

Virtual Parking Permits on Lambeth Housing Management Estates

Frequently Asked Questions

1. What is a virtual permit?

A virtual permit is format that replaces the need to display a paper permit in your vehicle. Once a permit is approved it is activated and linked to your vehicle making it quick and easy.

2. Why is the permit scheme changing?

We want to save residents time and trouble coming into the Civic Centre to purchase a permit and visitor vouchers. The new scheme has been adopted by other Lambeth residents and we want to give those people who live on housing estates the same control and flexibility to manage their permits themselves online, 24 hours a day seven days a week.

3. How do I purchase a virtual permit or visitor voucher?

By visiting this website, you will be able to set up an account set up a new permit application. You will be required to upload evidence to support your permit request before you pay using a credit or debit card.

4. How will enforcement work?

Every virtual permit will display on a Civil Enforcement Officer's (CEO) hand-held device. This device will be able scan the number plate of a vehicle to check if it is permitted to park.

5. Can I still use my paper permit and visitor scratch cards?

Yes, you can still display your paper permit if it still valid. However, once it expires or gets lost or stolen it must get replaced with a virtual voucher

6. I don't have access to a computer how can I apply?

If you don't have access to the internet, maybe a family member or friend can help, or speak to a member of your TRA, or contact your local housing office. Otherwise, we can happily assist over the telephone, but only during standard opening hours. For further support, please call 020 7926 9000.

The MyCommunity Gateway service, run by AgeUK Lambeth, can help with advice and links to local services that can help. You can contact them on 0333 360 3700 or mycommunity@ageuklambeth.org Monday to Friday 9am to 5pm.

7. On which Lambeth Housing Management estates are Estate Parking Permits required?

Please see the list at Appendix 1

8. What if my visitors or my contractors need to park?

You will need to buy daily visitor permits for them online

9. Can my household have more than one Estate Parking Permit?

Most estates are limited to one permit per household, but some do allow more. Your account will display the number of permits your household are entitled to. Please see the list attached (Appendix 1)

10. How much do Estate Parking Permits cost?

£31.79 per year

11. How much do Visitor's Scratch Cards cost?

£1.50 each

12. How long is my Estate Parking Permit valid for?

12 months

13. How long is my Scratch Card valid for?

Each scratch card is only valid for one day.

14. What is the cost of an estate parking fine?

£65 if paid within 14 days, rising to £130 after 14 days.

15. When does enforcement take place?

Our parking contractor, APCOA, patrols from 07:00 to 19:00 (7 am to 7 pm), Monday to Friday, with the exception of Holland Town, Hurst Street and Gaskell Street Estates (see Appendix 1). However, we can enforce at any time outside these hours if necessary.

16. What if I want to appeal against my parking fine?

You should complete the appeal form on the rear of the ticket and follow the printed instructions.

17. Can I buy an Estate Parking Permit if I am in rent or service charge arrears?

Tenants with more than a week rent arrears and leaseholders with more than one month's service charges in arrears are not permitted from applying for a resident permit. You may be issued with a permit if you have an agreement to pay off your rent or service charge arrears and have kept to the agreement for six months or more.

18. Can I buy visitor vouchers online if I am in rent or service charge arrears?

Yes.

19. What if I change my car?

Simply log into your account online and update your vehicle details. The change is instant.

20. What if I move home?

If you are moving within the same zone you will be able to update and switch your permit. However, if you are moving to a different zone you will need to apply for a refund and apply for a new permit at your new address

21. What if have an untaxed, SORN vehicle? Can I still get a permit?

Yes, but you will first need to obtain the permission of the Neighbourhood Housing Manager to park your car on the estate, and the car cannot be in a poor or unsafe condition. This will only be agreed in exceptional circumstances.

22. What if I have a large vehicle? Can I still get a permit?

The parking of vehicles more than 2m high, 1.83m wide or 4.8m long is not allowed without the express permission of the Neighbourhood Housing Manager. This will only be agreed in exceptional circumstances.

23. Does my motorcycle or moped need a permit?

No, but motorcycles and mopeds must still be parked correctly, and abide by the general rules regarding estate parking.

