

Suspensions Terms and Conditions

Criteria for issuing a suspension

- we will need you to submit your application a minimum of 5 working days prior to the suspension start date – suspension requests can only be submitted via our online suspension system. Applications received outside of this 5 day period may still be considered, but you must explain why you're applying at short notice, these requests would usually only be granted for emergency utilities companies. When applying please ensure that you extended the notice period to cover bank holidays.
- suspensions will be withdrawn by the Council for misuse of the parking bays or unacceptable behaviour towards our staff, contractors and members of the public
- where parking suspensions are needed on more than one road, a separate suspension application must be requested – an administration fee will apply for each suspension request;
- disabled bays and car club bays will only be suspended in exceptional circumstances – if you need to suspend such a bay, you will be required to suspend an additional parking space for the bay users; you will also be required to cover the costs of the alternative parking space
- Each pay and display space is 5.5 metres (car length), therefore if there is a large pay and display bay, the length of the bay will be measured and you will be charged for each car length you can fit into the bay.
- If your application is deemed as being unsuitable (e.g. it would cause a traffic hazard) the suspensions team will contact you. They will advise of alternative locations for suspension.
- amendments and cancellations can be made through your account, however these may incur additional costs
- If you want to extend the suspension, this should be made by doing a new application and we would suggest if possible that you allow 5 days' notice, however on special occasions if the request is received before 12 noon a day before the expiry of the previous suspension, then we will try to accommodate your request
- although Parking Services will install appropriate suspension signs, we can't guarantee that a suspended space will be free and do not accept liability for any additional costs that you may incur due to obstructions
- please note that the Council does not issue suspensions for red routes – to obtain information for parking waivers for red routes please contact Transport for London on 0343 222 3333

Enforcement

The Council will suspend the area requested, or equivalent nearby area and will notify our enforcement contractor.

We always try to put up the suspension signs around 3 days before the start of the suspension, so the residents are aware of the start date of the suspension. However we cannot guarantee that the area will be kept clear. Lewisham Parking Services do not remove vehicles from suspended bays. If vehicles are parked in suspended bays, please contact the Lewisham Enforcement Team to request a PCN be issued

- Monday to Saturday 8am to 7pm: 020 87875397 option 5

We can only enforce obstructing vehicles if you report them between these times. It's your responsibility to contact us and request enforcement. The speed of the response will depend on our enforcement officers' locations and when you make the request. Please note, we do not carry out vehicle removal.

We should have been informed of any vehicles that wish to park within a suspended bay. However if the vehicle is a utility vehicle and is sign written with the applicant's logo or company name the civil enforcement officers should leave the vehicle alone if the company relates to the company stated on the suspension sign.

Payment

In all cases payment should be made via debit or credit card, unless it has been agreed that we will Invoice you. If you require to pay via invoice, you will need to supply a reference number and purchase order number.

Cancellations and ending your suspensions early

If you need to cancel or end your suspension early the Council will be able to refund you the parking space charges (P&D only) for the period of the suspension you do not require if you can provide at least 3 days' notice of your intention to finish your suspension early.

You are required to inform us of all cancellations as soon as possible, this will allow us to release the suspended bays back to residents and local motorists. If the suspension is cancelled you will not be refunded your admin charge of £50 as this covers administration costs and our contactors charges, however you would be refunded for any paid for pay and display bays.

The Council reserve the right to cancel a suspension without notice when it is deemed appropriate to do so, for example in connection with a major event, incident or emergency.