



# LONDON JOINT UTILITIES GROUP (LJUG) PARKING SUSPENSIONS – APPLICATION FORM

Please complete this form including your payment information and return it to:  
[parkingsuspensions@westminster.gov.uk](mailto:parkingsuspensions@westminster.gov.uk) or post to:  
Parking Suspensions, PO Box 734, Redhill, RH1 9FP.

## Minimum Notice for applications:

- 10 working days (before 2pm for all bays).

Suspensions can cause disruption so in order to give our residents, businesses and other stakeholders as much notice as possible, we require 10 working days' notice of any application or the application may NOT be processed. Advanced notice periods are extended by one day where a Bank Holiday is involved and by two additional days over Easter and Christmas.

**Applications received within 10 calendar days of the proposed start date that are granted will be subject to a short notice administration fee of £20.**

If you have any questions, please contact us on 020 7823 4567 (Monday to Saturday 8.00am – 8.00pm).

**Charges quoted on this form apply to London Joint Utilities Group (LJUG) members only. Non-LJUG members should complete a standard suspensions application form.**

## Suspension Details

Start Date	<table border="1"> <tr><td>Day</td><td>Mth</td><td>Year</td></tr> <tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr> </table>	Day	Mth	Year	<input type="text"/>	<input type="text"/>	<input type="text"/>	End Date	<table border="1"> <tr><td>Day</td><td>Mth</td><td>Year</td></tr> <tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr> </table>	Day	Mth	Year	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Day	Mth	Year													
<input type="text"/>	<input type="text"/>	<input type="text"/>													
Start/End Time - All suspensions start at 8.30am and end at 5.30pm unless otherwise stated.		<input type="text"/>													
If the suspension spans a weekend/weekends but is not required on the Saturday and Sunday, please tick the box if the space(s) may be released for normal parking. You will not be charged for the suspension over the weekend(s) if this applies.			Tick Here <input type="checkbox"/>												
Reason for suspension	<input type="text"/>														
Where it is necessary, an additional licence/permit should be obtained prior to the start of the suspension (see T&Cs sec.9)															
Highways Licence/permit number (if applicable)	<input type="text"/>														
Number of car spaces required (1 space is considered to be 5 metres)	<input type="text"/>														
Type of space (e.g. Pay-to-Park, Resident, Motorcycle etc)	<input type="text"/>														
Street name:	<input type="text"/>	Postcode	<input type="text"/>												
Outside Building no.(s) from	<input type="text"/>	to	<input type="text"/>												
Lamp column no.(s) from	<input type="text"/>	to	<input type="text"/>												
Other location details: i.e. landmarks	<input type="text"/>														

## Pricing Information

The City of Westminster operates a tiered suspension charging system depending on duration. Check the table below to assist you in calculating your total amount to pay. Major works, defined as being fixed timescale major infrastructure programmes where bays would need to be out of commission for more than 21 days, can be considered separately. Please call 020 7823 4567 to discuss. Further details can be found on the City of Westminster website [www.westminster.gov.uk/suspensions-dispensations-and-skips](http://www.westminster.gov.uk/suspensions-dispensations-and-skips).

	Charge per bay/space
Days 1-3	<b>£70 for the 3-day period</b>
Day 4 onwards	<b>£55 per day</b>

## Personal Information

<b>Name</b>	<input type="text"/>	<b>Company</b>	<input type="text"/>
<b>Address</b>	<input type="text"/> <input type="text"/> <input type="text"/>	<b>Tel / Mobile No</b>	<input type="text"/>
<b>Postcode</b>	<input type="text"/>	<b>Fax No</b>	<input type="text"/>
<b>Email address for confirmation</b>	<input type="text"/>		

### Declaration

I declare that the information I have provided is correct to the best of my knowledge and agree to the Terms and Conditions.

**Signature**

**Date**

Once your application has been processed by the suspensions team you will receive an email confirmation with relevant payment information. This will include a link to our website where payments can be made by debit and credit card.

We need to receive the application within the timeframes specified on the first page of this form. Applications received late may be subject to a £20 short notice administration charge or may not be processed.

**The application is only confirmed once payment has been received.**

*To find out why Parking Services needs to collect and store personal data, how this is used and your rights to access your information, please refer to our Privacy Policy at [www.westminster.gov.uk/parking-services](http://www.westminster.gov.uk/parking-services).*

Please see next page for terms and conditions.

