

Frequently Asked Questions

Where can I park?

You may only park in the zone in which you are resident. The zone you are entitled to park in will be marked on the front of your resident's permit. In your zone you are entitled to park in resident bays and the following shared use bays; resident/business and resident/pay and display during the hours in which parking restrictions are in force.

What do the letters represent on the bay signs?

The first letter relates to the zone e.g. B for Brixton. This is sometimes followed by a second letter, which relates to an area in a zone e.g. 'I' for Inner. The next letter will either be a 'B' for business or 'R' for resident and this relates to the permit holder allowed to park in that bay.

Why do I need to fill in the application form again when renewing my permit?

It is necessary to fill in the application form and provide the supporting documentation to ensure fraud does not take place.

Where can I find the price of a permit?

The prices are displayed on the wall of the parking shops and on our website, we also issue them with the permit renewal letters. Alternatively the shop can provide you with a copy of them or you can call 020 7926 9000.

What are the contact details and opening hours of the customer centre and parking shop?

Kennington Parking Shop Lambeth Towers 74-80 Kennington Road London SE11 6NJ	Brixton Customer Centre Olive Morris House 18 Brixton Hill London SW2 1RL	Gracefield Gardens Customer Centre 2-8 Gracefield Gardens Streatham London SW16 2ST
Monday - Friday 10.30 am to 6.00 pm Saturday 9.00 am to 4.30 pm	Monday, Wednesday and Friday 8.30 am to 5.30 pm Tuesday 8.30 am to 3.00 pm Thursday 8.30 am to 7.00 pm Saturday 10.00 am to 2.00 pm	Monday, Thursday and Friday 8.30 am to 5.30 pm Tuesday 8.30 am to 3.00 pm Wednesday 8.30 am to 7.00 pm Saturday 10.00 am to 2.00 pm

What documents do I need to produce?

The documents required are listed under the Conditions of use.

What if I live with my parents and cannot provide any utility bills?

We have changed the criteria for proving proof of address and you can now provide a bank statement from the last 3 months to show proof of address.

Can I apply by post?

First time applicants must produce original documents and apply at one of the sites listed above. You can renew your permit by post, but please only send photocopies of your documents, as we cannot be held responsible for any documentation that goes missing in the post.

Can I renew my permit online or over the phone?

No, as the necessary documents to support your application must be provided on each occasion.

How many permits can a household have?

Only one permit is issued per vehicle. There is currently no cap on how many permits are issued to a household, but certain new multiple occupancy premises are capped and you will need to check when applying for a permit.

What is the duration of the permits you issue?

We issue 1 month, 3 month, 6 month and 12 month permits.

I am going on holiday with my car, and my permit runs out while I'm away.

Can I get a permit that will start in 3 months time when I return?

Unfortunately we cannot issue a permit in this circumstance, as there is no start date on the permit.

My partner has just moved in with me and does not have the documents outlined in the form.

Why won't you issue a permit to them?

We can only issue permits to people with the right documentation. Your partner must provide their vehicle documentation and proof that they live at your address then we can issue a discretionary permit until all their documents are in order or if you are a named driver on your partner's insurance and you can provide the correct documentation then we can issue the permit to you. Alternatively visitors permits could be used for the short term.

What is TRACE?

If your car has had to be removed either by the police or by the local authority you can contact TRACE on 020 7747 4747.

What is the grace period for parking in pay and display bays?

If you are a resident permit holder you may park in pay and display bays without displaying a pay and display ticket for one hour at the start of and one hour at the end of controlled hours. You may only do this in the zone in which your resident permit is valid and you must display your permit at all times.

Please note that Zone times may vary within each zone and it is your responsibility to check the time plate for the bay in which you have parked.

If you have any questions regarding the band that your vehicle falls into then please contact us on 020 7926 9000 or visit our website at www.lambeth.gov.uk/parking

8. Equalities Monitoring

This section is optional for all but we would ask that you consider filling it out.

At Lambeth we are committed to providing services that are accessible to all the residents of the borough. We would, therefore, ask that you fill in the below equalities monitoring questions. Monitoring like this helps to ensure that we are providing a service that meets the needs of all the diverse sectors of the community.

Are you: Male Female

What is your ethnic group?

(a) White

British

Irish

Other

b) Mixed

White and Black Caribbean

White and Black African

White and Asian

Other mixed background

.....

(c) Asian or Asian British

Indian

Pakistani

Bangladeshi

Other Asian background

.....

(d) Black or Black British

Caribbean

African

Other Black background

.....

(e) Chinese or other ethnic group

Chinese

Other

.....

What age group are you in?

16 - 29

60 - 74

30 - 44

75 and over

45 - 59

Prefer not

to answer

Do you consider yourself to have a disability?

No Yes

What is your first language?