24. What proofs do I need upload?

Residents will be required to upload two of the following pieces of evidence:

- Driving licence (current address)
- Bank or credit card statement - dated within the last three months
- Utility bill - dated within the previous three months (mobile phone bills will not be accepted)
- Solicitor's completion letter - dated within the last three months
- Current year Lambeth council tax document
- Home contents insurance policy
- Signed current formal tenancy agreement
- An electoral canvas form or polling card - dated in the last year.

All proofs must correspond to the address on the estate where the permit is required.

25. What if I have a company vehicle?

Company letter - If you drive a company vehicle, you must submit a typed letter on company headed paper signed by your employer and dated within the last 3 months. The letter must include your name and address, your job title and the vehicle's make and registration number. It should also confirm that you are the sole user of the vehicle and whether the company owns or leases the car. If the company owns the vehicle a copy of the vehicle registration document must be provided.

If the car is leased, a copy of the lease agreement is required. If your company uses a fleet management specialist, a letter from them will be accepted; however, it must include the information requested above and confirm the name of the company you work for.

26. What if I hire or lease my vehicle?

You will need to upload your current vehicle lease agreement, showing that you are the named driver and keeper of the vehicle.

27. What if I, a member of my family or my visitors have a blue badge?

Residents or members of their household who have a Blue Badge are entitled to a free annual estate parking permit but must display their Blue or White Badge with the parking permit.

Visitors with a Blue Badge can use it as they would with street parking and can park with their Blue Badge and a timer (limited to two hours). If Blue Badge holder's visitors want to stay for longer than this, a visitor's permit must be purchased for them.

28. How do I report vehicles parking on my estate without permits?

These should all be reported to your Neighbourhood Housing Officer through the Lambeth Housing Management Call Centre on 020 7926 6000, or by contacting them directly. (Contact details: Appendix 2). They will arrange for APCOA to take enforcement action.

Abandoned and Illegally Parked Vehicles

Frequently Asked Questions:

1. When can a vehicle be removed to the pound?

If your vehicle is illegally parked on an estate (e.g. on yellow lines or hatched areas) or causing an obstruction, especially for emergency vehicles, it may be stickered for removal to the vehicle pound within 24 hours or even removed immediately if the issue is urgent. Abandoned vehicles or vehicles presenting a health and safety risk will also be stickered and removed to the pound.

2. When is a vehicle is classed as 'abandoned?'

Vehicles are classed as abandoned and may be removed if they are untaxed and parked on an estate without a SORN notice or parked with a SORN notice but without the permission of the Neighbourhood Housing Manager. Vehicles with a SORN notice and parked with the permission of the NHM must display both the SORN notice and a parking permit, where applicable, or it may be removed. Even taxed vehicles can be removed as abandoned if they meet certain criteria such as not having moved for a long period of time and being in a poor condition.

3. My car has been stickered for removal. Who do I contact?

You will need to contact your Neighbourhood Housing Officer through the Lambeth Housing Management Call Centre on **020 7926 6000**, or by contacting them directly. (Contact details: Appendix 2)

4. My car has been removed. Who do I contact?

Contact our parking contractors APCOA directly on 07968 623713 or Admin.LambethPound@apcoa.com

5. What is the cost of recovering my vehicle if it is removed?

There is a vehicle recovery fee of **£105**, plus a storage fee of **£12** per day

6. For how long does APCOA store vehicles?

APCOA will put the vehicle on TRACE and destroy it after 28 days.

7. What if I want to appeal against the cost of my car being removed?

You will need to pay the cost of recovery and storage, and then collect a refund form from the vehicle pound. A form can also be sent to you on request after you have recovered your vehicle.

8. How do I report abandoned, illegally parked vehicles or vehicles without permits?

These should all be reported to your Neighbourhood Housing Officer through the Lambeth Housing Management Call Centre on **020 7926 6000**, or by contacting them directly. (Contact details: Appendix 2).