# Terms and Conditions

## 1. What is a parking bay suspension?

There may be a need to take out a parking bay or a series of parking bays from their normal use to facilitate various works taking place on the highway.

A suspension covers all types of parking bays.

Unless each space is individually marked, a suspended bay is calculated as being 5 metres long.

## 2. What works can I do in a suspended bay?

Suspended bays are not for general parking purposes and are for use where access to a particular place on the highway is critical for work to be carried out. Some examples of where a bay can be suspended include: for loading/unloading purposes, a removal vehicle for a residential move, building works, weddings & funerals and security reasons.

## 3. How much does a suspension cost?

The City of Westminster operates a tiered suspension charging system depending on duration. A space is calculated as being 5 metres long.

	Charge per bay/space
Days 1-3	<b>£70 for the 3-day period</b>
Day 4 onwards	<b>£55 per day</b>

There are some special cases, please see Special Bays (see # 8 below).

There needs to be one clear consecutive week between the dates required for a suspension for a second application to be treated as a new application.

## 4. What notice period do I have to give for a suspension?

We need to give our residents, business and other stakeholder as much notice as possible as suspensions can cause disruption and therefore we require 10 working days' notice to consider any application.

Advanced notice periods are extended by 1 day where a Bank Holiday is involved and by 2 additional days over Easter and Christmas.

Applications received within 10 calendar days of the proposed start date that are granted will be subject to a short notice administration fee of £20.

Should LJUG install a suspension without making application and/or obtaining the Council's permission, the Council retains the right to retrospectively pursue payment at the standard suspension charge rates and applying any applicable administration fees.

## 5. What happens when I submit my application?

The Suspensions Team consider and process your application. You can expect to hear within 4 working days.

If you do not receive a response please contact the service on the 020 7823 4567 or email [parkingsuspensions@westminster.gov.uk](mailto:parkingsuspensions@westminster.gov.uk).

If your application is assessed as being inappropriate (e.g. it would cause a traffic hazard) the suspensions team will contact you. They will advise of alternative locations for suspension.

Once your application has been agreed by the suspensions team you will receive an email with a link to our payment site. The booking is not confirmed until you have paid.

## **6. How do I pay online?**

Once you receive the email with a link to our payment site as detailed above, you can make payment by debit and credit card. The application is confirmed once payment is received.

## **7. Who do I contact if I am worried about my suspension application?**

The Suspensions Team can be contacted on 020 7823 4567 or emailed at [parkingsuspensions@westminster.gov.uk](mailto:parkingsuspensions@westminster.gov.uk).

Our postal address is:

Parking Suspensions, PO Box 734, Redhill, RH1 9FP.

## **8. What about Special Bays: Disabled Bays, Hospital Bays, Ambulance Bays, taxi ranks?**

If a dedicated parking space needs to be suspended (e.g. an allocated disabled bay, doctor, hospital, diplomat etc.) an alternative parking space must be allocated and suspended for this purpose. Additional charges will be applicable.

Please refrain wherever possible from suspending electric vehicle charging bays.

## **9. What about additional licences/permits: e.g. for Skips, Portable toilets, Fencing/hoarding, Scaffolding (Temporary Structures) etc?**

The following activities require additional licences as well as a suspension booking -

- Skips – please download an application form from our website.
- Utility works

The following are examples of activities which require permission from the Council's licensing department. To do this please contact the licensing team -

- Portable toilets
- Fencing/hoarding
- Scaffolding (Temporary Structures)

Where a licence/permit is required, the granting of the suspension in no way supersedes the need for the licence/permit to be obtained, nor does the suspension booking itself grant the licence/permit. The licence/permit must be obtained separately, prior to the suspension starting.

## **10. What if I want to make a large scale suspension booking?**

If you wish to make a multiple suspension booking (e.g. a booking that covers several streets), you will need to email the Suspensions Team at [parkingsuspensions@westminster.gov.uk](mailto:parkingsuspensions@westminster.gov.uk). This is to ensure that your booking is effectively managed and does not cause an unnecessary traffic hazard.

If a large number of resident bays are suspended, alternative provision for resident permit holders will need to be made. For every 20 resident bays suspended, 5 alternative bays will need to be provided.

Major works, defined as being fixed timescale major infrastructure programmes where bays would need to be out of commission for more than 21 days, can be considered separately. Please call 020 7823 4567 to discuss.

