

Callowland parking review – Leggatts ward roads and Diamond and Jubilee roads

Frequently asked questions

1. Why is the council carrying out this consultation?

Concerns were raised by residents during a previous consultation in February 2020 within your area over possible parking migration issues caused by the introduction of the Zone NA Callowland Permit Parking Area (PPA). The Council therefore committed to undertaking pre and post Callowland Zone NA PPA implementation surveys to understand the level of parking migration caused by the introduction of the new zone. Following a review of the survey results which showed some streets parked to maximum capacity throughout the day and evening periods; Officers have agreed with local members and the portfolio holder to offer residents of these streets within the review area a further opportunity to join the Zone NA Permit Parking Area

2. Is this the final scheme to be implemented?

This consultation exercise initiates the informal consultation on draft parking proposals. The draft scheme may be revised in response to feedback. Any revised scheme will have to be taken through further consultations. Proposals cannot be taken forward to formal consultation until majority support is obtained.

3. Can there be any changes to the scheme?

While we have put forward proposals that in our view best fit the responses to the previous consultation, the scheme can be amended based on feedback we receive from you.

4. I have a driveway. Will I be able to park across it?

Residents will be able to park outside their own driveways if they need to. They will have to display a permit during the hours of restriction for the zone. There won't be any need to display permits outside the hours of parking controls.

5. Will other people be able to park outside my driveway?

No. In the event an unauthorised vehicle is parked across your driveway during the restricted hours of the scheme residents are advised to report the matter to the Parking Service (01923 278890) to take further action.

6. How will the scheme address difficulties in finding parking spaces in the evenings and night times?

The objective of the schemes is to reduce the current demand on on-street parking spaces by eliminating commuters and local workers who normally park throughout the day. The split day hours of operation can prevent non-resident parking during the day and in the evenings currently from 7pm to 10pm. It cannot directly affect the number of residents' cars parked but will give priority to residents over existing parking spaces.

7. Has the council considered the impact of the parking proposals on activities at churches such as funerals, playgroups etc.?

The councils existing controlled parking zones often use shared use parking spaces (Permit Holders or Pay and display) in roads around churches, community halls, shops etc to provide parking

opportunities for visitors to the centres. The restrictions will only operate currently for 5 hours in the day, non-permit holders will be able to park in the resident's parking spaces outside the proposed CPZ hours.

8. How will the proposals affect the schools in the area?

The proposed hours of operation for the CPZ will not affect pick up and drop off activities around schools

9. What happens if a tradesman visits the household during the restricted hours?

Tradesman can apply for a parking dispensation. This can be done through the permit platform on www.watford.gov.uk. Residents also have the option to book a visitor parking session see additional information about this in the permit information section.

10. Will other residents be able to park in my road?

Residents in the same CPZ zone are given permits which enable them to park in other roads which form part of the zone during the parking control hours, so other residents will be able to park in your road.

11. What effect will a parking scheme have on disabled parking bays?

Marked disabled parking bays will not be removed but disabled badge holders who wish to use these bays will have to display a parking permit during the hours of restriction.

12. Why are you only taking one feedback per household and not all the drivers in the household?

Consulting by household is a most acceptable way of carrying out these exercises, recognising that each household has an equal stake in the management of on-street parking in their road. We don't have access to information about who owns a car or has a driving licence, and we would not want to exclude non-car owning households who might have a view, they may have other concerns on parking which is not about finding parking spaces.

13. How is the Council engaging with elderly residents who don't have access to the internet?

Most of the documents relating to the review will be posted, We are happy to assist residents who do not have access to the internet with information. Residents can contact us on 01923 226400 if they want information on the spreadsheet.

14. How will Private roads in the area be treated?

The Council does not introduce parking controls in private roads so private roads will not be included in a scheme and residents will also not be entitled to a permit.

15. Will residents from new developments with no parking be eligible for Permits?

New developments in existing CPZ's are often not entitled to permits, for new CPZ's the council will assess this on a case by case basis. The council will look at parameters such as the number of properties in the development, the number of properties outside the development, on-street parking capacity and off street parking capacity, the information which will be gathered through the assessment will enable the council to decide on whether to allow residents from the development to buy permits or not.

16. If someone has a holiday home in the area and their vehicle is not registered will they be eligible for permits.

Individuals with properties in the area which are not classed as their permanent homes and cannot prove permanent residency in the area will not be able to apply for permits.

17. Will workers in the area be eligible for permits if they are only using their vehicles for commuting?

Commuter vehicles will not be eligible for permits.

18. Can a resident association apply for a corporate account to enable workmen to park?

No a resident association cannot apply for permits for their workmen, the workmen can apply for a dispensation permit to display on their vehicle when they are working in the area during the CPZ hours.

QUESTIONS WHICH RELATE TO PARKING PERMITS

1. If a permit scheme is introduced how many resident permits can be purchased?

Our current schemes allow 2 permits to be purchased per household, 1 per person.

