

Frequently asked Questions – School Street Exemptions

School Street restrictions are only in operation during school term times. Each school has different term and inset days and they vary annually. Although there is some information available on the Council's website [School term dates and holidays | Merton Council](#) on community schools only, to find out about term times, please look at school's website

During the hours of restrictions, entering the road without an exemption is an offence and subject to a Penalty Charge Notice (PCN) via ANPR camera enforcement.

Outside of the restricted periods, vehicles may enter these areas without receiving a Penalty Charge Notice (PCN).

Please note that if any vehicle parked inside a school street during the time of enforcement, a PCN will not be issued. The vehicle can also leave the area without being issued a PCN.

PCNs are only issued to those motorist without an exemption entering the restricted roads when the restrictions are in force but vehicles can leave at any time.

How to apply for an exemption

You need to use the following link to register for a school street exemption

<https://www.myringgo.co.uk/merton/permitapplications/info/100146/MSR/>

How many vehicles can be registered for the school zone?

If you have more than one vehicle in your household, you can register all of them for the school street exemption as long as you can prove that they are registered at the address in the school street.

Each vehicle requiring cover will need a separate application.

How does my carer register to be able to enter the school zone?

If you receive regular care visits from a registered carer, you need to provide us with a copy of the care agreement, and the registration(s) of your carers vehicles; we will then arrange for them to be exempt from the restrictions for up to 12 months. It is your responsibility to ensure that we are made aware of any changes to your carers' vehicles to prevent Penalty Charge Notices (PCN) being issued.

Unregistered carers?

If you receive assistance from unregistered carers, with appropriate proof of why you require care/assistance, it may be possible for us to add your non-registered carer to the exemption list for that school street. If we are unable to add your unregistered carer to the exemption list, it is worth remembering that the unregistered carer can arrive and park before the start of the school street hours of operation, but leave the area at any time without receiving a PCN.

If you live in a Controlled Parking Zone (CPZ) and you would normally provide a half day/full day permit or a visitors e-voucher, during the restricted periods your unregistered carer can still park in the appropriate bays in the CPZ, just not in a bay inside the school street area unless they arrive outside the restricted periods.

Family members providing additional support?

If a family member is providing care for you, or you are providing care for a vulnerable family member living in one of the school street areas, with appropriate proof of why access to the school street is required, it may be possible for us to add up to 2 vehicles to the exemption list for that school street. If we are unable to add your requested vehicles to the exemption list, it is worth remembering that you can arrive before the school street hours of operation starts, park as normal and then leave the area at any time without receiving a PCN.

Leaving the area during hours of operation?

PCNs are only issued to vehicles for entering these areas during the hours of operation. Vehicles can leave these areas at any time.

Day passes? How do they work?

We understand that there will be times when it is necessary for individuals to travel by taxi e.g. for a medical appointment. Residents can use the day pass-function to provide exemptions for taxis or friends that are collecting them or dropping them off. When the resident knows the registration of their taxi or their friend's vehicle, and they have a copy of the relevant appointment letter, they can use the day pass function to provide us with this information. This information can be provided up to 24 hours after the date of the appointment, however, if it is any later than that, a PCN could be issued and the vehicle owner would have to follow the statutory legal process to challenge the PCN. This is to be used in case of an emergency, limited to 4 bookable sessions per year

Taxis

Taxis are permitted to enter school streets during the school street hours of operation. The day pass function allows the resident to enter the taxi's registration up to 24 hours after the journey has taken place, but should ideally be entered in advance. Residents can use this function both for a taxi arriving to transport them/deliver them home, or for a guest arriving by taxi.

In the event a PCN is issued to a taxi, as long as we are provided with evidence of the fare, as well as copies of their PHV/Hackney Carriage licence relevant to the vehicle and driver, we will cancel the PCN.

Taxis are not allowed to enter school streets other than to pick up or set down passengers who reside within the restricted roads.

Trade accessing school streets

The day passes can be used to allow for instances where emergency tradespeople need to visit a resident's home e.g. emergency plumber. If there is an ongoing building works, residents can use the day passes for builders' personal vehicle.

Deliveries

With the exception of Royal Mail, delivery vehicles are not permitted to enter school streets during the hours of operation.

Emergency services

There are statutory provisions that allow the emergency services to enter the school streets at any time.

Dial a ride and community ambulance, MASCOT

Dial a ride vehicles, Community Ambulances and MASCOT vehicles are permitted to enter the school streets during their hours of operation.

Do you use a Company Car?

If you have a company vehicle and you live within a school street, you will need to provide proof that you are legally allowed to use this vehicle, along with proof of your residence and address within the school street.

Don't have access to computer?

The permits team are available for telephone calls between 10am and 4pm, Monday to Friday, and the general parking number is 020 8545 4661 and select option for permits. The permits team will always do their best to help callers, but please be aware, you may still need to send proof documents of one form or another to complete any telephone enquiries.

Renewal

At this time, you are required to renew your application for an exemption by simply clicking on the *Renew* button. Our systems will normally send out reminders 14 days and then 7 days before the exemption is due to expire.

Require further help?

The permits team are available for telephone calls between 10am and 4pm, Monday to Friday, and the general parking number is 020 8545 4661 and select option for permits. Alternatively submit your enquiry using https://self.merton.gov.uk/service/General_parking_enquiry