.....

London Borough of Lambeth Parking Services

Application for Resident, Motorcycle and Visitor Parking Permits

Before submitting this application form, please ensure you comply with the criteria laid out overleaf. First time applicants must produce original documents and apply at one of the sites listed in the FAQ section. Postal applications should be made at least 10 working days in advance of the start date of the permit. Postal applications should include **photocopies only** of vehicle documents, as we cannot accept any liability for any documents lost in the post. Please send all postal applications to Kennington Parking Shop, Lambeth Towers, 74-80 Kennington Road, London, SE11 6NJ. When completing this form please use **BLOCK LETTERS** and black ink. You must also sign the resident's declaration overleaf.

If you are only applying for visitor permits then please fill in sections 1, 3, 4B, 5, 6 and 7.

1. Personal Details

Title Mr Mrs Ms Miss Other (please state)

Surname

Forenames

Home address

.....

Postcode..... Email.....

Daytime phone no Mobile no

2. Vehicle Details (All fields in this section are mandatory)

Car Motorcycle LGV Euro 4 LGV

Registration Make

Model Colour

Engine size (cubic capacity)

Emissions (CO₂ g/km)

Fuel Type

Registration Date

All UK vehicles are issued with a vehicle registration document known as the V5/C. On this document you will find engine size, fuel type etc. Vehicles registered prior to March 2001 will not have any emissions information listed. If this is the case either put N/A or a 0 if that appears on the document.

Is it a UK registered vehicle? No Yes

Is the vehicle kept and used by you? No Yes

3. Permit Details

First application Original documents must be produced at a site listed in the FAQs
Renewal Replacement
Resident Visitor
Start date Duration of permit

4. Resident Parking Permits

Please note - If the application is being made in person then the original documents must be produced. If it is being made by post then only photocopies should be sent, as we cannot accept liability for any documents lost in the post.

The applicant must produce

A. The following document:

Vehicle Registration Document (V5/C)...

If you are not the registered owner, then we require a certificate of motor insurance as proof that you are a named driver on the vehicle in addition to the V5/C.

And

B. Two of the following proofs of address:

Driving Licence Bank/Credit Card Statement
Current council tax document NHS Medical Card
Utility Bill Home contents insurance policy
Formal Tenancy agreement Solicitor's completion letter

An Electoral Canvas form or polling card (dated in the last year)
(Utility Bill, Bank/Credit Card Statement and Solicitor's completion letter will only be accepted if they are dated within the last 3 months)

Where the vehicle registration document cannot be produced then a discretionary 1 month permit may be issued at the Band 4 price no matter what type of vehicle. No further permits will be issued after this unless all the criteria can be met in full. If you are not the registered owner of the vehicle you must produce both the vehicle registration document as well as a letter from the registered owner stating that you are the keeper and user of the vehicle.

5. Payment Method

Please note we cannot accept credit/debit card payments by post, only cheques or postal orders

Amount £ Postal Order Credit/Debit Card
Cash Cheque Cheque No

When applying in person a cheque guarantee card must accompany all personal cheques.

Please make the cheque payable to the 'London Borough of Lambeth'.

6. Visitor Parking Permits

Visitor parking permits are issued to residents for short term parking for their visitors.

Are you applying for visitor parking permits?

No Yes If yes, how many?

Please note that a maximum of two books of visitors' permits can be applied for by post, any more than this must be applied for in person.

7. Resident's Declaration – This must be signed by all applicants

Warning – Please read the following declaration very carefully

- I. I confirm that the Lambeth address shown on this form is my principal place of residence and that the motor vehicle bearing the registration given in this form is kept and used by me. If I cease to reside in the London Borough of Lambeth or cease to keep and use the vehicle nominated I will return the permit forthwith.
- II. I understand that the Resident's permit remains the property of the London Borough of Lambeth and undertake to surrender it in the event of a material change in my circumstances (i.e. change of vehicle or address and in any event within 48 hours of the request of the Authorised Officer, or nominated agent employed by the London Borough of Lambeth).
- III. I understand and accept that the London Borough of Lambeth may request my permission to verify my place of residence or vehicle at any time before or after issue of a permit, and that, should I refuse permission, the Council reserves the right not to grant or withdraw any permit.
- IV. I understand that the London Borough of Lambeth may use the personal information I have given to issue a Resident's Permit. This information may be disclosed to the DVLA. This information may also be passed to relevant enforcement bodies for the prevention or detection of fraud. All processing of this data will be in accordance with the Data Protection Act 1998.
- V. I understand that if I, with intent to deceive, use, lend to, or allow the permit to be used by another person, it may lead to prosecution and a fine of up to £5,000 and/or up to two years imprisonment.
- VI. I confirm that I have read the Conditions of Use and will abide by the terms and conditions therein.
- VII. The information in this application form is true and accurate. I understand that if I knowingly make a false statement in order to obtain a Resident's permit for myself or for another person, it may lead to prosecution and a fine of up to £2,500.

