Who is eligible to apply for a permit?
Everyone who holds a contract of employment with the University and staff members working in named affiliate organisations, as noted below, will be eligible to make an application: SRC, GUU, QMU, Beatson Institute (Garscube), University of Glasgow Nursery or Glasgow University Heritage Retail Ltd.

Students and eligible staff from approved affiliate organisations will be required to create an account and register before making an application. This is clearly indicated on the portal.

Students will be eligible to apply for a permit at Garscube only, unless they are a blue badge holder.

Permits are only valid for 12 months and MUST be re-applied for each year.

When can I make an application?
The permit application window is open during the full month of October each year which is communicated via email and in MyGlasgow news.

I missed the application window. Can I still apply?
You can still apply if you meet the criteria for applying outwith the application window. See link for more information https://www.gla.ac.uk/media/Media_675909_smxx.pdf

I didn’t know I had to apply each year. What can I do?
Unfortunately as it states in the terms and conditions that you agreed to in the previous years permit, it clearly stated that the permit was valid for a 12 month period. Unless you meet any of the criteria to applying outwith the permit application window then we cannot offer a permit.

I was unsuccessful this year, can I apply for next year?
Yes. You can apply each year for a permit regardless of the outcome.

How can I make my application?
Applications are to be made online using the new permit portal which can be accessed from the parking webpages during the application window. https://www.gla.ac.uk/parking. If you are applying outwith the application window, please contact carparking@glasgow.ac.uk

Is there any help available for people wishing to make an application?
We hope the application process is easy to understand and self-explanatory however we recommend reading the Frequently Asked Questions for more information before making an application. If you still require assistance, please contact the parking team at carparking@glasgow.ac.uk

Can I apply for more than one permit?
No, only one application per person can be made each year.

For instance, applicants will not be able to re-apply for a different permit type if you are unsuccessful in the initial application. Applicants should carefully consider which permit type they wish to apply for at the outset. If individuals are found to submit more than one application then only the first application will be considered.
I am contracted to work on both campuses. Which campus do I apply for?

Please contact carparking@glasgow.ac.uk for further information.

How long does it take to fill in an application?

This may vary depending on individual responses to questions however on average it will take between 5 and 10 minutes to complete. We recommend you read through the terms and conditions, privacy notice before you complete your application and that you have any supporting documents ready to upload.

Do Blue Badge holders have to apply?
Yes. Blue badge holders (staff and students) will automatically be eligible to receive a standard annual permit at no cost. Holders of Blue Badges must register on the permit system and submit an application, selecting the Blue Badge permit type. Please note you will be required to provide a copy of the front and rear of your valid Blue Badge as part of the process.

I am a new staff member. Can I apply for a permit outwith the official permit application window?
Yes. Please contact us at carparking@glasgow.ac.uk

What provision is made for temporary mobility issues?
In response to feedback, there is a new policy and procedure to accommodate people who encounter a short term health related matter which impacts on their mobility. This will only apply to temporary or short term health issues where the applicant is expected to make a full recovery. A temporary permit may be issued up to a maximum of 12 weeks under this policy. Health or mobility issues which are of a longer term nature cannot be covered by this procedure. The procedure for temporary health issues affecting mobility will involve input from the Occupational Health Unit. Please refer to the policy for Temporary Mobility Issues.

I am pregnant and going on maternity leave. Can I put my permit on hold?
If you return within the current valid permit year then we will put your permit on hold. If you are due to return in the following years permit allocation, you can apply for a permit under the ‘applying outwith the permit application window’. Contact carparking@glasgow.ac.uk for more details.

What questions will be asked in the application?
The application process will ask a series of questions and/or offer options including:

1. Option to select a blue badge permit
2. Your requirements for using a vehicle for business purposes
3. Confirming if you have caring responsibilities for dependants
4. Confirmation if you have contractual requirements to work early or late
5. Commuting Journey Options - access to realistic alternatives for travel by public transport

As well as answering which scenarios are applicable, you will have the opportunity to provide further details about your personal situation to help support your application.
How will you check the validity of applications?
Evidence-based information will be required in response to some questions to support an application by way of proof documentation. This may include:

- **Validity of blue badge:** A copy of a valid blue badge (front and rear) in the name of the applicant
- **One** proof documents in the applicants name confirming home address. (e.g. utility bill, bank statement, mobile phone bill)
- **One** document containing a screenshot of your personal Journey Plan created from [Traveline Scotland](https://www.travelinescotland.com)
- Name of line manager for checking of job role and business needs and contractual start/finish times.

