

Environment and Community Services  
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14 February 2022

Dear Residents and Businesses,

**Re: Twickenham Primary Academy GEMS – SS3 Permanent School Street**

The Council is very pleased to inform you that Twickenham Primary Academy School Street was approved to be made permanent at the September 2021 Transport and Air Quality Committee and is now in the final stages of introducing the suggested amendments.

As part of that decision, the following changes are being introduced:

**Times** have been revisited and reduced. The revised School Street operational hours are **Monday to Friday 8.20 - 9.00am and 3.30 - 4.15pm**, term time only. These times will apply when the signs are installed and visible (or open).

**New signs** are being installed to reflect the new times of operation. When they are closed the School Street is not in operation.

Exemption to enter the School Street **only applies to residents and businesses located within the restricted area (ie within First Cross Road).**

The following other vehicles may also apply for exemption:

- Blue badge holders visiting a property in the School Street
- Care workers serving a property within the School Street
- Taxis (private hire) serving a property within the School Street
- Delivery vehicles and other essential non-medical visitors can apply using the 'Other' category.

The following vehicles are automatically exempt:

- Emergency vehicles
- Council waste trucks,
- School buses and school transport
- Taxis (Hackney carriages only), and
- Royal Mail postal vehicles

Applications can be made using the online form at  
**[https://www.richmond.gov.uk/school\\_streets\\_exemptions](https://www.richmond.gov.uk/school_streets_exemptions)**

Vehicles entering the School Street during operational hours without exemption may receive a Penalty Charge Notice (fine).

Due to the nature of the School Street which aims to reduce vehicle movements during school peak times cars should park outside of the School Street and if this is not possible then they should please drive at walking pace as a safety precaution.

You will receive an email permit as confirmation when you apply for exemption. You need not display this, but please keep it safe.

If you or a visitor to your property has had an unavoidable reason to enter the School Street without first obtaining an exemption, please complete the form before the end of the day.

If you change your vehicle at any point after you have obtained a School Street exemption, please use the online form to update your exemption.

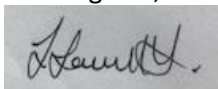
**Please do not confuse permits holders with holders of Controlled Parking Zone permits. These are entirely separate permits with different identifiers, and one does not cover the other.**

The extent of the School Street will not change -

**[https://www.richmond.gov.uk/services/roads\\_and\\_transport/transport\\_planning/school\\_streets/school\\_streets\\_locations/gems\\_twickenham\\_primary\\_academy\\_school\\_street](https://www.richmond.gov.uk/services/roads_and_transport/transport_planning/school_streets/school_streets_locations/gems_twickenham_primary_academy_school_street)**

For School Streets queries, please visit **[https://www.richmond.gov.uk/school\\_streets](https://www.richmond.gov.uk/school_streets)** or email **[schoolstreets@richmond.gov.uk](mailto:schoolstreets@richmond.gov.uk)** if you need assistance with the online form or have questions that aren't covered in the 'Frequently Asked Questions' section online.

Kind regards,



Lindi Louw  
School travel Advisor