



# **Enforcement Operations Agreement**

## **Schedule 2**

### **Appendix 17 – Dispensation Pack**

**tfl\_scp\_000555**

**Service Operations Directorate**  
**Transport for London**  
4<sup>th</sup> Floor, Palestra  
197 Blackfriars Road  
Southwark London SE1 8NJ

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The contents of this Appendix are intended to be illustrative examples of the type of a Dispensation Pack. These examples are not exhaustive and their format and/or the information and data contained within is subject to change. Where one example of a category of information is provided, this does not necessarily characterise all information in that category.

## **1. Dispensation Business Rules**

Ref	Scenario	Action	Decision	Case Escalation Required
D1	A dispensation application is received for a vehicle to stop within the operational hours of either a loading or parking bay.	1. Accept payment. 2. Make full notes on the Dispensation database. 3. A permit with a unique reference number shall be issued to the customer, to be displayed in the vehicle. A map detailing the location and an invoice for payment shall also be issued.	Issue	No
D2	A dispensation application is received for a vehicle to stop outside the operational hours of either a loading or parking bay.	1. Seek approval from the previously designated TfL contact within the Roads Directorate. 2. All communication with those TfL parties are to be co-ordinated with the aim of meeting the deadlines set by the customer. 3. If approved: i. Accept payment. ii. Make full notes on the Dispensation database. iii. A permit with a unique reference number shall be issued to the customer, to be displayed in the vehicle. A map detailing the location and an invoice for payment shall also be issued. 4. If rejected: i. Inform the customer, outlining the reasons for the rejection. ii. Make full notes on the Dispensation database.	N/A N/A Issue Reject	Yes
D3	A dispensation application is received for a vehicle to stop on any restricted part of the network that is not either a loading or parking bay.	1. Seek approval from the previously designated TfL contact within the Roads Directorate. 2. All communication with those TfL parties are to be co-ordinated with the aim of meeting the deadlines set by the customer. 3. If approved: i. Accept payment. ii. Make full notes on the Dispensation database. iii. A permit with a unique reference number shall be issued to the customer, to be displayed in the vehicle. A map detailing the location and an invoice for payment shall also be issued. 4. If rejected: i. Inform the customer, outlining the reasons for the rejection. ii. Make full notes on the Dispensation database.	N/A N/A Issue Reject	Yes
D4	An incomplete dispensation application is received.	Request further information form the customer.	N/A	No

## **2. Dispensation Application Form**

# Red Route Dispensation Application

Please complete all sections.

Name:
Address:
Post code:
Telephone no:
Company:
Reason for dispensation:

## Details of vehicle requiring dispensation

Vehicle registration:
Vehicle make:
Vehicle model:
Colour:

**Dispensations are only normally issued for parking within a bay at times that the bay is valid for use**

Road name:	
Bay location outside	number/premises
Between the hours of:	and
Date(s) required:	

I hereby accept the terms and conditions\* of use for dispensations issued by Transport for London.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

If this application is granted, the dispensation will be:

Collected from:
Posted to Address as above:
Faxed to:



## Dispensation application – our terms and conditions

1. Dispensations will only be issued where Transport for London considers that no alternative options are available.
2. Dispensations will normally only be issued for use in marked bays in place on the red route.
3. A dispensation will not allow parking in any other location other than that specified on the dispensation.
4. A vehicle displaying a dispensation must be moved on the instructions of a Police Officer, Police Community Support Officer or a Civil Enforcement Officer.
5. A dispensation does not guarantee that a bay will be available to park in and will not entitle the holder to reserve a bay by obstructing its use by other vehicles. Obstructing a bay on a red route is an offence.
6. Dispensations must be applied for in writing using this form. The completed form may be submitted using the following methods:  
 By Post to Transport for London,  
 Second Floor, Centre Tower  
 Whitgift Centre  
 Croydon, CR0 0XB  
 By Fax to 020 8253 6980
7. When you make you application, our team will advise you how long it will take to process; this will normally be within five working days
8. The dispensation must be clearly displayed within the windscreen of the vehicle at all times to be considered valid.
9. A dispensation becomes invalid if it is altered or defaced in any way.
10. Where a dispensation has been granted to allow loading to be carried out, once the loading process is completed, the dispensation ceases to be valid.
11. Where charges are applicable for use of a parking bay, the charges must be paid during the period of parking in order for the dispensation to be considered valid.
12. Dispensations will not be issued retrospectively to cover a period of parking where a penalty charge notice was issued.

