

**WHITE “H” MARKING (ACCESS PROTECTION MARKING)**

**NOTES FOR GUIDANCE AND APPLICATION FORM**

An access protection marking (APM) is a single white line in front of a lowered kerb to allow vehicle access to driveways.  The purpose of the marking is to highlight the presence of a dropped kerb.

****The markings are most effective when there are high volumes of people outside the immediate area parking for a short time. Access protection markings show these people whether their parking is obstructive to a driveway.

However, Suffolk Highways and the police are not able to enforce access protection markings or be able to get a vehicle moved as they are advisory markings.

Suffolk Highways charge a **non-refundable fee** of £110 to assess new applications or applications to renew existing access protection markings.

Before applying, please read the **Notes for Guidance** section below (pages 1- 4) before completing the **Application Form** (page 5 onwards). You will be asked to declare that you have read and understood the Notes for Guidance before submitting your application and non-refundable application fee.

**Notes for Guidance**

**How much will it cost?**

There is no statutory requirement for Suffolk Highways to provide access protection markings and therefore all costs must be met by the applicant, including ongoing maintenance.

Suffolk Highways charges £110 to cover assessment, staff time and administration. This fee applies to both new applications and applications to renew existing access protection markings and must be paid by credit or debit card - you can do this [via our website](https://secure.suffolkcc.gov.uk/customerservice/csd/SCC/product.aspx?ProductID=SL_Road_Markings).

**Please be aware that if your application is not successful then you will not** **be refunded the £110 assessment fee.**

If your application is agreed, there will be a further charge of £160 to enable Suffolk Highways to apply the marking; we are unable to order lining works until we receive this payment.

Your £160 payment must be made within 2 months of the date we confirm to you that your application has been successful.

**Applying for an access protection marking**

You can apply for an access protection marking if:

* **the address of the proposed marking is on a publicly maintained residential road and not on private land** (requests for access protection markings on housing association or private land should be referred to the person who owns the land) - you can find out whether your road is maintainable by Suffolk County Council on the website at <https://www.suffolk.gov.uk/roads-and-transport/road-adoption/streets-maintained-by-suffolk-county-council/>;
* **the speed limit** on the road is **30mph or less;**
* **the proposed marking will be directly outside the address given in Section 3 of the Application Form and in front of a dropped kerb to a vehicular access;**
* if a single vehicular access serves 2 properties, the residents of both properties agree there is a need for an access protection marking;
* there is **enough space to park a vehicle off the public highway** (depth of at least 5 metres between the boundary and your property and width of at least 2.5 metres)in line with our vehicular access criteria – this is to ensure that any vehicles do not obstruct the footway;
* the applicant **can clearly demonstrate that the location of the proposed marking is close to premises such as a school, doctors’ surgery, pub, hotel, shop, business park or church etc which generate large amounts of on street parking;**
* the applicant **can provide evidence that there is a persistent problem and frequent obstruction of a vehicular access** by completing Section 7 of the Application Form

**We will not approve an access protection marking:**

* if there is **no dropped kerb leading to a vehicle access** for the address where the marking is requested;
* where the **vehicle access extends over more than 2 properties;**
* where **parking issues are a result of neighbours’ or residents’ parking**;
* to **prevent parking on the opposite side of the road** from a vehicular access;
* to **reserve on street parking**;
* **where there are existing road markings** such as yellow, zigzag, bus stop, “keep clear” or box markings as these are already enforceable;
* **for newly constructed or extended vehicle access crossings** (under 3 months) as the applicant is unable to pre-determine if issues will arise.

**If I have an access protection marking, can people be forced to move if they park on it?**

Access protection markings will only cover the extent of the dropped crossing from the start of one dropped kerb to the end of the other. They highlight the presence of a dropped kerb and vehicular access and most people respect these markings and do not park on them. However, they are not legally enforceable by the Police or Suffolk Highways. They will not stop vehicles from parking next to your vehicle access and cannot be extended to incorporate this.

**In Ipswich only,** Ipswich Borough Council has a Civil Parking Enforcement team who will enforce dropped kerbs outside residential or business premises – more information can be found on the Ipswich Borough Council’s website at <https://www.ipswich.gov.uk/content/report-parking-problem>

**How do I prove that there is a persistent problem and obstruction of my access?**

As part of the application process, you will be required to provide evidence of dates, times, registration numbers and if relevant, police incident report numbers over at least a 6-week period. We have provided an evidence collection form at the end of the Application Form for this purpose.

**The vehicular access outside my property is shared by my neighbour – can I still have an access protection marking?**

If a vehicular access is shared by 2 properties, the access protection marking must extend across the entire width of the dropped kerb. As part of completing the Application Form, both property owners must confirm they agree with the request for an access protection marking by completing section 5.

**Do I need to tell my neighbours I’m applying for an access protection marking?**

As part of completing the Application Form, you will be asked to confirm that you have informed the residents of neighbouring properties (next to and opposite the application address) that you are applying for an access protection marking.

