

## **Introduction**

Business permits were introduced for small businesses and the issue of business parking permits is constantly under review.

This notice explains how the business parking permit system works in the controlled parking zones (CPZ) in Merton.

If you have a valid parking permit you can park your vehicles in designated bays in relevant sub zones.

## **Types of parking bays**

### **Permit Holder Bays**

These are for business, residents and their visitors who display a valid parking permit. Bays are grouped into sub zones, which are identified by a letter and number code. The code is clearly displayed on roadside signs, and on permits. You may only use the permit to park in the relevant sub zone. **Note business permit holders cannot park in 'resident permit holder only' bays**, always check the signs before parking.

### **Shared Use Bays**

Generally these may be used as pay and display or as permit holder bays at any time. However, in some areas permit holders may only use these bays at the times shown on the signs, such as before 9.30 am and after 4.30 pm on weekdays. **Note** that some pay and display bays are restricted and may not be used during peak hours. These conditions are clearly set out on nearby signs. Business permits are **not** valid in shared use bays that state pay & display and resident only permits.

### **Meter/Pay and Display Only**

In addition to the above bays, there are some meters and pay and display only bays, which permit holders cannot use. Always check the signs before parking.

### **Loading**

These are for vehicles parked while heavy or awkward goods are loaded or unloaded. Vehicles may load and unload for up to 20 minutes and should not be left unattended.

## **Applying for a Business Parking Permit**

You can apply for a business parking permit online at [www.merton.gov.uk/permits](http://www.merton.gov.uk/permits). Alternatively you can telephone us on **020 8545 4661** or download forms from our website. A set-up fee of £25.00 applies to all first-time permit applications.

You will have to prove the existence of your business at this address, e.g. business rate bill.

Please state in a covering letter on company headed paper, or at the relevant stage of an online application, why the issue of a permit(s) is essential to the continuation of the business. Any application received without a covering letter or statement of reasons will be rejected.

Parking Services' decision whether or not to approve the application is final. Should your application be refused and your circumstances change after 3 months of the date of the refusal letter a new application can be submitted for consideration.

### **Allocation**

No more than 2 business permits will usually be issued per business except in exceptional circumstances. The allocation is strictly controlled by the Council, as there is a strong demand for parking spaces. Permits will be issued at the discretion of the council.

Businesses that already have access to space for 2 or more vehicles off-street will not be eligible for permits.

Due to misuse of business permits, Parking Services is being more rigorous in checking all business permit applications.

### **Photocopied documents**

We will in most cases accept photocopied documents as proof of ownership etc. However, we reserve the right to ask you to provide original documents.

### **Maximum size of vehicle**

We can issue permits for cars and small commercial vehicles with four wheels or less. Vehicles must not exceed 2.28 metres in height and 4.95 metres in length. When the vehicle is parked it must be fully contained within the parking bay and no wider. However we do recognise that large vehicles are popular. If your vehicle exceeds the maximum size allowed, we will consider issuing a permit if you ask us to in writing.

The decision to issue a permit in these circumstances will be made by the Parking Services manager or their nominated officers.

### **Business Address Permits**

These vehicles are not vehicle-specific and are only issued in exceptional circumstances and must be requested at the time of application. If you lose an address permit we will not issue a replacement – you must purchase a new permit.

### **Use of Permits**

Permits are not transferable between vehicles. You may request that more than one vehicle registration is printed on your permit but it will only be valid in one vehicle at a time. The original permit must be clearly displayed in the windscreen of the parked vehicle and you are not permitted to make or display copies of the permit.

## **Duration of Permits**

All business permits are valid for 6 months from the date of issue. You cannot backdate the start date of your permit but you may request that it start up to 1 month after the date of application (e.g. if you wish to have a permit ready for when you move into new premises).

## **Changing or cancelling a permit**

### **Courtesy vehicle**

You might need to use a courtesy vehicle if your vehicle is in a garage for repair/service. If this happens you will need to remove your permit and put it in the courtesy vehicle. You then need to call us on 020 8545 4661 to get a unique reference number to put alongside the permit on the dashboard of the courtesy vehicle, references are valid for 10 working days from the date of issue.

### **Permanent change of vehicle or address**

If you move business from one zone to another or change your vehicle you must apply for a new permit. You can apply online at <http://www.merton.gov.uk/permits> or call us on 020 8545 4661 to tell us about the change of address or vehicle. We will then issue you with a unique reference number.

You should then photocopy your parking permit and write your unique reference number on the photocopy. Place the photocopy of the permit on the dashboard of your vehicle. **References are valid for 10 working days from date of issue.**

You must then send the original permit back to us along with the relevant proof of change of address together with the administrative fee, or for change of vehicle confirmation of the registration on company headed paper.

### **Replacement permits**

If your business parking permit is lost, damaged or stolen there is an administrative fee for the permit to be replaced. If business address permits are lost, damaged or stolen you will have to pay the full amount for a replacement.

In either case please contact us on 020 8545 4661.

### **Surrendering a permit**

If you are surrendering a permit before it is due to expire, we will issue a refund of any full months remaining on the permit, minus an administration fee. Please contact us on 020 8545 4661 for further details.

If you use a business parking permit that is no longer valid (e.g. it has expired or been cancelled) you may receive a Penalty Charge Notice.

### **Displaying a permit**

Each business parking permit is marked with the letter and number code of the sub zone to which it applies. It allows you to park a particular vehicle in any permit holder bay in that sub zone; this does not include 'resident permit holder only' bays. You

should display the permit so that it can be seen clearly seen inside the vehicle's windscreen.

Civil Enforcement Officers may issue a Penalty Charge Notice if the permit is not displayed properly.

### **IMPORTANT NOTICE**

Very occasionally an emergency may arise which requires the clearance of a bay or length of street. In such cases the police will normally be involved and efforts will be made to contact owners. Owners may be charged for the removal of their vehicles.

It may also be necessary from time to time to suspend parking bays for utility works, removals etc. and it is the permit holders' responsibility to check whether bays have been suspended. A Penalty Charge Notice may be issued to any unauthorised vehicle parked in a suspended bay.

Please try not to leave your car in a public road if no one is available to move it within 24 hours. If possible please leave your key with someone who can move it, if they have to.

### **WITHDRAWAL OF RIGHTS TO USE PERMITS**

The Council reserves the right to withdraw a permit should the permit holder fail to comply with the issuing conditions. We can also withdraw a permit if the holder verbally or physically threatens or attacks any Civil Enforcement Officer or any other authorised Council employee.

### **WARNING OF CRIMINAL PROSECUTIONS**

To prevent fraudulent applications we require applicants to sign a legal undertaking. You will commit a criminal offence if you knowingly make a false statement in your application. The Council may bring a prosecution for criminal fraud if we are given evidence of deliberate misuse of permits.

### **DATA PROTECTION**

The London Borough of Merton is under a duty to protect the public funds it administers and may use the information you have provided, a for the purpose of the prevention or detection of fraud. The Council may also disclose any such information to appropriate agencies for this purpose.

**Parking Services,  
Merton Civic Centre  
London Road  
Morden  
SM4 5DX**