames,
KT1 1EU.

Or visit us at:

The Parking Shop, Ground Floor, Guildhall 2,
High Street, Kingston upon Thames.

Monday, Tuesday, Wednesday	8:30 - 5:00
Thursday Late night opening	8:30 - 7:00
Friday	8:30 - 5:00
Saturday	8:30 - 3:00

The shop is closed during Public/Bank Holidays.

Telephone: 020 8547 1333

www.kingston.gov.uk/parking

USE OF SUSPENSIONS AND DISPENSATIONS

A suspension is only authorised for the reason detailed in your application. If it is used for other reasons which the Council consider unsuitable or unnecessary will result in the spaces being returned to use and the suspension ended. We will only refund using the same calculation as if a suspension was cancelled by you, as set out below. Penalty charge notices may also apply.

A dispensation is only authorised for the reason detailed in your application. If you are found to be using it for other purposes, we will consider the dispensation invalid for parking.

To provide parking all dispensations, including those issued with a suspension, must always be on clear display in the front dashboard, so that all details may be easily read from the outside.

If a dispensation is not correctly displayed or is not being used in accordance with the application or any terms detailed, a Penalty Charge Notice may be issued.

REFUNDS

A refund can take up to 28 days to process and will be issued by cheque.

If you cancel a suspension which is due to start in more than four working days, we will refund the whole cost of the suspension less a £15 administration charge.

If you cancel a suspensions that is due to start in less than four working days or a suspension that has already started we will refund the remainder of the suspension that will be left four working days from the date you cancel, less a £15 administration charge. If this would leave a zero value, we will not make any refund.

If we cannot put in place the suspension for any reason, we will try to make an alternative arrangement with you or arrange a full refund of the cost of the suspension.

We will refund each full day left on a dispensation at the date of receipt at our offices, less the cost of one day of as an administration charge.

PROBLEMS OR ERRORS

If there is an error with suspension signs on street, you should advise us immediately for correction. If we are responsible for the error, we will make a refund for each 24 hour period that the suspension should have been available and is incorrect, from the point at which you advised us there was an error until it is corrected, at the daily rate you paid.

If there is an error with a dispensation which was caused by us, you should advise us immediately and return the dispensation for correction. We will not make a refund for such an error, but will be able to contact our enforcement officers to disregard the vehicle so you receive the parking you need. If there is an error which is a result of your application, we will try and make suitable arrangements with our enforcement officers but do not guarantee we can disregard the vehicle. You should return the dispensation for correction.

If a vehicle is parked so that you cannot use the suspended space or location where your dispensation is valid, please contact us so we can arrange for parking enforcement and make suitable alternative arrangements. No refund will be given for problems that arise as a result of the acts of third parties.

During the opening hours of the Parking Shop, you should report any problems or errors to them by telephone. Outside of these hours, please email: kingston.suspensions@nslservices.co.uk giving full details of your problem.

We aim to meet your request, but do not guarantee the services offered and we accept no liability for any costs you incur as a result of the requested service not being available, whether that is caused by us or third parties.

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