How will applications be assessed?
Answers to questions and any evidence provided will be awarded points by the assessing team who will undertake this using a consistent and fair approach. Factors such as the number of applications received and availability of parking supply help to inform how many permits can be issued with in any year to effectively manage the parking at each campus. In order to identify those who may be offered a permit, a points threshold will be applied and the applicants who meet or exceed the threshold for that year will qualify for a permit. Please note that the threshold set may change each year depending on numbers of applications received.

How will you treat my personal information?
As part of the process we are only gathering information which is necessary to allow applications to be considered and processed fairly. All information and evidence will be treated in confidence and according to the University’s Data Protection Protocols and all data processing will comply with GDPR.

There are no plans to publicise a list of those who have been successful or unsuccessful in their application nor to publish other information on the outcome of applications for specific applicants.

What permit types are available?
Permit types include: Standard Permit; Occasional Permit; Blue Badge, Motorcycle Permit and Visitor Permit. Some restrictions apply and you should check the scheme terms on eligibility of each campus location.

I do not need to bring my car to work/study everyday but I do need my car occasionally. What permit is applicable for infrequent car use?
Occasional permits are seen as a means to support staff who have occasional business duties requiring a vehicle (for example running events or travelling on business), occasional caring responsibilities requiring access to a car or weather-dependent car use (for example a regular cyclist who may want to avoid windy or icy days).

The Occasional Permit will allow eligible individuals to purchase blocks of 10 days parking up to a maximum of 120 days within a permit year. Eligibility for this permit will also be subject to assessment against the scheme criteria.
Can my vouchers for my Occasional Permit be carried over to the next years permit?
Unfortunately not. The system is not configured to do that. We would encourage colleagues
to ensure they have used their vouchers by the end of permit year.

What is the maximum amount of Occasional Vouchers you can use each month?
You can use a maximum of 10 vouchers each month up to a maximum of 120 vouchers each
year. Vouchers are not carried over every year so please make sure they are used by the end
of the permit year.

How will I pay for my permit?
Staff who are allocated a standard permit will have the cost deducted from their salary in equal
monthly instalments.
Students and anyone who is not paid directly by the University will be asked to make a
payment by credit or debit card for the relevant permit cost. We do not offer the option to pay
by direct debit.

Staff or students allocated an occasional permit will pay as they go by purchasing a block of
10 days parking. They will purchase additional blocks of parking as and when required and
can use up to the maximum of 120 day in a year.

Vouchers are non-refundable so we encourage colleagues to use up their vouchers by the
end of the year.

If I no longer require my permit will it be cancelled?
It is your responsibility to inform us if the permit is no longer required. You can do this by
logging in to your car parking account and follow the instructions to cancel your permit.
Once this is received, the parking team will cancel the permit and inform payroll of the
cancellation if applicable.

Are car-sharing arrangements taken into account in allocating permits?
We are looking at various options which may be considered as additional criteria in future
application rounds.

Do staff who are currently on long-term leave need to apply during the application
window?
Please contact carparking@glasgow.ac.uk for more details.

Will Garscube permit holders still be able to park at Gilmorehill for meetings under the
new system?
No. Permits will be issued for a specific campus and these are non-transferable. However
it is recognised that staff may be required to travel to another campus on business. Staff with
a permit for Garscube or Gilmorehill can pre-book a visitor space at the other campus (subject
to availability) if they wish to park on the other campus. Visitor parking charges as a result of
business travel can be claimed back through expenses in the same way as train or bus travel
costs. Contact carparking@glasgow.ac.uk if you have any more questions.