13. The granting of a dispensation does not affect the Traffic Management Order governing the use of the highway or any penalty charge notices issued.
14. The dispensation will only be valid if the Vehicle Registration Mark is clearly displayed on the permit
15. Applications for dispensation must be received by Transport for London 5 working days before the dispensation is required. Late applications are subject to additional charges and also may be refused.

The charges are as follows:

Dispensation length	Red lines	Parking/loading bays
Each day	£48	£38
Late application (made with less than 5-working days notice)	N/A	£45

These charges are being introduced to cover the administrative cost of providing this service.

16. Payments for dispensations must be received by Transport for London prior to a dispensation being issued. Payment can be made in the following way:

By post

Cheques or postal orders can be sent to the address below with the dispensation form. (Dispensations will not be issued for cheques received without the application form).

Cheques are to be made payable to Transport for London.

Transport for London,  
 Second Floor, Centre Tower  
 Whitgift Centre  
 Croydon, CR0 0XB

By telephone

To make a payment by telephone please call 0845 603 4545 or 020 8253 7000 (Mon to Fri 08.30 to 17.00).

The following debit / credit cards are accepted:

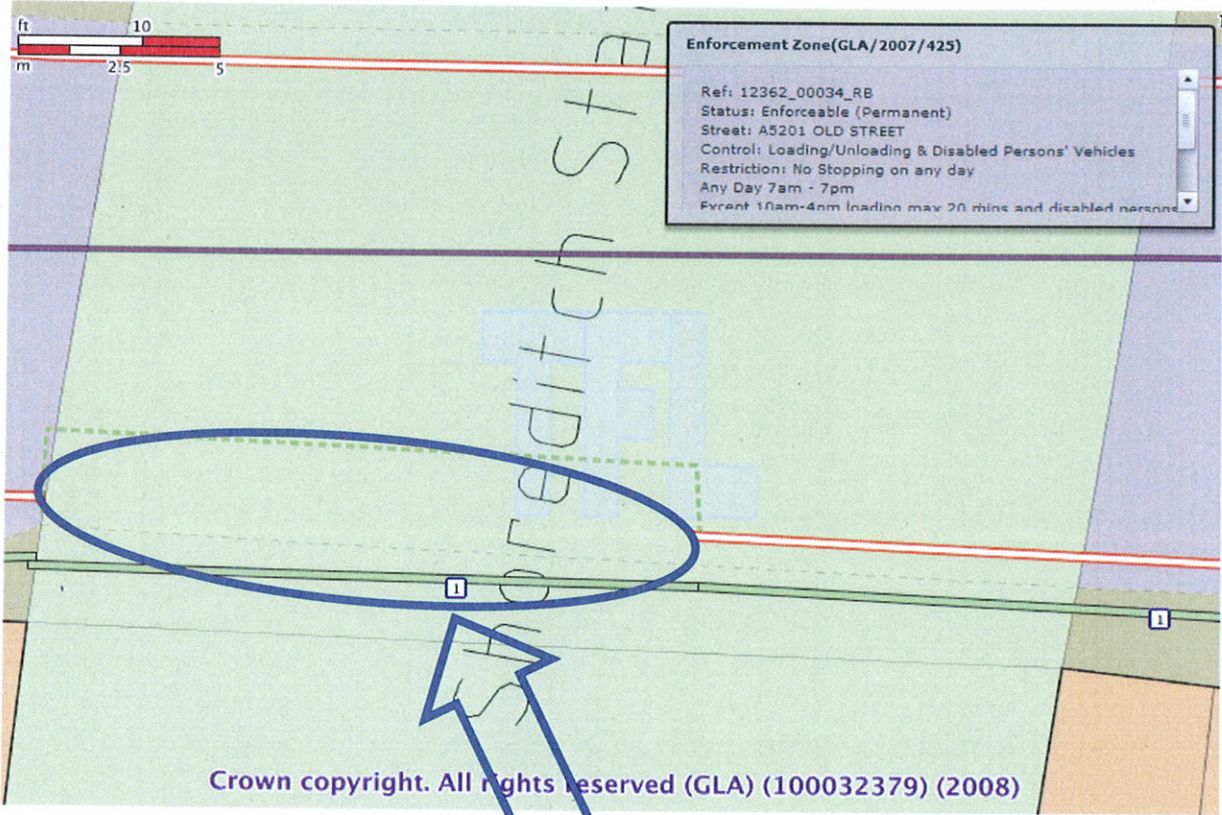
Visa/Mastercard/Delta/American Express/  
 Diners Club/Switch.



