

Please read these guidance notes carefully before you complete the application form. They are intended to provide additional information, minimise queries and reduce possible delays in processing applications.

Parking Service

Resident Visitor Parking Permit – Guidance Notes

A | WHAT IS A RESIDENT VISITOR PERMIT?

There are three types of resident visitor permits; Paperless Visitor Permits (PVPs), daily and weekly resident visitor permits (scratch cards). These enable a resident's visitor to park for the whole day or week in a Controlled Parking Zone.

Permits will be issued to residents only and are intended for use by long-stay visitors, for whom pay and display machines which provide short-term parking only, would not be suitable.

It is intended that residents should make arrangements for their visitors parking in advance. This can be done by purchasing PVPs or purchasing resident visitor permits (scratch cards). If using PVPs these can be activated before the visitor arrives or just as they arrive by logging into your online account. You will need to enter the vehicle registration number, date you require the parking for and amount of days. If using scratch cards, each permit must be validated to show when it will be used and the registration number on which it is to be displayed. Full instructions for use is given online or shown on the permits.

The permits, both PVPs and scratch cards, may be used only within the zone for which they are issued and are not valid for any other Controlled Parking Zone in the borough. Visitor parking permits are not valid for use in off-street car parks, private roads or on housing estates.

B | YOUR ENTITLEMENT TO RESIDENT VISITOR PERMITS

Each household may purchase up to 100 resident visitor permits during any 12 month period, which can be made up of a combination of daily and weekly permits. The purchase of one weekly permit will reduce a household's yearly allocation of 100 days by five or six days, depending on whether the Controlled Parking Zone is operational Monday to Friday or Monday to Saturday. The applicant's permanent address must be within the Controlled Parking Zone. **You do not have to drive or own a vehicle yourself to obtain resident visitor permits.**

In order to purchase resident visitor permits, you must provide proof of residence in the form indicated in Note G, unless you already hold a valid residents permit.

A maximum of 20 daily or four weekly resident visitor permits will be issued on any one occasion.

Residents aged 70 or over and disabled residents may purchase more permits per application (See Note D).

C | PERMIT COST

Details of the daily resident visitor permit costs are shown on the application form. They are also available to view on the website.

IMPORTANT NOTE:

Discounted prices are available to applications made online for Paperless Visitor Permits.

Resident visitor permits are not transferable, exchangeable or refundable.

D | CONCESSIONS FOR RESIDENTS AGED 70 OR OVER AND DISABLED RESIDENTS

If you are aged 70 or over or a disabled resident you are entitled to purchase up to 200 resident visitor permits during any 12 month period at a reduced price (See Note C). You may apply for up to 40 daily permits or eight weekly permits on each application.

In order to take advantage of this concession, you will be required to produce proof of your age or your disability (See Note G and H overleaf).

E | HOW TO APPLY FOR RESIDENT VISITOR PERMITS

(i) Apply Online

Online applications are preferred and you are advised to submit your application as soon as possible in order to avoid delays in being able to purchase and activate your paperless visitor permits (PVPs).

Register online at www.wandsworth.gov.uk/permits

Once registered as a customer you will need to provide proof of residence to verify your entitlement to purchase the permits, unless you already hold a valid resident permit.

You cannot purchase any permits until your proof/permit has been verified and your account has been authorised.

Non-resident permit holders will be required to resubmit proof of residence every 12 months. Applications will be processed within two working days.

How to pay for PVPs

You can pay for a permit in advance and activate a permit when required. Each activated permit is only valid for one day in the sub-zone in which you live and will only be valid on one vehicle. The registration number of the relevant vehicle must be entered when activating the permit. Any payment made for Paperless Visitor Permits is not refundable.

(ii) Postal Applications

If applying by post, you are advised to submit your application as soon as possible in order to avoid delays in obtaining your permits.

Please complete the application form and enclose the documents specified in Note F and Note G or H (if applicable) and your payment. Cheques and postal orders should be made payable to 'Wandsworth Council'. Please send the completed form to:

**Wandsworth Council (Permit Processing)
PO Box 522, Twickenham, TW1 9PL**

E | HOW TO APPLY FOR RESIDENT VISITOR PERMITS - CONTINUED**(iii) Personal callers**

Alternatively, you may take the completed application form to the council's Customer Centre where your permits will be issued immediately, although there may be delays at busy times:

**Customer Centre, Ground Floor, Town Hall Extension,
Wandsworth High Street, London SW18 2PU**

Monday to Friday 9am - 5pm,

or

Selected libraries within the borough, contact the Parking Helpline on (020) 8871 8871 for further details or alternatively visit our website www.wandsworth.gov.uk

Please note that if you apply via post or at a library then you will be issued with the resident visitor permit in the form of a scratch card. If you apply in person at the Customer Centre you will be given the option of purchasing a scratch card or being set up with an online account to purchase and activate PVPs.

F | PROOF OF RESIDENCE

You must enclose one of the following documents as proof of residence, which must show your name and Controlled Parking Zone (CPZ) address. If providing one of the bills listed below, it must be addressed to and refer to the CPZ address:

- driving licence
- current council tax bill
- valid 12 months home contents insurance schedule
- state pension or benefit letter - the following letters, dated within the current financial year, will be accepted: state pension, child benefit, housing or council tax benefit, income support, unemployment benefit
- landline telephone bill must show the telephone number and be dated within the last 3 months
- gas or electricity bill - must be dated within the last 3 months
- current television licence
- current housing association/council tenancy agreement and a rent statement showing recent payments
- current 6 or 12 month estate agent tenancy agreement - the agreement must be signed by all parties, show the name of the estate agent and be valid for at least a month - private tenancy agreements will not be accepted
- bank statement, dated within the last 3 months
- credit card statement, dated within the last 3 months

G | PROOF OF AGE (APPLICABLE TO RESIDENTS AGED 70 AND OVER)

In order to qualify for the reduced permit charge you must produce confirmation that you are aged 70 or over. A photocopy of one of the following will be acceptable:

- your passport
- your birth certificate
- your driving licence
- any other official document which shows your age or date of birth

H | PROOF OF DISABILITY

- valid blue badge
- disabled persons freedom pass

FURTHER APPLICATIONS

You may submit further applications for resident visitor permits at any time, either by post or by calling at one of the offices in person.

Please ensure, if possible, that all applications for resident visitor permits from the same household are submitted in the same name. If application(s) are received from the same address, but in a different name, proof of residence must be submitted.

Important Note:

If you are unable to supply any of the documents specified above, or if you are unsure of your entitlement to resident visitor permits, please email parkingpermits@wandsworth.gov.uk or telephone the Parking Helpline on (020) 8871 8871 for further advice.

Your application form will be returned to you if it is not fully or correctly completed or if the relevant documents are not enclosed.

Please send photocopies of documents, wherever possible, as the council is unable to accept responsibility for any original documents sent through the post, however, if making an application in person original documents are required.

You can apply online for Paperless Visitor Permits by visiting www.wandsworth.gov.uk/permits

Alternatively you can apply by post providing the following:

- Completed application form
- Proof of residence (if applicable)
- Proof of age/disability (if applicable)
- Correct payment

PARKING HELPLINE (020) 8871 8871
www.wandsworth.gov.uk/parking