

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

Parking Service

Resident Parking Permit – Guidance Notes

PART A - YOUR ENTITLEMENT TO A PERMIT

You are entitled to one resident permit if:

Your principal place of residence is within a Controlled Parking Zone (CPZ) **AND** you are the registered keeper or have sole use of a vehicle.

This vehicle can be either a passenger vehicle (car) **OR** a goods vehicle, the overall height of which does not exceed 3.2 metres (10ft 6ins). Length should not exceed 6.5 metres (21ft, 4ins) or maximum gross weight exceed 5 tonnes. The permit does not cover a caravan, trailer, etc secured to your vehicle. If you do not meet the above criteria you do not qualify for a permit, irrespective of your interest in the property or the vehicle.

Vehicles displaying a valid disabled badge and motorcycles, may park free of charge and without time limit in any permit holder or shared use bay, provided the bay is not suspended.

Housing Estates

The housing and community services department operates its own parking controls on some housing estates and issues free permits to residents. The zones that these are restricted to are indicated by a double alpha code, e.g. AD. The permit you are applying for with this application form is not valid on housing estates, in offstreet car parks or on private roads. The permits issued for the public highway are indicated by an alpha numeric code, e.g. A3 (apart from the zones B and C3e). If you wish to apply for a housing estate permit please contact the switchboard on **(020) 8871 6000**.

Foreign-registered vehicles – If you drive a vehicle that is registered abroad, please visit www.wandsworth.gov.uk/parking or email parkingpermits@wandsworth.gov.uk for further information.

PART B - PERMIT PERIODS AND COST

Details of the permit costs and available periods are shown on the application form. There is a reduction available to those applying for a resident permit online.

Go to www.wandsworth.gov.uk/permits to register and apply online. There is an additional cost for two or more permits in one household. Replacement/duplicate permit applications - £22.80 administration charge will be made. The original permit must be surrendered. If the permit has been stolen you will be asked to provide a crime reference number. If the permit has been lost or you do not have a police reference number, you will be asked for further information relating to the whereabouts of the permit/ vehicle and further checks may need to be carried out. This may delay your application.

PART C - TEMPORARY COVER AND REFUNDS

Temporary cover - The council provides temporary cover to resident permit holders when their usual vehicle has been garaged for repairs or service and a loan/hire car is being used or whilst they apply to transfer their permit to a new vehicle or address. One temporary cover is granted free of charge per calendar year and is valid for a maximum period of two weeks. This period of cover is not extendable and any unused days cannot be 'banked' for future use. It is therefore important to note that after the expiry of this free cover, the council will apply a charge for this service.

If you applied for your permit online the temporary cover can be activated via your online account and you do not need to display anything in your vehicle. Please note, that once you have activated the temporary cover, your resident permit will become invalid. If you are applying for a replacement permit, you should do so as soon as possible to ensure that you receive your new permit before the temporary cover expires.

Refunds - All complete months remaining on your permit are refundable, provided the permit is returned to the council. The refund is calculated from the date the request and permit are received in these offices. A £11.40 administration fee will be charged and amounts of less than £1 will not be refunded. Please note that the surcharge for postal/in person applications is not refundable. If the permit has been lost, stolen or destroyed and cannot be returned, and you are not providing a police reference number, further checks may need to be carried out. Please contact the Parking Helpline or the Permits Team via email for further details.

PLEASE NOTE: No refund will be issued when a permit is withdrawn due to it being fraudulently obtained or improperly used.

PART D - TEMPORARY ONE MONTH PERMIT CRITERIA FOR NEW RESIDENTS

When a new resident is applying for a parking permit they are often unable to provide the required level of proof for a standard resident permit. This non-refundable one month permit is to enable residents to park conveniently with only a minimal level of proof, while they wait for the required documents to apply for a standard permit.

To apply for a temporary one month permit you must provide one document showing your name and the new CPZ address. This can be any **one** of the following:
solicitor's letter, estate agent's letter, mortgage agreement, mail redirection agreement, removals contract, private tenancy agreement, letter from employer, letter from college, doctors practice letter, bank statement, mobile phone bill, utility welcome letter or similar proof.

Alternatively, you can supply one of the documents outlined in Part E of these guidance notes.

Please note that the one month permit is limited to one person and/or vehicle.

The one month permit is a virtual permit. You will receive a confirmation email once it is issued and you will not need to display anything within the vehicle.

PART E - PERMIT CRITERIA FOR A STANDARD 3 AND 12 MONTH PERMIT

You must supply one proof from each of the following lists. If posting documents please send photocopies, as the council is unable to accept responsibility for any original documents sent through the post. However, if you are making your application in person at the Customer Centre, original documentation must be provided.

1) You must supply 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 and unemployment benefit.
- Resident landline telephone bill - must show the landline telephone number and be dated within the last three months.
- Gas or electricity bill - must be dated within the last three months. We do not accept water bills.
- Current television licence.
- Current council/housing association tenancy agreement and a rent statement showing recent payments.
- Current 6 or 12 month estate agent's tenancy agreement - the agreement must be signed and dated by all parties, show the name of the estate agent and be valid for at least a month at the time of application. Private tenancy agreements will not be accepted.
- Bank statement, dated within the last three months.
- Credit card statement, dated within the last three months.

2) You must supply one proof relating to the vehicle, from the following list:

- Vehicle registration document - this will only apply if you are the registered keeper of the vehicle and will only be accepted if the vehicle is registered to the CPZ address. Hand amended documents will not be accepted.
- Current car insurance document (schedule and certificate) - these must show your name, the vehicle's registration number and confirm that the vehicle is insured to be kept at your CPZ address. Please provide all pages of the document as the required information may not be shown on one page. If you are providing a temporary insurance cover note/certificate, it must show the details requested above. Please note that you may be required to provide your full insurance document at a later date.

- Hire/leasing company agreement - if you hire or lease a vehicle, you must submit a copy of the current agreement. (If you drive a company vehicle, see option 'company letter' below). The agreement must show your name, CPZ address, the vehicle's registration number and give the name and address of the hire/leasing company.
- 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 three 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 state whether the company own or lease the car. If the company own the car, a copy of the vehicle registration document must be provided. If the car is leased, a copy of the leasing 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, confirm the length of the lease and the name of the company you work for.

If you are a sole trader and the vehicle is registered or leased to your business address, you will need to submit a letter of verification from your accountant and your vehicle registration document or leasing agreement.

PART F - HOW TO APPLY FOR A PERMIT

You can apply for your permit online at www.wandsworth.gov.uk/permits

If you are unable to apply online then please send a completed application form, required proofs and payment to the following address:

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

Alternatively, you may take your application to:
**Customer Centre, Ground Floor, Town Hall Extension,
Wandsworth High Street, London, SW18 2PU**

**The Customer Centre is open:
Monday to Friday 9am-5pm**

There may be delays at busy times.

Please note that you may not park your vehicle in a CPZ during the hours of operation, unless a valid resident or visitor permit is displayed or you have activated a paperless visitor permit online. Alternatively, payment can be made at a Pay and Display machine or using the council's 'Pay by Phone' option, if your address is within a CPZ where the controls operate all day.

Wandsworth Council has to protect the public money it deals with and may use the information you have given to prevent and detect fraud. For this reason it may also share this information with other organisations dealing with public money.

Before submitting your application, please check that you have included the following:

- A completed application (online or form)
- Proof relating to the vehicle
- Proof of residence
- Correct payment