

Our parking shops

TfL have parking shops at five locations in London. Parking shops are open for members of the public to apply for a dispensation, pay a penalty charge notice issued by us or to make general enquiries about parking and enforcement on London's red routes.

Waltham Forest

Enforcement Office
Units 9-10
The Alpha Business Centre
60 South Grove
Walthamstow
E17 7NX

Lewisham

The Parking Shop
5 Manor Park Parade
Lee High Road
Lewisham
London
SE13 5BP

Sutton

50 Grove Road
Sutton
Surrey
SM1 1BT

Islington

Islington Parking Shop
6 Clifton Terrace
London
N4 3JP

Camden

Environmental Local
13-15 Guilford Street
Camden
WC1N 1DW

Applying for a parking dispensation from the London boroughs

Each of the London boroughs sets their own regulation 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

Barnet

Tel: 020 8359 2000
www.barnet.gov.uk

Bexley

Tel: 020 8303 7777
www.bexley.gov.uk

Brent

Tel: 020 8937 4972
www.brent.gov.uk

Bromley

Tel: 020 8464 3333
www.bromley.gov.uk

Camden

Tel: 020 7278 4444
www.camden.gov.uk

Croydon

Tel: 020 8686 4433
www.croydon.gov.uk

Corporation of London

Tel: 020 7332 3553
www.cityoflondon.gov.uk

Ealing

Tel: 020 8579 2424
www.ealing.gov.uk

Enfield

Tel: 020 8366 6565
www.enfield.gov.uk

Greenwich

Tel: 020 8854 8888
www.greenwich.gov.uk

Hackney

Tel: 020 8356 5000
www.hackney.gov.uk

Hammersmith and Fulham

Tel: 020 8748 3020
www.lbhf.gov.uk

Haringey

Tel: 020 8489 0000
www.haringey.gov.uk

Harrow

Tel: 020 8863 5611
www.harrow.gov.uk

Havering

Tel: 01708 434343
www.havering.gov.uk

Hillingdon

Tel: 018952 50111
www.hillingdon.gov.uk

Hounslow

Tel: 020 8523 2000
www.hounslow.gov.uk

Islington

Tel: 020 7527 2000
www.islington.gov.uk

Kensington and Chelsea

Tel: 020 7937 5464
www.rbkc.gov.uk

Kingston Upon Thames

Tel: 020 8547 5757
www.kingston.gov.uk

Lambeth

Tel: 020 7926 1000
www.lambeth.gov.uk

Lewisham

Tel: 020 8695 6000
www.lewisham.gov.uk

Merton

Tel: 020 8543 2222
www.merton.gov.uk

Newham

Tel: 020 8472 1430
www.newham.gov.uk

Redbridge

Tel: 020 8478 3020
www.redbridge.gov.uk

Richmond upon Thames

Tel: 020 8891 1411
www.richmond.gov.uk

Southwark

Tel: 020 7525 5000
www.southwark.gov.uk

Sutton

Tel: 020 8770 5000
www.sutton.gov.uk

Tower Hamlets

Tel: 020 7364 5000
www.towerhamlets.gov.uk

Waltham Forest

Tel: 020 8527 5544
www.lbwf.gov.uk

Wandsworth

Tel: 020 8871 6000
www.wandsworth.gov.uk

Westminster

Tel: 020 7641 6000
www.westminster.gov.uk

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 Traffic Warden.
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**
2nd Floor, Centre Tower, Whitgift Centre
Croydon, CR0 0XB
By Fax to **020 8774 7683**
7. When you make your application, our team will advise you how long it will take to process; this will normally be within 5 working days. Where there is a delay in this process, parking will not be permitted prior to the issue of the dispensation.
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. Charging will apply to all applications received from Monday 4th April 2005
15. Applications for dispensations must be received by Transport for London at least 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 Bays
First day	£48	£35
Each additional day thereafter	£24	£12
Late application (made with less than 5 working days notice)	N/A	£45 (including first day fee)

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:

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
2nd Floor, Centre Tower
Whitgift Centre
Croydon, CR0 0XB

Telephone

To make a payment by telephone please call **0845 603 4545** (Mon to Fri 0830 to 1700).

The following debit/credit cards are accepted;

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

Payments in person

Payments can be made at the address above (Mon to Fri 0900 to 1700) or the following Transport for London Parking Shops (Mon to Fri 0700 to 1900). Payments can be made by cash, cheque (with a valid guarantee card), postal order and debit/credit card.

- Environmental Local, 13/15 Guildford Street, Camden, London, WC1N 1DW
- NCP Enforcement Office, Units 9-10, The Alpha Business Centre, 60 South Grove, Walthamstow, London, E17 7NX (Saturday 0900 to 1300)
- Islington Parking Shop, 6 Clifton Terrace, London, N4 3JP (0800 to 1800 Monday to Friday and 0900 to 1700 on Saturdays)
- The Parking Shop, 5 Manor Park Parade, Lee High Road, Lewisham, London, SE13 5BP
- 50 Grove Road, Sutton, Surrey, SM1 1BT



Website

tfl.gov.uk



24 hour travel information

020 7222 1234