### **3. Dispensation Permit**


**Dispensation For**

**Matthew TB Hall**



**Red Bay**

**Under Shoreditch Bridge.**

<p><b>PARKING DISPENSATION</b> THIS FORM MUST BE CLEARLY DISPLAYED ON YOUR WINDSCREEN</p>	 <p>Transport for London</p>
<p>Vehicle Registration Mark:</p>	<p>[Redacted]</p>
<p>MAKE/MODEL VEHICLE:</p>	<p>[Redacted]</p>
<p>HAS BEEN GIVEN PERMISSION TO STOP AT THE FOLLOWING :</p>	<p><b>RED ROUTE</b></p>
<p>LOCATION:</p>	<p>[Redacted]</p>
<p>Day and Date:</p>	<p>[Redacted]</p>
<p>During the following Times :</p>	<p><b>08.00 - 17.00</b></p>
<p>Issued to: (Name / Company)</p>	<p>[Redacted]</p>
<p>Purpose:</p>	<p><b>Moving Home</b></p>
<ul style="list-style-type: none"> <li>• This Dispensation is only valid as shown above and must be displayed at all times</li> <li>• The vehicle must be moved on the instructions of a Traffic Warden, Police CSO, or Police Officer</li> <li>• Goods may not be deposited on the carriageway or footway so as to obstruct it</li> <li>• Display of this Dispensation shall be taken as acceptance of its terms and conditions</li> <li>• This dispensation does not guarantee the availability of a parking space.</li> </ul>	
<p>Issued By:</p>	<p>On: [Redacted]</p>
<p>Ref:</p>	<p>[Redacted]</p>

VALID FROM



# Transport for London

## INVOICE

To:

For:

Under Shoreditch Bridge

DESCRIPTION	Vehicles	AMOUNT
Dispensations 17/11/2012 - 17/11/2012  Payment ref: 698093  <p style="text-align: center;"><b>PAID</b></p>	1	£38
		£38

## **4. Dispensation Leaflet with Fee Criteria**

# Temporary parking dispensations on London's red route network

## About this leaflet

This leaflet describes the process for applying for a parking dispensation on London's red routes. It also explains the situation in which dispensations may be granted and advises of the costs involved in the process.

## What is a dispensation

Parking on red routes in London is strictly controlled to ensure that traffic is kept moving. If you park your vehicle on the red route in contravention of the regulations, you could receive a penalty charge notice (PCN).

We understand that it is sometimes necessary to park in contravention of the red route parking controls, for example, if you are moving house, making a bulky delivery (other than in the normal course of business) or are undertaking building works. Therefore in some cases Transport for London (TfL) can allow exemptions to the existing parking controls. These are known as dispensations.

You will need a dispensation from TfL to either use the parking or loading bays for longer than the time limit allowed or to park on the red lines.