Appendix 1: List of Enforced Estates (Parking Permits Required)

Estate Name	Area	Permits per Household	Additional Info
Ascot Court	South Area	1	
Berridge Road Estate	South Area	1	
Black Prince Road Estate	North Area	1	
Bonham Estate	South Area	1	
Bowlands Road Estate	South Area	2	
Briant Estate	North Area	1	
Brighton Terrace Estate	South Area	1	
341-355 Brixton Road	South Area	1	
Broadgates Court	North Area	1	
Brockwell Park Estate	South Area	1	
Caldwell Gardens Estate	North Area	1	
Canterbury Gardens Estate	South Area	1	Residents of Angela Carter Close (MTV) are entitled to apply for permits
Carfax Estate	North Area	1	
Charles Barry Close	North Area	1	
Cheshire Estate	South Area	1	Only disabled annual permits are issued - no resident or visitor permits.
China Walk Estate	North Area	1	
Clapham Manor Estate	North Area	1	
Clapham Road Estate	North Area	2	
Clarence Avenue Estate	North Area	1	
Conway House	South Area	1	
Cotton Gardens Estate	North Area	1	
Cressingham Gardens	South Area	1	
Crewdson Road Estate	North Area	1	
Culpepper Court	North Area	1	
Deauville Court & Mansions	North Area	1	
Dumbarton Court Estate	South Area	1	
Edmundsbury Estate	South Area	2	
Fenwick Estate	North Area	1	No visitor scratch cards are issued.
Foxley Road Estate	North Area	1	
Gaskell Street Estate	North Area	2	Patrolling hours are 8:30 am to 5:30 pm
Gauden Estate	North Area	1	
Greenham Estate	North Area	1	

Hemans Estate	North Area	2	
Hertford Estate	South Area	1	
Holland Town Estate	North Area	3	Patrolling hours are 9am to 5pm
Hornbeam Estate	North Area	1	
Hurst Street Estate	South Area	1	Patrolling hours are 9am to 5pm
Larkhall Estate	North Area	2	
Lilford Estate	South Area	1	
Lothian Estate	North Area	2	
Macaulay Estate	North Area	1	
Magnolia Place	North Area	1	
Mawbey Brough Estate	North Area	2	
Meath Estate	South Area	1	
Melbourne Mews	North Area	2	
Mursell Estate	North Area	2	
Nelsons Row Estate	North Area	1	
Notre Dame Estate	North Area	2	
Oaklands Estate	North Area	1	
Park Hill Estate	North Area	1	
Paulet Road Estate	North Area	0	Enforced, but no permits are issued
Penwith Manor Estate	North Area	1	
Poynders Gardens Estate	North Area	2	
Railton Road Estate	South Area	2	
Renton Close	South Area	1	
Rusper Court	North Area	1	
Sinclair Estate	North Area	1	
Solon Estate	South Area	2	
South Lambeth Estate	North Area	1	
306 South Lambeth Road	North Area	0	Enforced, but no permits are issued
Southwyck House Estate	South Area	1	
Springfield Estate	North Area	1	
Spurgeon Estate	North Area	2	
St Alphonsus Estate	North Area	1	
St Matthews Estate	South Area	2	L&Q and Notting Hill Genesis estate residents can apply for permits
Tanswell Estate	North Area	1	
Union Road Estate	North Area	1	
Vauxhall Gardens Estate	North Area	1	Excludes Braham, Grover, Leary, Simpson and Vernon Houses which are not enforced.
Weir Estate	North Area	1	
Westbury Estate	North Area	1	
Whitgift Estate	North Area	1	
Willard Estate	North Area	1	
William Bonney Estate	North Area	1	
Wiseman Court	South Area	1	
Wyvil Estate	North Area	2	

Appendix 2: Contact Details for the Two Area Housing Offices

(For reporting abandoned vehicles only, permits are not issued from the area offices)

North Area Housing Office (Kennington & Vauxhall, Stockwell & Vassall and Clapham)

91 Kennington Lane

London

SE11 4HQ

Telephone: 020 7926 6000

Online Enquiry Form: <https://www.lambeth.gov.uk/forms/contact-us-form>

Opening Hours: The office is currently closed to visitors owing to Covid 19 measures

South Area Housing Office (Brixton, Norwood and Streatham)

139 Albert Carr Gardens

London

SW16 3HB

Telephone: 020 7926 6000

Online Enquiry Form: <https://www.lambeth.gov.uk/forms/contact-us-form>

Opening Hours: The office is currently closed to visitors owing to Covid 19 measures