Can visitors be guaranteed a parking space?
Gilmorehill and Garscube will have designated visitor spaces available for pre-booking up to
two months in advance. Visitor spaces will be subject to the relevant visitor parking fee and
availability on the desired day, with visitor permits being issued in line with the number of
available spaces.
A flat rate charge of £6 per day or £3 per half day will be applicable and permits can be issued in increments of 0.5 days. The number of visitor spaces at each campus will be reviewed regularly and may be subject to change depending on demand.

**Will permit holders be guaranteed a parking space?**
For Gilmorehill and Garscube, as under the current scheme, permit will not guarantee a parking space but it offers the right to enter the campus and look for a space. A permit also does not guarantee a space in any particular car park at these locations. For Tay House permits a specific parking space will be allocated within a designated local car park. Permits are issued for a specific campus and are not transferable.

**What measures will be taken to prevent non-permit holders parking on campus?**
A number of people flagged up issues of non-permit holders taking up parking spaces. The new scheme has considered how best to tackle non-compliance to ensure parking spaces are not abused. The new scheme will introduce Parking Charge Notices as part of the parking enforcement which will be issued to the driver of any vehicle who does not comply with the terms and conditions of the new scheme. Please note that Parking Charge Notices will be followed up and won’t be ignored.

**How much would be the fee for the Parking Charge Notice?**
Parking Charge Notice fee will be £60. If paid within 14 days the charge is reduced to £30.

**Will the application system allow a member of staff to register two different vehicles?**
Yes. The system will be able to allow up to two vehicles to be registered (for instance a spouse’s car). It is the permit holder who is responsible for ensuring the correct vehicles are registered on the system. Please note only one vehicle will be permitted on campus at any one time or you will be subject to a parking charge notice.

If both vehicles are parked on campus at the same time, and unless they have been approved to do so, the system will flag this and one of the vehicles will be issued with a parking charge notice.

**How do I inform you of a change of vehicle?**
You can do this by logging into your account and updating your details. It is the permit holder’s responsibility to ensure that all information on the permit is up to date, including your vehicle registration details. If however, you are having issues, please contact carparking@glasgow.ac.uk

**Why will staff arriving by motorcycle have to pay for a permit under the new scheme, as there are no dedicated motorcycle spaces available?**
All vehicles need to be actively managed when on campus. Designated motorcycle spaces are formed to accommodate motorcycles. Staff wishing to park their motorcycle on campus will need to apply for a motorcycle permit, selecting the appropriate permit type, and if their application is successful will be required to pay the relevant fee. Motorcycles must be parked within the designated spaces.

**Will there be an appeals process for those who are not successful in obtaining a permit?**
Yes. Any appeal against the decision whether to issue a permit or not will be dealt with by the University in line with the criteria based assessment and the scheme’s operating code of practice. Further proof of evidence may be requested.
I do not have a temporary mobility issue nor am I the holder of a Blue Badge. However, I have a chronic condition which makes alternative travel to car use difficult – how do I reflect this in my application?

In line with recommended practice, anyone who has a long-term medical condition which would limit their ability to use alternative methods of transport should apply for a Blue Badge, thus allowing for an independent and consistent assessment of need to be made. Please find more information on Blue Badge applications here for those based in Glasgow - https://glasgow.gov.uk/index.aspx?articleid=17226. If you are not based in Glasgow, please contact your Local Authority.

Why am I asked for address proof as the system has pulled out my address details from the Core HR system?

The University reminds employees regularly to update their details in the HR Core system. No evidence is requested by employees regarding their address details for entries into HR Core. Also not everyone updates the details, so there may be obsolete addresses in Core. To ensure that home address details are correct we ask for address proofs.

If I am successful with my application for an occasional permit, is there a limit on the parking vouchers I use per month?

There is a maximum limit of 10 parking vouchers per month.

I do not have an agreement on late or early working hours in my contract, but I am required to work out with normal hours frequently. How do I reflect this in my application?

The application asks for early or late finishes that must be part of your contract of employment. These would exclude early starts or late finishes due to personal preference or verbal line manager agreements. It would include shift work, representative duties for the University at events or similar.

Call outs would not be included as they would not be during normal office hours when the scheme is in operation. No permits are needed to park on the campuses on weekends or after 5 pm.