You do not need a dispensation if you are:

- Required by law to stop
- Obligated to stop to avoid an accident
- Giving or receiving help following an accident or emergency, or taking action for public safety
- Opening or closing a gate or barrier to allow the vehicle to enter or leave premises, and it is not reasonably practical to stop elsewhere
- Using the vehicle for fire brigade, ambulance or police purposes
- Using the vehicle in connection with the removal of any obstruction
- Using the vehicle in connection with maintenance, improvement or reconstruction of the carriageway
- Using a vehicle bearing the Royal Mail livery to collect or deliver mail
- Carrying out duties on the highway as a statutory undertaker.

Red route parking dispensations are managed by TfL. The red route is clearly marked using red lines and/or roadside signs indicating that the road is part of the red route network. A map of the red route network is available at [tfl.gov.uk/redroutes](http://tfl.gov.uk/redroutes). Dispensations for roads which have yellow lines are managed by the relevant London Borough. You will need to contact the local borough council to arrange a yellow line dispensation.

## Applying for a red route dispensation

Applications for red route dispensations should be made to TfL. TfL's representatives should be able to advise you on the dispensations available for a particular area. It is advisable to contact TfL as early as possible, giving at least five working days notice to allow time for processing your application.

You may contact the dispensations team by:

Telephone: 0845 603 4545 or 020 8253 7000  
09.00 - 17.00 Monday to Friday

(Select option 2 for 'general enquiries' and ask the telephone representative for the dispensations department.)

Fax: 020 8253 6980

Email: [enquiries@tflcroydon.co.uk](mailto:enquiries@tflcroydon.co.uk)

Post: Transport for London  
Second floor  
Centre Tower  
Whitgift Centre  
Croydon CR0 0XB

The application form is also available online at [tfl.gov.uk/redroutes](http://tfl.gov.uk/redroutes).

Each application for a dispensation must be submitted in writing using the correct form. When you submit a request for a dispensation you will need to provide the following information:

- The date and time you need the dispensation
- The reason for the dispensation

- The precise location (borough, street name, adjacent property number/name)
- The red route controls in place at that site
- The registration number of the vehicle you wish to park.

It is important to note that a dispensation issued by TfL may be revoked by a Civil Enforcement Officer, Community Support Officer or a Police Officer without prior notification or warning. This will normally only be done where it is necessary to alleviate congestion or in the event of an emergency. Please note that a dispensation may not be granted where reasonable parking alternatives are available. A dispensation can not be granted simply for reasons of convenience. For example, if you are making a delivery, TfL would expect loading/unloading to take place in nearby parking or loading bays rather than immediately outside a property. Dispensations requested for parking on single or double red lines are only granted in exceptional circumstances (such as erecting scaffolding, moving heavy items). This type of dispensation often requires special consideration and review which is undertaken by TfL traffic engineers and could involve carrying out a site visit before the application can be granted.

Late applications for parking and loading bay dispensations may be considered, (a late application is where requests for dispensations are received less than five working days before the

dispensation is needed). However, there is a greater cost associated with this (see section entitled 'How much does it cost'). We are unable to consider late applications for red line dispensations due to the time required for detailed investigations.

### How much does it cost

The dispensation will only be valid if the Vehicle Registration Mark is clearly displayed on the permit. The cost of a dispensation is determined by the location at which the dispensation is needed (red lines or loading/parking bays). You will not be charged for an unsuccessful application.

The table below indicates the cost of administering and issuing a dispensation.

Dispensation length	Red lines	Parking/loading bays
Each day	£48	£38
Late application (made with less than five working days notice)	N/A	£45

In certain cases, and at the discretion of TfL, these charges may be waived for vehicles such as funeral or wedding vehicles.

### What can I do if a dispensation is refused

We may refuse your request for a dispensation where the impact on the red route is considered to be too great or where the grounds for the dispensation are not considered appropriate, such as a late application for a red line dispensation.

If you are unhappy with the outcome of our decision we would advise you to either; review the needs of your application and re-submit it to us or, write to the Customer Services Manager at the following address:

Transport for London  
 Second floor  
 Centre Tower  
 Whitgift Centre  
 Croydon  
 CR0 0BX

TfL will reply to you and advise the reasons why your application was rejected.

### Applying for a parking dispensation from the London Boroughs

Each of the London boroughs sets their own regulations regarding parking dispensations.

