

## CONTACT INFORMATION

(continued)

Runnymede Borough Council

– 01932 425196

[www.runnymede.gov.uk](http://www.runnymede.gov.uk)

Spelthorne Borough Council

– 01784 451499

[www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)

Surrey Heath Borough Council

– 01276 707152

[www.surreyheath.gov.uk](http://www.surreyheath.gov.uk)

Tandridge District Council

– 01883 732771

[www.tandridge.gov.uk](http://www.tandridge.gov.uk)

Waverley Borough Council

– 01483 523087

[www.waverley.gov.uk](http://www.waverley.gov.uk)

Woking Borough Council

– 01483 755855

[www.woking.gov.uk](http://www.woking.gov.uk)

Surrey County Council

– 03456 009009

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)

Surrey Police

– 0845 1252222

[www.surrey.police.uk](http://www.surrey.police.uk)



## Park SMART in Surrey

By parking correctly you can reduce accidents, improve the flow of traffic and limit the damage to the environment caused by congestion.

Now YOU can help to improve the situation by parking SMART in Surrey.

This leaflet outlines the parking regulations and explains who is responsible for parking enforcement.



Surrey County Council and Surrey  
Police working in partnership



# What is Park SMART?

The Drive SMART campaign aims to educate drivers on how to keep Surrey's roads safe and crack down on people who drive in a selfish manner. Park SMART is part of this campaign and aims to inform motorists about current parking regulations and encourage sensible parking.

By respecting the Park SMART principles you will help to reduce inconsiderate and dangerous parking which causes all sorts of problems, including the obstruction of emergency service vehicles attempting to reach the scene of a fire or an accident.

## Borough / District Council responsibilities

The Traffic Management Act has made parking enforcement more transparent and fairer to motorists.

With a few exceptions enforcement of the parking regulations is the responsibility of your Borough / District Council, acting on behalf of Surrey County Council. Penalty Charge Notices are issued by Civil Enforcement Officers employed by the Borough/ District Council.

## Does illegal or inconsiderate parking occur in your neighbourhood?

If you have concerns regarding a parking problem in an area where there are parking restrictions, please contact your Borough / District Council in the first instance. You might also consider raising the issue with your local councillor if this is an ongoing problem.

Surrey Police holds regular Neighbourhood Panel meetings at which community priorities, including parking issues, are discussed. For details of forthcoming meetings in your area please visit [www.surrey.police.uk](http://www.surrey.police.uk).



## Where you can park

Please respect any parking regulations in your area. You can park providing it is in a safe location, not causing an obstruction or contravening any traffic regulations.

## Where you cannot park

- On double yellow and single yellow lines (during controlled hours) and in time limited areas for longer than allowed.
- On school entrance markings during their hours of operation (check signs).
- In street parking and loading bays during their hours of operation (check signs) unless you are displaying a valid permit or loading.
- At taxi ranks and bus stops (where parking restrictions apply).
- On public highway footways and verges where parking restrictions apply.
- On pedestrian crossings and their zigzag markings.
- In disabled parking bays unless you are entitled and displaying a valid blue disabled badge.
- In a bay reserved for permit holders unless displaying a valid permit.

Borough / District Council Civil Enforcement Officers can issue Penalty Charge Notices in any of the above situations.

Police officers now have only very limited powers to deal with illegal parking where on-street parking regulations are in force. In most cases any enforcement will be carried out by Civil Enforcement Officers working for your local Borough / District Council.

However, police officers do retain powers to act in the following situations:

- When normal access is obstructed by an illegally parked vehicle, for example across a driveway or in front of a garage.
- When a vehicle is parked on the pavement and causing an actual obstruction in an area where there are no parking restrictions.
- On pedestrian crossings and their zigzag markings.
- When a parked vehicle contravenes the double white lines system.
- When drivers ignore temporary 'No Waiting' cones during the course of special events.
- When illegal parking occurs on certain high speed roads and clearways on which local authorities have no powers.
- When a vehicle is parked in a dangerous position, such as at a junction or on a bend.

# Frequently Asked Questions

## Why is there a renewed focus on illegal and inconsiderate parking in Surrey?

Ever increasing numbers of vehicles on Surrey's roads bring more congestion and therefore more parking issues. Illegal and inconsiderate parking causes hazards for road users and pedestrians alike. It creates unnecessary traffic jams which, in turn, add to the pollution in our towns and villages.

Inconsiderate parking can cause real problems for visually impaired people, wheelchair users and those with pushchairs. Furthermore, any serious impediment to the traffic flow can cause delays in the public transport system and, most importantly, prevent emergency vehicles attending an incident.

## What are the changes to enforcement of parking across driveways and dropped kerbs?

From 16th November 2009 Borough / District councils have powers to issue Penalty Charge Notices to vehicles parked alongside dropped kerbs. Police have enforcement powers only if the vehicle is also causing an actual obstruction.

## I've seen a parked vehicle on my street without any tax, who do I contact?

Contact the DVLA on 08000 325 202, or visit the DVLA website. You will need to record the make, model, registration number and the location of the vehicle.

## What do I do if I suspect a vehicle has been abandoned?

Contact your Borough / District Council – tell them the make, model, registration number and the location of the vehicle.

## CONTACT INFORMATION

Elmbridge Borough Council  
– 01372 474717  
[www.elmbridge.gov.uk](http://www.elmbridge.gov.uk)

Epsom and Ewell Borough Council  
– 01372 732000  
[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)

Guildford Borough Council  
– 01483 444534  
[www.guildford.gov.uk](http://www.guildford.gov.uk)

Mole Valley District Council  
– 01306 873549  
[www.molevalley.gov.uk](http://www.molevalley.gov.uk)

Reigate and Banstead Borough Council  
– 01737 276000  
[www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)