If you frequently are required to work outwith normal working hours due to external engagement or event participation, please include these details in your explanation in the text box on business needs. Again contact carparking@glasgow.ac.uk if you need more information.

I work often on weekends. How do I reflect this on my application?

Weekend working does not have any relevance to the permit application, as no permit is required for parking on weekends. Please note, that the scheme is active from Monday till Friday, 8:30 – 17:00. Only vehicles parked on campus during these times are subject to the new parking scheme.
I have uploaded some of my evidence, but still have to upload more. Is this possible?
All evidence should be uploaded in one session, as you will not be able to revisit and edit the application after. If you want to add more information, you would be required to delete the current application and to start a new application.

Can I edit my application?
The application portal does not allow editing of applications. You would be required to delete the current application and to start a new application.

I will move house between application and launch of the scheme. I currently do not hold any address proofs for my new address. How can I apply?
Please contact carparking@glasgow.ac.uk explaining your circumstances.

I want to upload evidence on support needs for a disabled person I care for. How can I do this?
Under the Care Responsibility section of the application, you are provided with a textbox to elaborate on the care for dependants and how this relates to your need of parking at the University. Please use the textbox to provide details on why you would need your car to fulfil the care responsibility and the nature of care given.

Is there a pro-rata permit for part time staff?
In line with practice to date, and including the old parking scheme, the permit scheme only allows applications for standard and occasional permits. Currently there is no permit available for part-time staff that would be paid pro-rata. This may be introduced in future application rounds.
An Equality Impact Assessment has been conducted during the consultation phase for the scheme and is on our web pages for details. www.parking.gla.ac.uk

The name on my address proof does not match the name I use at the University. What should I do?
Please email carparking@glasgow.ac.uk with both, the name your records are in and the name you use for your application.

Lilybank Gardens Car Park - can University employees use this car park if they hold a permit?
Yes, this car park is still open for use for valid Gilmorehill standard permit holders ONLY. If you hold any other permit type, you cannot park there. You MUST contact carparking@glasgow.ac.uk if you wish to park here. You MUST display a valid permit on your dashboard to avoid getting a penalty charge notice by Glasgow City Council.
PARKING Frequently Asked Questions

I got a parking ticket while parking at Lilybank Gardens car park? Why do I need to contact the council?
The car park at Lilybank Gardens is managed by Glasgow City Council and is enforced by them and not the University of Glasgow. The University of Glasgow have no powers regarding enforcement for the car park therefore contact must be made with the Council as per the instructions on the ticket.

Why do I have to display a permit on my dashboard at Lilybank Gardens?
You MUST display a valid permit on your dashboard to park at Lilybank Gardens car park. The permit is only valid for the duration of your standard Gilmorehill Permit (1st January to 31st December). Each year a new permit will be issued to colleagues who request a Lilybank Gardens permit. These will not automatically be issued to you and you must contact carparking@glasgow.ac.uk to request one. The permit will have a valid from and to date and also display vehicle registration. The software that the council currently uses is not interfacing with our software which is why we have to provide permits to display on vehicles. We are continuing to work with our software provider and the council to resolve this issue.

You must clearly display your permit on the dashboard of your car or you will be subject to a penalty charge notice issued by Glasgow City Council.

Are Lilybank Gardens permits issued each year?
Yes. The parking team issue Lilybank Gardens Permits to colleagues who request one who hold a valid in year standard permit for Gilmorehill. You must contact carparking@glasgow.ac.uk if you wish a permit for this car park. The permits must contain a valid registration matching the vehicle parked or there will be a Penalty Charge Notice issued by the Council.

I have lost my Lilybank Gardens Permit, what do I do?
Contact carparking@glasgow.ac.uk. Please note that you cannot park in Lilybank Gardens car park if you do not display a valid permit on your dashboard. If you are waiting for a replacement permit, please park elsewhere on campus until you receive your new permit or you can pay to park in Lilybank Gardens car park.

Can I park in Lilybank Gardens on street parking bays?
No. These parking bays on University Gardens are not part of the agreement we have with the Council. Only parking within the main car park at Ashton Lane is permitted, only if you have a valid Gilmorehill standard permit. You will be issued a penalty charge notice if you park in the pay and display bays at Lilybank Gardens unless you have paid to park there using the pay and display machines.

