

## 1. What is a virtual parking permit?

A virtual permit is a 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 did we bring in virtual parking permits?

The virtual permit scheme saves residents the inconvenience of coming into the Civic Centre to purchase paper permits and visitor vouchers. The scheme allows housing estate residents the control and flexibility to manage their permits themselves online, 24 hours a day seven days a week.

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

By visiting <https://beta.lambeth.gov.uk/parking/parking-permits/lambeth-housing-estates-resident-visitor-parking-e-permits> you will be able to set up an account and submit your permit applications. You will be required to upload evidence to support your permit requests before paying using a credit or debit card.

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

If you don't have access to the internet perhaps a family member or friend can help. The Parking Team can offer advice or assist over the telephone during normal 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 with online access. You can contact them on 0333 360 3700 or [mycommunity@ageuklambeth.org](mailto:mycommunity@ageuklambeth.org) Monday to Friday 9am to 5pm.

## 5. 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.

## 6. What if my visitors or my contractors need to park?

You will need to buy daily visitor permits for them online

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

Most estates are limited to one permit per household owing to the scarcity of parking. Your account will display the number of permits your household are entitled to.

**8. How much do Estate Parking Permits cost?**

£31.79 per year

**9. How much do Visitor's Permits cost?**

£1.50 each

**10. How long is my Estate Parking Permit valid for?**

12 months

**11. How long is a Visitor Permit valid for?**

Each visitor permit is valid for one day only.

**12. When does enforcement take place?**

Our parking contractor, APCOA, routinely patrols from 07:00 to 19:00 (7 am to 7 pm), Monday to Friday. However, we reserve the right to enforce at any time outside these hours if necessary.

**13. What is the cost of an estate parking fine?**

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

**14. 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.

**15. May I buy an Estate Parking Permit if I am in rent or service charge arrears?**

Tenants with more than a week's rent arrears and leaseholders with more than one month's service charges in arrears may not apply for a resident's permit unless they have an agreement to pay off the arrears and have kept to the agreement for six months or more.

**16. May I buy visitor vouchers online if I am in rent or service charge arrears?**

Yes.

**17. What if I change my car?**

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

## 18. 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 cancel the permit and apply for a new permit at your new address

## 19. 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.

## 20. 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.

## 21. Does a 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.

## 22. 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.

**23. 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.

**24. 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.

**25. 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.

**26. 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. They will arrange for APCOA to take enforcement action.