

If you would like any part of this document interpreted into your own language, please phone 020 8753 4040.

Albanian

Nëse e dëshironi 'cilëhdo pjesë të ' këtij dokumenti të përkthyer në gjuhën tuaj, ju lutemi telefononi në numrin 020 8753 4040.

Amharic

ማንኛውም ክፍል የዚህ ሰነድ ወደ ምታውቀው ቋንቋ እንዲተርጎምልህ ከፈልግህ፣ እባክህ በቴሌፎን ቀጥሎ 020 8753 4040 ደውል።

Arabic

إذا كنت ترغب بالحصول على أي جزء من محتويات هذه الوثيقة بلغتك الأم، يرجى الاتصال برقم الهاتف 020 8753 4040.

Bengali

আপনি যদি আপনার নিজের ভাষাতে এই ডকুমেন্টের কোন অংশের অনুবাদ চান তাহলে দয়া করে 020 8753 4040 নম্বরে ফোন করুন।

Croatian

Ukoliko želite prijevod bilo kojeg dijela ovog dokumenta na jezik kojim Vi govorite, molimo nazovite telefonski broj 020 8753 4040.

Farsi

لطفاً اگر مایل هستید هر بخشی از این نوشتار به زبان شما ترجمه گردد، با شماره تلفن 020 8753 4040 تماس حاصل فرمایید.

French

Si vous souhaitez quelconque partie de ce document dans votre propre langue, appelez le 020 8753 4040.

Polish

Jeśli życzą sobie Państwo, aby dowolna część tego dokumentu została przetłumaczona na Państwa język ojczysty, proszę zadzwonić pod numer 020 8753 4040.

Portuguese

Se gostaria de ter qualquer parte deste documento traduzida no seu idioma, por favor telefone para 020 8753 4040.

Serbian

Ako želite da bilo koji deo ovog dokumenta bude preveden na vaš materinji jezik, molimo vas da nazovete ovaj broj telefona 020 8753 4040.

Somali

Haddii aad jeclaan lahayd in qayb walba oo kamid ah dukumintigan lagu turjumay luqaddaada, fadlan soo wac telefoonka 020 8753 4040.

Spanish

Si desea que le interpreten alguna parte de este documento en su idioma, por favor llame al 020 8753 4040.

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ اپنی زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی 020 8753 4040 پر فون کریں۔

Parking services



Frequently asked questions

Published by Hammersmith & Fulham Council
Enviroment services department. October 2006.



Printed on recycled paper.
Printed by Hammerprint. Phone: 020 8753 2235.
Ref: Lf.ES Parking Control-Services FAQs 2008

Hammersmith & Fulham Council



What are the opening hours of the permit office?

Hammersmith Town Hall Monday to Friday
9.00am to 5.00pm. Late opening on Thursdays
until 8pm.

How do I apply for a business parking permit?

Fill in an application form and provide the relevant proof of business in the borough.

How do I apply for a resident's parking permit?

Fill in an application form and provide the relevant proof that you live in the borough.

How do I apply for a visitor's permit?

If you live permanently in one of the zones where the scheme applies and are either on the electoral register or registered for Council Tax, you may apply. We will issue only one visitors permit to each person and not more than two to a household.

How does the visitor's permit scheme work?

The scheme allows your visitors to park during permit-holder-only hours. A valid visitor's permit must be displayed along with a valid pay-and-display ticket.

I'm changing my vehicle or address, how do I change my permit?

You need to send us your current valid permit and supply details of your new car or proof of the address you have moved to.

How do I get a refund for my permit?

If you return your permit to the parking office with your address details, we will send you a cheque for the complete calendar months left on your permit.

I've sold my car and left the permit in it. Can I get a replacement for my new vehicle?

No. If you do not have your permit, you will need to buy a second permit.

If I hold a resident's permit, do the one-hour pay-and-display bays apply to me as well?

Yes. The one-hour restriction applies to permit holders and you must pay and display if you park in these bays.

If I hold a resident's or business permit, do the one-hour short-stay shared-use bays apply to me as well?

Yes. The one-hour restriction applies to permit holders also.