I am getting a new car, what do I do with my Lilybank Gardens permit if it shows my old registration?
You must return your old permit to the parking team who will issue a new one on receipt of your old permit with your new vehicles details.
I have lost my staff card – how do I gain entry via the barriers?
If you have lost your card, please go to the University Library who will issue you with a new card. Please contact carparking@glasgow.ac.uk if there is an issue with access to barriers.

Can employees of organisations that work closely with the University, but are not on the ‘affiliate’ list apply?
The scheme only allows applications by employees of the following organisations for affiliate permits
- Queen Margaret Union
- Glasgow University Union
- Student Representative Council
- CRUK Beatson Institute
- Glasgow University Heritage Retail Limited
- University Nursery

Are the University offering any incentives to travel by public transport?
Feedback from consultations indicated support for further incentives to encourage public transport travel. University has recently launched two new travel discount schemes for staff to help reduce the cost of their commute, whether travelling by bus or rail. The incentives include an interest-free rail season ticket loan or interest free loan to purchase an annual SPT zone card allowing unlimited journeys on bus, train and subway; and a Bus Travel Discount Scheme with a 10% discount on a monthly mTicket from FirstBus Glasgow.

These are in addition to existing schemes such as Cycle Plus, JourneyShare and free NextBike Hire.
Further information can be found here: https://www.gla.ac.uk/myglasgow/staff/benefits/seasonticketsandtraveldiscounts/

Where can I get more information on my travel options?
The University has information on Cycling, Walking, Buses, Trains, Underground and help on journey planning at the following pages: https://www.gla.ac.uk/myglasgow/sustainability/travel
You can also find useful resources on Travel Line and SPT.

If I am not successful applying for new parking permit and have to use public transport, I will take longer to travel to work. Will the University support flexible working to take account of this?
The University has a Flexible Working Policy, which can be accessed at: www.gla.ac.uk/services/humanresources/all/worklife/flexibleworking/
The University will consider every reasonable request for flexible working from staff that meets the eligibility criteria.

How do I create and upload the Traveline JourneyPlan?
The Traveline Journeyplan can be created from the webpage https://www.travelinescotland.com/its/#/travellinfo. Provide your home postcode into the ‘From’ box.

Provide your campus postcode into the ‘To’ box.
PARKING Frequently Asked Questions

- Gilmorehill Campus, the postcode is G12 8QQ.
- Garscube Campus (Veterinary School), the postcode is G61 1QH.
- Garscube Campus (CRUK Beatson Institute and Wolfson Wohl Research Centre) the postcode is G61 1BD
- For Tay House the postcode is G2 4LH

The journeyplan will be generated by the website.

An example is here –

The journeyplan shows the route on the map and gives an overview of public transport options on the left hand side.

Take a screenshot of the journeyplan with pressing the ‘Print Screen’ button on the keyboard, open a word document and copy the screen shot into the word document with pressing ‘CTRL+V’. Save the file.

Upload the saved file as part of your application.
How can I issue a journeyplan that includes detours due to my care responsibilities?

Your journeyplan should only show the direct route from home to the University. Please disregard any stops you may make to fulfil care responsibilities such as for drop offs of children at schools or nurseries, or visits to other dependants on the way to school. These journeys should be described in the care responsibility section of the application, but not be part of the journeyplan screenshot.

My journeyplan comes up blank and no travel options are shown. What should I do?

This may happen due to cut-off settings in the journeyplan software. Please email carparking@glasgow.ac.uk if this happens and provide your home and work postcode. We will then give you further instructions on what to do in such a case.

Can I apply for a parking permit and participate in the Cycle to Work Scheme?

Those who have a standard parking permit through the Car Parking Scheme are not eligible to participate in Cycle Plus. Occasional use parking permit holders may still be eligible to participate in Cycle Plus should they meet all other eligibility criteria.

Can I reserve a parking space on campus for works happening or an event?

Yes. Please contact carparking@glasgow.ac.uk with details of your requirement. All requests for reserving spaces/coning areas must be approved by the parking team in the first instance.