In order to apply for a dispensation please contact the parking division at the relevant London Borough authority.



## London borough contacts

### **Barking and Dagenham**

Tel: 020 8592 5000  
[www.barking-dagenham.gov.uk](http://www.barking-dagenham.gov.uk)

### **Barnet**

Tel: 020 8359 2000  
[www.barnet.gov.uk](http://www.barnet.gov.uk)

### **Bexley**

Tel: 020 8303 7777  
[www.bexley.gov.uk](http://www.bexley.gov.uk)

### **Brent**

Tel: 020 8937 4972  
[www.brent.gov.uk](http://www.brent.gov.uk)

### **Bromley**

Tel: 020 8464 3333  
[www.bromley.gov.uk](http://www.bromley.gov.uk)

### **Camden**

Tel: 020 7278 4444  
[www.camden.gov.uk](http://www.camden.gov.uk)

### **Croydon**

Tel: 020 8686 4433  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

### **Corporation of London**

Tel: 020 7332 3553  
[www.cityoflondon.gov.uk](http://www.cityoflondon.gov.uk)

### **Ealing**

Tel: 020 8579 2424  
[www.ealing.gov.uk](http://www.ealing.gov.uk)

### **Enfield**

Tel: 020 8366 6565  
[www.enfield.gov.uk](http://www.enfield.gov.uk)

### **Greenwich**

Tel: 020 8854 8888  
[www.greenwich.gov.uk](http://www.greenwich.gov.uk)

### **Hackney**

Tel: 020 8356 5000  
[www.hackney.gov.uk](http://www.hackney.gov.uk)

### **Hammersmith and Fulham**

Tel: 020 8748 3020  
[www.lbhf.gov.uk](http://www.lbhf.gov.uk)

### **Haringey**

Tel: 020 8489 0000  
[www.haringey.gov.uk](http://www.haringey.gov.uk)

### **Harrow**

Tel: 020 8863 5611  
[www.harrow.gov.uk](http://www.harrow.gov.uk)

### **Havering**

Tel: 01708 434343  
[www.havering.gov.uk](http://www.havering.gov.uk)

### **Hillingdon**

Tel: 01895 250111  
[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

### **Hounslow**

Tel: 020 8523 2000  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

### **Islington**

Tel: 020 7226 1234  
[www.islington.gov.uk](http://www.islington.gov.uk)

### **Kensington and Chelsea**

Tel: 020 7937 5464  
[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

### **Kingston upon Thames**

Tel: 020 8547 5757  
[www.kingston.gov.uk](http://www.kingston.gov.uk)

### **Lambeth**

Tel: 020 7926 1000  
[www.lambeth.gov.uk](http://www.lambeth.gov.uk)

### **Lewisham**

Tel: 020 8695 6000  
[www.lewisham.gov.uk](http://www.lewisham.gov.uk)

### **Merton**

Tel: 020 8543 2222  
[www.merton.gov.uk](http://www.merton.gov.uk)

### **Newham**

Tel: 020 8472 1430  
[www.newham.gov.uk](http://www.newham.gov.uk)

### **Redbridge**

Tel: 020 8478 3020  
[www.redbridge.gov.uk](http://www.redbridge.gov.uk)

### **Richmond upon Thames**

Tel: 020 8891 1411  
[www.richmond.gov.uk](http://www.richmond.gov.uk)

### **Southwark**

Tel: 020 7525 5000  
[www.southwark.gov.uk](http://www.southwark.gov.uk)

### **Sutton**

Tel: 020 8770 5000  
[www.sutton.gov.uk](http://www.sutton.gov.uk)

### **Tower Hamlets**

Tel: 020 7364 5000  
[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

### **Waltham Forest**

Tel: 020 8527 5544  
[www.lbwf.gov.uk](http://www.lbwf.gov.uk)

### **Wandsworth**

Tel: 020 8871 6000  
[www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

### **Westminster**

Tel: 020 7641 6000  
[www.westminster.gov.uk](http://www.westminster.gov.uk)