

What happens if I am issued with a PEN?

Before issuing your vehicle with a PEN the contractor will have taken dated and timed photographs. If you have been issued with a PEN the Notice will contain information on how to pay and how to appeal if you think the PEN has been issued incorrectly.

Signs around the estate give details of the contractors contact telephone number.

The contractor's staff should all wear uniform and carry a photographic identity card at all times.

Who deals with disputes?

Whenever possible the contractor will attempt to answer any enquiry or resolve a dispute. Should you be dissatisfied with the response you can refer the matter to the relevant area housing team or managing agent (see **contact details** opposite) and your complaint will

be promptly investigated. You are always advised to make payment first and dispute the matter afterwards to avoid additional charges building up. If your complaint is upheld you will receive a refund.

Contact details

Area Housing Teams:

Central Area Team	(020) 8871 5333
Eastern Area Team	(020) 8871 7439
Southern Area Team	(020) 8871 7482
Western Area Team	(020) 8871 5530

or email hms@wandsworth.gov.uk or contact your Co-operative/Resident Management Organisation.

www.wandsworth.gov.uk/housing

If you have questions about this leaflet please call (020) 8871 8567

If you need it in an alternative format (eg. large print, Braille or audio tape) please call (020) 8871 6800

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Parking Regulation Scheme



housing estates

Introduction

Many of the council's housing estates are covered by a **Parking Regulation Scheme (PRS)**. These are introduced at the request of residents and are in place to ensure the effective control of traffic management and parking problems around blocks and estates in the borough.

Estates covered by a PRS display clear signs advising motorists that parking regulations are in force.

Any vehicle parking on one of these estates must display a valid permit and a current road tax disc in their windscreen or face being issued with a **Parking Enforcement Notice (PEN)** by the council's contractor. A financial penalty applies to any vehicle issued a **PEN** where a vehicle is in breach of the PRS.

Residents and visitors should note that they are required to display the parking permit 'face up' so that the block/estate name and vehicle registration number can be clearly seen by enforcement officers.

Disabled parking

Since October 2009 parking contractors have worked on behalf of the council to enforce parking in disabled bays on council housing estates covered by PRS. This means that residents parking in a disabled bay on a council housing estate covered by a PRS will need to display a valid tax disc for the vehicle being used and a valid Blue Badge. Failure to show both of these items will result in a vehicle being issued a **PEN**.

To obtain advice on the application process or to request an application form for a Blue Badge please contact the concessionary travel team or telephone **(020) 8871 7709/8871**.

For information on CPZs and permits covering the public highway please contact the Parking Helpline on **(020) 8871 8871**.

Where can I park?

- You can park in any of the designated areas on the block or estate covered by your permit. Where marked bays exist vehicles must park within the bay. Vehicles which contravene this requirement may be issued a **PEN**.
- You **cannot** park in areas where road markings or signs indicate that parking is not permitted.
- Vehicles parked which block footpaths, garages, cause an obvious obstruction or are parked on grassed/communal areas will be issued a **PEN** regardless of whether they are displaying a permit. Vehicles blocking access to emergency vehicles may be liable to be towed and relocated elsewhere on the estate.

- Please note that if you rent a garage you should not park in front of it or on the forecourt, as the council's contractor is instructed to issue a **PEN** to vehicles blocking access to individual garages.
- Your permit covers housing estates only. It does not give permission to park on the public highway or areas covered by a Controlled Parking Zone (CPZ). Similarly permits for the public highway are not valid on housing estates.

Exemptions

The following vehicles do not need to display a permit:

- Motorbikes and scooters; but these must still display road tax and be parked responsibly.
- Liveryed Wandsworth Council vehicles.
- Emergency Service vehicles.
- Liveryed vehicles used by utility companies such as Thames Water, British Telecom – if they are parked in connection with an ongoing service.
- Vehicles used by doctors, health visitors and midwives 'on call' and displaying the appropriate NHS permit or a Health Emergency badge.
- Vehicles displaying a valid disabled Blue Badge will not be issued with a **PEN** but must be parked responsibly.

What is a valid permit?

- Residents' and visitors' permits must relate to the block or estate on which the vehicle is parked.
- Permits must be **clearly displayed** in the windscreen of the vehicle whilst parked.

- Residents' permits must relate to the vehicle in which they are displayed. They **cannot** be transferred between vehicles.
- All vehicles must clearly display a current road tax disc. Permits will become invalid if there is no current tax disc displayed.

A Statutory Off the Road Notification (SORN) declaration is **not** recognised on estates covered by a PRS.

Please note if you change your vehicle a permanent or temporary replacement permit must be obtained before parking on a housing estate.

How can I apply for a permit?

Up to four residents' permits can be issued per household but only one for each vehicle owner. They are free but there is a replacement charge for lost or damaged permits. Permits are issued on completion of an application form and production of:

- The vehicle registration document, showing the appropriate address on the estate.
- Proof of residency.

Residents can also apply for a visitor's permit but only one is issued for each household and proof of identity and residency is required.

There is a replacement fee for lost or damaged permits.

Permits can be obtained from the Area Housing Team, Co-operative or Resident Management Organisation responsible for the management of the block or estate (please see **contact details** overleaf).