

## **Introduction**

This notice explains how the residents' 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 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.

### **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.

### **Disabled Bays**

Disabled bays are for the use of disabled drivers or passengers who display a valid disabled persons' badge (also known as a 'Blue Badge'). **Note** that residents of a zone who hold a blue badge can apply for one residents' address permit for free. This concession does not apply to visitor permits.

You can apply for a blue badge online at <http://www.merton.gov.uk/bluebadge> or by calling our concessionary travel team on 020 8274 4990.

### **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.

## **Applying for a residents' parking permit**

You can apply online at [www.merton.gov.uk/permits](http://www.merton.gov.uk/permits) or by calling 020 8545 4661.

When making your first application you must provide us with evidence that you live at the property and that you own the vehicle. A set-up fee of £25.00 applies to all first-time permit applications (the fee does not apply to permit renewals).

## **Proof of Residence**

You must send us either:

- Proof that you are listed on the current electoral register at the address shown at the front on your application form;
- A copy of a formal tenancy or lease agreement for where you live (not hand written);

- A copy of a solicitor's letter confirming purchase of your property

**OR** two from the following:

- Recent Gas, Water, Electricity, Telephone Bill or Council Tax document
- Housing, Child, Pension or Income Support Benefit Book
- Driving Licence with your current address
- Vehicle Registration Document with current address

### **Proof of vehicle ownership**

To apply for a Resident parking permit you need to prove that you own or have official use of the vehicle. We can accept any of the following documents:

- Vehicle registration document showing your name
- Hire or lease agreement showing your name
- Current certificate or schedule of insurance showing the vehicle registration number and that you are a named driver
- A copy of the sales invoice from a dealership showing the vehicle registration number and your name.

For a vehicle registered to a company you must supply a letter on company letterhead paper confirming your address within the controlled parking zone and that you are the only user of the vehicle.

If you are not the registered keeper of the vehicle, (perhaps the vehicle is registered to your parent or partner) we need you to provide the following three documents:

- A letter from the registered keeper of the vehicle confirming that you are the main user and keeper of the vehicle
- A copy of the vehicle registration document
- A copy of an insurance certificate or schedule detailing your name and address in the controlled parking zone and the vehicle's registration number, **Or** a recent letter from the insurance company verifying that the vehicle is usually kept by you at the controlled parking zone address

You can email your documents to [parkingpermits@merton.gov.uk](mailto:parkingpermits@merton.gov.uk) or post them to Parking Services, London Borough of Merton, Civic Centre, London Road, Morden SM4 5DX.

Proof documents are not required for permit renewals.

### **Photocopied documents**

We will in most cases accept photocopied documents as proof of residency and vehicle ownership. However, we reserve the right to ask you to provide original documents in cases, where, for example you are not on the electoral register.

### **Maximum size of vehicle**

We can issue permits for cars, invalid carriages and small commercial vehicles with four wheels or less. Vehicles must not exceed 2.28 metres in height and 5.25 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.

### **Resident Address Permit**

We will only issue one of this type of permit to a household. You can apply for a resident address permit if you drive a vehicle but are constantly changing it (for example a company pool car). In these circumstances, we require a letter from your company explaining the situation.

Resident address permits are also available at no charge to housebound residents for their carers to use. If you feel this applies to you, please apply online and give details of your blue badge. If you do not have a blue badge you must support your application with a letter of confirmation from your doctor, health authority or other recognised body.

### **Visitor Permits**

Residents can buy visitor permits for friends, relatives and workmen visiting them to use. You can buy these in multiples of ten, either full-day or half-day permits. These are limited to a maximum of 50 full-day and 100 half-day visitor permits (or a combination of the two) a year. If you want more you must write to Parking Services with a full explanation why you need them. We will then consider issuing you more.

Visitor permits are not refundable.

A visitor parking permit allows the holder to park in the same way as a residents parking permit (please refer to the criteria on the front page). They are valid for one day or half a day. The user is required to display the permit following the instructions and information provided in the cover letter issued with the permits. It is your responsibility to make your visitors aware of how to use the permit.

Residents can also buy an annual visitor permit. This is a single permit that can be used by any visitor and is limited to one per household. Please note, that if an annual visitor permit is lost or stolen we are unable to issue a replacement permit. You must make a new application.

### **Landlords**

You can buy visitor permits so contractors can carry out essential maintenance to a property you own in a controlled parking zone. You will need to show us a copy of the Land Registry or buildings insurance certificate to prove that you own the property.

### **Replacement permits**

If your resident parking permit or car park season ticket is lost, damaged or stolen there is an administrative fee for the permit to be replaced.

If your resident address permits, annual visitor permit or visitor Permits are lost or stolen you will have to pay the full amount for replacement permits.

In either case please contact us on 020 8545 4661

## **Change of vehicle or address**

If you move house from one zone to another or change your vehicle you must apply for a new permit. You can do this online at [www.merton.gov.uk/permits](http://www.merton.gov.uk/permits) or by calling 020 8545 4661. 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.

You must then send the original permit back to us along with the relevant proof of change of address or vehicle and an administrative fee.

## **Courtesy vehicle**

You might need to use a courtesy vehicle if your vehicle is in a garage for repair. 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. We will need to see confirmation of the courtesy vehicle registration: please ask the garage or hire company to post this to us or send us a fax to 020 8545 4655.

## **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 apply online or call us on 020 8545 4661 for further details. We cannot refund visitor permits. You can be charged with fraud if you use a parking permit when you are no longer a resident of the zone.

## **Displaying a permit**

each resident 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 bay in that sub zone. You should display the permit so that it can be seen clearly seen inside the vehicle's windscreen.

A visitor parking permit should be displayed on the vehicle's dashboard with the relevant information scratched off (the day, date, month and if half-day AM or PM. Our Civil Enforcement Officers should be able to clearly see the permit.

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. 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 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**