**How will you assess my application?**

When we receive your application will check that:

* all required sections of the application form have been completed;
* evidence has been provided there is a persistent problem and frequent obstruction of a vehicular access (using the evidence collection sheets in the application form – page 8 onwards);
* the application address in on a public road and not on private land;
* there is enough space to park a vehicle off the public highway(depth of at least 5 metres between the boundary and your property and width of at least 2.5 metres);
* if the vehicular access is shared by 2 properties, the residents of both properties have signed and confirmed their agreement to the application for an APM;
* the criteria set out in these Notes for Guidance are met based on the information you have provided;
* the assessment fee of £110 has been received - assessment of the application will not begin until the fee is paid.

**How long will it take?**

It will take up to 8 weeks for your application to be assessed and we will write to you with the outcome of our assessment.

If your application is successful, the new markings will normally be laid within 4 months of the date of receiving your payment of £160, although this is weather-dependent as lines can only be effectively marked on warm dry surfaces.

If Suffolk Highways is planning to undertake any work at the application address within the following 12 months, we will suggest that the markings should not be laid until that work takes place. However, if you choose to have the markings laid in advance of the planned works, you will be required to pay a further £160 to have the markings laid if they are covered by the planned works when they take place.

**What do I do If I haven’t heard the outcome of the application?**

If you haven’t received an outcome within 8 weeks of the date that you paid the £110 application fee then you can contact us using webchat via the Suffolk County Council website or alternatively you can email [customer.service@suffolk.gov.uk](mailto:customer.service@suffolk.gov.uk) or call 0345 606 6171.

**What happens if you do not approve my application?**

Sometimes Suffolk Highways may not be able to provide an access protection marking because of local planning or traffic considerations, even though the application meets the criteria. If your application is unsuccessful, the reason(s) why the application has not been agreed will be outlined in writing.

We reserve the right to refuse to implement the marking where we do not think it is suitable or where it could cause disputes with local residents. Similarly, we can remove the marking should it be shown to cause community tensions.

**What happens if I don’t agree with your decision not to approve my application?**

If you disagree with our decision, you can write to us setting out the reasons why you consider that we have not applied the criteria correctly. Your application will then be reviewed in the light of the reasons you have put forward and we will write to you again following further consideration.

**What happens if roadworks cover up the access protection marking?**

If an existing access protection marking is removed following resurfacing or surface dressing work, including by roadworks undertaken by a utility company, a new application will be required, with associated charges. We will waive charges for reapplying the marking if the roadworks are carried out by Suffolk Highways and are within 12 months of the date they were applied.

Suffolk Highways accepts no responsibility for replacement of the marking should it become covered by third party roadworks such as those carried out by utilities companies.

**What happens if the markings fade?**

If an existing access protection marking needs renewal because of fading or erosion of the lining, a new application will be required, with associated charges.

Suffolk Highways accepts no responsibility for replacement of the marking should it become faded or eroded by third party roadworks such as those carried out by utilities companies.

**What happens if I want an access protection marking removed?**

The cost of removal of an access protection marking must be covered by the person requesting removal who must have agreed it’s removal with the owner of the property where the marking is laid.

**What happens if traffic or parking conditions change?**

Suffolk Highways reserves the right to remove any access protection marking should traffic or parking conditions change, or it can be shown to cause community tensions.

**I have a question which isn’t answered in the Notes for Guidance – where can I find more information?**

You can email [customer.service@suffolk.gov.uk](mailto:customer.service@suffolk.gov.uk) or phone 0345 606 6171 to speak to one of our staff.

**Where do I send my application?**

Please keep pages 1-4 of this document for your records. Please send completed application form and evidence collection sheets by email to: [vehiclepermits@suffolk.gov.uk](mailto:vehiclepermits@suffolk.gov.uk); or in writing to

Vehicle Management Officer

Safety and Speed Management Team

Suffolk Highways  
Phoenix House  
3 Goddard Road  
IPSWICH  
IP1 5NP



**APPLICATION FORM FOR ACCESS PROTECTION MARKING (APM)**

**Please ensure that all required fields are completed, including the evidence collection sheets (page 8 onwards), before sending us your application.**

Please send completed application form and evidence collection sheets by email to: [vehiclepermits@suffolk.gov.uk](mailto:vehiclepermits@suffolk.gov.uk); or in writing to

Vehicle Management Officer

Safety and Speed Management Team

Suffolk Highways  
Phoenix House  
3 Goddard Road  
IPSWICH  
IP1 5NP

You will receive an acknowledgement confirming receipt of your application and giving you the reference number for your application which you will need to enable you to pay the £110 assessment fee via our website. We will not start assessment of your application until we receive this payment and at that point the assessment fee will not be refunded even if your application is unsuccessful.