2. How much do resident's permits cost?

Our current schemes charges are:

1st permit to the household £25

2nd permit to the household £55

3. How would I apply for a resident permit

Residents make an application online through the Council's website www.watford.gov.uk/parking

4. How can I apply for a permit if I do not have computer access?

Residents that are unable to use a computer or smart phone are advised to call the Parking Service and arrangements will be made to assist them.

5. What is the qualifying criteria for a resident permit?

Residents are required to provide a document that confirms they are a permanent resident of the household (if the resident is on the current list of electors no residency document is required) and one document to confirm that the vehicle is registered to them at the address.

6. What happens if I have a visitor during the restricted hours?

Each household is able to apply for a virtual voucher permit account which will enable them to purchase parking sessions to authorise their visitors to park in a permit bay during the restricted hours.

7. How would I apply for a virtual voucher account to purchase parking sessions?

Residents can apply online for an account through the Council's website www.watford.gov.uk/parking

8. How can I apply for a voucher account if I do not have computer access?

Residents that are unable to use a computer or smart phone are advised to call the Parking Service and arrangements will be made to assist them.

9. How can I book a visitor session if I do not have a computer?

Once a voucher account has been set up for a resident they do not need to use a computer as they can book parking using a landline number or mobile number?

10. What are the charges for visitor parking sessions?

11p per hour (6p per hour for senior citizens)

11. How do I accommodate carers that visit during the hours of a parking scheme?

Care organisations are provided with Doctor Health Visitor permits specifically to assist their employees with visits to clients that live within the Controlled Parking Zones. Households also have the option to book parking sessions for carers and can allow others to access their account with their permission.

12. Where can I find out further information on existing permit schemes?

Information can be viewed on the council's website on the following home page
www.watford.gov.uk/parking

13. I have a blue badge (disabled badge holder) can I park in a designated permit bay/area during the restricted times?

No, only vehicles holding a valid resident permit or visitor parking session are able to park in a designated permit parking bay during the restricted hours of the scheme.

14. I am a blue badge holder (disabled badge holder) can I apply for a resident permit?

If you are a resident within the scheme and a driver you can apply for a resident permit. If you supply confirmation that you hold a valid blue badge (disabled badge) along with proof of residency and vehicle ownership the permit will be issued free of charge.

15. What do I do if a motorist parks across my driveway during the parking scheme hours?

Contact the Parking Service on 01923 278890 with the details. If the motorist is a permit holder we will contact them. If the vehicle does not hold a valid permit or voucher session we will arrange for a Penalty Charge Notice to be issued. We cannot remove the vehicle in this instance.

16. What do I do if a vehicle appears to have been abandoned?

Report the vehicle to the Council either through the council website www.watford.gov via the abandoned vehicle page or by calling 01923 226400. Environmental Protection will investigate the matter and in the event the vehicle does not have a valid MOT or Tax further action will be taken.

17. How does the council control the number of permits? If every house asks for 2, but the council knows there are only limited spaces, will the council cap the number sold?

The council will not cap the number of permits, the current policy of 2 permits per household was adopted following a review of on street parking spaces in Watford when the council first introduced CPZ. The councils CPZ's generally operate till 6.30pm, taking into account the number of people

likely to be at work, on holidays or out and about between 8.00am and 6.30pm, there is a high possibility that the road will not be 100% occupied by permit holders during the hours of restriction.

We will continue to exclude new developments from our controlled parking zones to help maintain the level of demand on On-street parking spaces.

18. I have a company vehicle can I still purchase a resident permit?

Yes, if a letter from the company is supplied confirming that the vehicle is issued to the applicant and the vehicle is held at the applicant' address, along with the permit application and proof of residency.

19. What will happen to residents who owns more than 2 cars?

For the scheme to have a positive effect we can't offer more than two permits to each household – in most cases there is only room for one car outside each house. Therefore households with three vehicles or more will have to make alternative arrangements for their additional vehicles. This can include renting garage space or finding someone willing to rent a parking space on their property there are various online schemes to do this.

20. Can businesses apply for a permit to park within the parking bay during the restricted hours?

Yes, businesses can apply for one business permit, per business to use on two operational vehicles. This is only applicable to operational vehicles not vehicles which allows employees to commute to work.

21. How much would a business permit cost?

The majority of our existing full time schemes are £300. However, this will be determined in the event a scheme is introduced and will be dependent whether the scheme will be a full time scheme or apply for a number of hours only.

22. How would a business qualify for a business permit?

- The business will need to be at an address that is included within the scheme
- provide documentation to confirm that the business pays business rates
- provide documents to confirm that the vehicles are registered to the business.
- The business must have no off street park facilities/parking space within their business premises.
- The vehicles designated to the permit must be operational vehicles.

23. How much is a dispensation?

£20 per day- Tradesmen and workmen will have to apply for a dispensation permit if they need to park during CPZ hours.