I have a motorcycle. Where can I park and do I need a permit?

You can park free of charge in shared-use bays but any restrictions that may be in force will apply to you.

What time do parking restrictions start and finish?

Parking restrictions vary across the borough. The start and finish times are shown by controlled-zone signs which are placed on the entry and exit to all zones.

How can I tell if yellow lines are in force?

Most yellow lines have posts with time plates which state the operation times of the yellow lines. Double yellow lines apply 24 hours a day. See the time plates for single yellow lines.

If there are no time plates on a single yellow line, what restriction applies?

Controlled parking-zone times will apply.





What is the difference between a single yellow line and a double yellow line?

Waiting restrictions are shown by single or double yellow lines. Unlike single yellow lines, double yellow lines apply 24 hours a day, 365 days a year. You can

stop to drop someone off (two minutes allowed) or to load or unload heavy or bulky goods (up to 20 minutes).

How long can I park on a single or double yellow line with a disabled person's parking badge?

Three hours. You must display both the clock and the badge.

Can I park on a yellow line with my disabled badge if there is a loading restriction in force?

No, your badge is not valid if there is a loading restriction in force.

How do I know when there is a loading ban in force?

Loading restrictions are shown by yellow markings on the kerb. The restricted hours are on the time plate close by showing the hours loading is not allowed in that section of road. A single yellow kerb marking means no loading or unloading at the times shown. Two yellow kerb markings mean no loading at any time.

What are the restrictions on bank holidays?

All shared-use bays are free. Yellow lines apply as normal. Footways, disabled bays, zigzags and bus stops are also enforced.

When can I park on the footway?

You can park on the footway only if footway signs are shown and only if the bays are marked.

How do the one-hour pay-and-display-only bays work?

These bays are not for residents or business-permit holders. The longest period you can park displaying a valid pay-and-display ticket is one hour.

How can I pay my parking fine?

You can pay your fine by post, in person, by phone or over the internet. Please see the details on the fine.

I want to get rid of an old vehicle.

What do I need to do?

Take the keys and V5 (logbook) to either Hammersmith or Fulham Town Hall and fill in a 'surrender form'. You can also download the form from the internet and send it with the keys and V5 to the address given.

There's an abandoned vehicle in my street.

How do I report it?

Phone 020 7371 5678 or report it over our website: www.lbhf.gov.uk.

My car was removed - what is the charge?

The total amount due when a vehicle is removed is £260, if the vehicle is collected within 24 hours from the time it was removed. There is also a £40 daily storage fee which applies if you do not collect your vehicle within 24 hours.

Where is the car pound?

On Time Parking Solutions
Barclay Road, London SW6 1EH (Adjacent to number 64)
Phone: 0870 444 5633

I'm moving house, how do I arrange a parking suspension?

Call the parking office on 020 7371 5678. You can also download parking suspension application forms from our website. You must give at least eight days' notice of the date you would like your suspension to start.



Our targets

Abandoned vehicles

We aim to remove 95% of abandoned vehicles within three working days of them being reported to us.

Phone calls

We aim to answer 90% of phone calls within one minute and to deal with 90% of calls without transferring them.

Repairs to pay-and-display machines

We aim to repair pay-and-display machines in an average time of less than one hour of a fault being reported to us.

Challenges against penalty charge notices

We aim to deal with 90% of challenges against penalty charge notices within 20 working days of receiving them.

Permit applications

We aim to issue 95% of permits within two working days of receiving a correctly filled-in application.

Controlled parking zones

We aim to make sure that 95% of all surveys in controlled parking zones meet the contractual requirement (in other words, we do not have more than one illegally parked vehicle for every 70 metres).

We publish performance against these targets on our website and display them on posters in our town halls. You can find more information on parking services on our website at www.lbhf.gov.uk.

Useful phone numbers

Car pound

0870 444 5633

Drakes bailiff

0870 787 9555

DVLA

0870 240 0010

Northampton County Court

08457 045 007

Parking office

020 7371 5678

Parking and Traffic Appeals Service

020 7747 4700

TRACE

(Number to call to check if a vehicle has been removed)

020 7747 4747