**Fields marked with \* must be completed to enable the application to be assessed. Where Yes/No questions are asked, please circle the one that applies.**

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| **Section 1 – Type of application** | | | | | | |
| \* Is this application for a new APM or repainting existing APM? | | | **New Repainting**  (circle the one you are requesting) | | | |
| **Section 2 - Applicant details** | | | | | | |
| \* Title – please circle the one that applies | | | | Mr Mrs Miss Ms Dr  Other (please state) | | |
| \* Last name: | | | | \* Forename(s): | | |  |
| \* Contact telephone number (if not a mobile, please give area code) | | | | | | |
| Email address | | | | | | |
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| *.* | | | | | | |
| **Section 3 – Address where APM is to be marked if approved** | | | | | | |
| \* Address: (property number or name and road name) | | | | | | |
| \* Parish/Town | | | | \*Postcode | | |
| \* Is this where the Applicant lives (Section 2) | | | | | **Yes No** | |
| **Section 4 – Details about the location of the proposed APM** | | | | |  | |
| \* Is there a dropped kerb leading to a vehicular access at the application address? | | | | | **Yes No** | |
| \* Are there any existing road markings in front of this address e.g. yellow, zigzag, bus stop, “keep clear” or box markings? | | | | | **Yes No** | |
| **If Yes, please give details** | | | | | | |
| \* Are there any other existing parking restrictions at this address e.g. disabled parking bays, permit parking? | | | | | **Yes No** | |
| **If Yes, please give details** | | | | | | |
| \* Do vehicles regularly park across the dropped kerb leading to a vehicular access at the application address? | | | | | **Yes No** | |
| **If Yes, please give evidence by completing Section 7** | | | | | | |
| \* Are there premises such as a school, doctors’ surgery, pub, hotel, business estate, shop, or church etc near the application address which generate large amounts of on street parking? | | | | | **Yes No** | |
| **If Yes, please give details for example name of school, pub, shop, and road name where they are located** | | | | | | |
| Please give any other information you think may be helpful in considering your application | | | | | | |
| **Section 5 – Please only complete this section if the vehicle access is shared by 2 properties** | | | | | | |
| \* Do the residents of both properties sharing the vehicular access agree with the application for an APM? | | | | | **Yes No** | |
| **If Yes, resident of other property (i.e. not the Applicant) to complete details in this section to confirm agreement to the application for an APM** | | | | | | |
| **Resident Property 2** | | | | | | |
| \* Title – please circle the one that applies | | Mr Mrs Miss Ms Dr  Other (please state) | | | | |
| \* Last name: | | \* Forename(s): | | | | |
| \* Address: (property number or name and road name) | | | | | | |
| \* Parish/Town | | | | \*Postcode | | |
| \* Contact telephone number (if not a mobile, please give area code) | | | | | | |
| Email address |  | | | | | |
| \* Signature | | \* Print Name | | | | |
| **Section 6 - Declaration - Your application will not be considered unless you have agreed to all the following statements by putting a tick in the box next to each statement:** | | | | | | |
| \*By completing this Declaration, I am agreeing that I have read and understood the Notes for Guidance section of this application form | | | | | |  |
| \*The information I have provided in this application is correct | | | | | |  |
| \* The evidence of dates, times, registration numbers and if relevant, police incident report numbers I have given is correct | | | | | |  |
| \* I have informed the residents of any properties either side and directly opposite the application address that I am applying for an APM | | | | | |  |
| \* I understand that my application will not be assessed until I have paid £110 and that this is non-refundable, even if the application is unsuccessful | | | | | |  |
| \* I understand that it may take up to 8 weeks for my application to be assessed and the outcome confirmed to me | | | | | |  |
| \* If my application is successful, I agree to pay £160 for the markings to be painted and that no work will be ordered until this amount is received by Suffolk Highways | | | | | |  |
| \* I understand that on receipt of £160, Suffolk Highways will aim to apply the markings within 4 months of the date payment is received. However, if work is delayed (for example because of adverse weather conditions), this may take longer. | | | | | |  |
| \* I agree to notify Suffolk Highways of any change in circumstances and that the APM may be removed if the criteria above no longer apply | | | | | |  |
| \* I understand if Suffolk Highways is planning to undertake any work at the application address within the next 12 months, they will suggest that the markings should not be laid until that work takes place. If I choose to have the APM marked in advance of those works, I will be required to pay a further £160 to have the APM remarked when Suffolk Highways undertake the planned work. | | | | | |  |
| **Please tick each box as relevant, then sign and date the form below to certify that the answers given in this form are correct and correct.** | | | | | | |
| **Signed by Applicant:** | | **Print Name:** | | | | |
| **Date:** | | | | | | |

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| **Section 7 – Evidence collection** | |
| Please use this sheet to record details of persistent and frequent obstructions of the vehicular access where the APM would be marked. Details need to be recorded for a **minimum of 6 weeks.** | |
| **\* Address of property being obstructed: property number or name, road name and parish/town** | |
| \* Postcode |  |

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| **Date** | **Time** | **Vehicle Reg. Number** | **If reported to the Police, please give Police reference number.** |
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| **Section 7 – Evidence collection (continued)** | | | |
| **Address of property being obstructed:** | | | |
| **Date** | **Time** | **Vehicle Reg. Number** | **If reported to the Police, please give Police reference number.** |
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| **Section 7 – Evidence collection (continued)** | | | |
| **Address of property being obstructed:** | | | |
| **Date** | **Time** | **Vehicle Reg. Number** | **If reported to the Police, please give Police reference number.** |
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