Applications to suspend parking bays to lay superfast broadband cable or fibre as part of an ongoing programme running for more than 21 days can be considered separately. Please call 020 7823 4567 to discuss.

## **11. How will the suspension be enforced by Parking?**

Large yellow Signs will be erected on-street prior to the suspension to warn people in the area that the suspension is to take place, but the suspension of a parking bay does not guarantee that the bay will be clear at the starting time of your suspension.

If someone has parked in the bay(s) you have suspended, please call Parking Services on 020 7823 4567 with the registration, make and model of the vehicle parked in the suspended bay, as well as the street name. If the yellow suspension signs are in place, a member of our On-Street Team will attend as soon as possible. The council will endeavour to deal with this as soon as possible up to and including the provision of sending a relocation vehicle to the scene. Relocation vehicles are generally only

available Mon-Sat 8.30am-2.00pm but due to prevailing traffic issues and the whereabouts of and the demand for the vehicle at the time it is not possible to guarantee a timeframe for this, or indeed that the offending vehicles can be relocated. Under these circumstances, where the council cannot remove a vehicle within a period of 4 hours from the initial call, the council will either rebook the suspension free of charge or offer a full refund.

Additionally please tell us your vehicle registration, make, model and street name and park as safely as possible on a yellow line.

## **12. What if I have the need for an emergency suspension?**

In some circumstances, suspensions can be arranged at short notice. You will not be able to apply for these online, and will need to be agreed through the Suspensions Team (020 7823 4567). Permission will not generally be granted, but some examples of acceptable reasons for a short notice suspension are:

- Gas/Water leaks,
- Road collapse,
- Seepage,
- Utilities,
- Requests by the Met Police for security purposes,
- Requests by Special Events.

## **13. Can I get a Refund?**

If you no longer require a suspension or if you have completed your work earlier than expected, you may be entitled to a full or partial refund.

### **Full Refund**

A full refund will only be issued in the following circumstances:

- The suspension sign was not erected due to an error on the part of the City Council and the City Council was notified but did not or could not take action to allow the planned work to go ahead.
- If the suspension is cancelled by the customer in advance of the suspension being put in place.
- If the police cancel a suspension for security reasons.

Refunds are made to the credit/debit card used to pay for the suspension.

### **Partial Refund**

If the customer has paid for a suspension for longer than becomes necessary (e.g. customer has paid for 10 days but finished the work after 5) the customer is eligible for a refund for the unused days.

- A refund is calculated based on the number of bays multiplied by the number of full un-used days remaining (minus admin fee as below).
- An administration fee of £20.00 per bay is withheld.
- Westminster must be notified by 2pm the day before the bay is not needed. The customer should email the Suspensions Team at [parkingsuspensions@westminster.gov.uk](mailto:parkingsuspensions@westminster.gov.uk).

## **14. Disclaimer**

The Council reserve the right to cancel or withdraw a suspension without notice as and when it is deemed necessary to do so, for example in connection with a major event, incident or emergency. Any payments made will be refunded as appropriate.

**If you would like to receive the above Terms and Conditions in larger text, please visit our website at [www.westminster.gov.uk/parking](http://www.westminster.gov.uk/parking) or call 020 7823 4567.**

## **New booking system for parking bay suspensions**

For many years, parking suspension applications have been manually processed, making it a time-consuming task for all concerned. We recognise the need to put our customers first so have developed an online, self-serve parking suspension system, to allow customers to book and manage a suspension all the way from application phase through to completion of suspension.

### **Why is it better?**

The launch of the new Online Parking Suspension (OLS) system provides you with the unique ability to manage your suspensions through its entire life journey. You are now able to:

- Check if a parking bay is available through an interactive map
- Book and pay for the suspension there and then using a credit/debit card
- Make multiple suspension requests in one transaction
- Return to an application to amend or cancel

OLS is available for use now and can be accessed from the Parking pages of the Westminster City Council website at [www.westminster.gov.uk/suspensions-dispensations-and-skips](http://www.westminster.gov.uk/suspensions-dispensations-and-skips).

This is a new product for the Council and we are continually developing it but hope you will see the benefits of processing applications with ease and without waiting for a decision from the Council. You are able to leave feedback within the online application and we look forward to hearing about your experiences of using the new system.

If you have any immediate enquiries, then please email [parkingsuspensions@westminster.gov.uk](mailto:parkingsuspensions@westminster.gov.uk)