SIGNATURE OF APPLICANT.....DATE.....

Conditions of use for Lambeth's Resident Parking Permit Scheme

1. Resident parking permit eligibility

To protect the interests of genuine applicants the Council has drawn up a list of criteria for eligibility for the issue of permits. The following criteria must be met for every application.

Only people whose main residence is in the London Borough of Lambeth can apply for a resident's parking permit for their particular parking zone. Your usual place of residence would normally mean that you spend four nights a week at the property and pay the relevant Council Tax for that property.

It will be necessary to provide proof that the applicant is the keeper and user of the vehicle for which the permit is to be valid. For this the applicant must provide the following:

A. The following documents

- Vehicle Registration Document (V5/C)

If you are not the registered owner, then we require a certificate of motor insurance as proof that you are a named driver on the vehicle in addition to the V5/C.

And two of the following proofs of address

B.

- Driving licence
- Current council tax document
- Utility Bill
- Formal Tenancy agreement
- Bank/Credit Card Statement
- NHS Medical Card
- Home contents insurance policy
- Solicitor's completion letter
- An Electoral Canvas form or polling card (dated in the last year) (Utility Bill, Bank/Credit Card Statement and Solicitor's completion letter will only be accepted if they are dated within the last 3 months)

2. Resident permit conditions

The permit is only valid for the vehicle to which it is issued and the zone for which it is issued.

The Resident's parking permit allows holders to park in resident bays and the following shared use bays; resident/business and resident/pay and display, during the hours in which parking restrictions are in force.

The permit will display the zone letter, the zone area where relevant, followed by the letter 'R' indicating the type of permit.

The permit must be displayed facing outwards, on the near side of the windscreen at all times. Failure to display the permit may result in the issuing of a Penalty Charge Notice (PCN) or clamping and/or removal of the vehicle.

Being in possession of a valid permit does not guarantee the availability of a parking space. The permit remains the property of the London Borough of Lambeth and must be returned upon request.

3. Visitor permit conditions

Visitor permits can be purchased by any resident for the zone they live in. 50 permits will be issued to a household in a 12 month period although extra permits may be issued on a case by case basis.

The permits are for private/domestic use only and must adhere to sections 1B, 2, 4 and 5 in the conditions of use on the permit application form. Visitor permits can either be purchased individually or in books of five.

4. Vehicle conditions

Vehicles, for which permits are to be issued, must be vehicles of eight passenger seats or less, goods carrying vehicles, motorcycles or invalid carriages.

The vehicle must be of a size, which allows for all the vehicle's wheels to be contained within the limits of the markings of the bay, failure to do so may result in the issuing of a Penalty Charge Notice (PCN).

5. Suspended bays

From time to time it may be necessary to suspend a parking bay, this is usually due to such things as Gas, Water or Electricity works being undertaken. During the period for which the bay is suspended, parking is not permitted in the bay. Even if a valid permit is displayed a PCN will still be issued and the vehicle may be towed away. It is the permit holder's responsibility to ensure that the bay in which their vehicle is parked is not suspended during the time their vehicle is there.

6. Courtesy/hire vehicles

When a resident permit holder's vehicle needs to go in for repair or servicing and a courtesy/hire car is provided then you can apply for the courtesy/hire car permit application form (available at the parking shops and contact centre) and provide a letter on headed paper either by the garage or hire company which have provided the car stating the date when the courtesy/hire car first came into your possession.

7. Replacement permits

Lost or damaged permits: - there is an administration fee of £7 for a replacement.

Stolen permits : - in the event of your permit being stolen it must be reported to the police and supporting documentation provided by your insurers. In this instance the replacement permit will be issued free of charge. If you cannot provide this documentation you may be charged an administration fee of £7 for a replacement.

8. Change of vehicle

If you change your vehicle you must apply for a change of permit immediately as each permit is vehicle specific i.e. the registration number on your car matches that on your permit. You must return the previous parking permit and fill in a new application.

If you use your existing permit on a different vehicle you may be issued with a PCN.

Change of vehicle permits will be provided free of charge where the new vehicle is in the same price band. In the case of permits that were part of the old scheme or permits that are in a different band then you will need to return your old permit for a refund and pay for the new permit.

You may change your permit for a new vehicle a maximum of 3 times in a rolling 12 month period, but any additional permits will incur a £7 administration charge. There will also be a £7 administration charge for change of vehicle permits issued in place of a replacement permit.

Where a replacement permit has been issued but the original not surrendered and this original permit is later found in use on a vehicle then the matter will be put forward to the fraud unit for investigation.

9. Refunds

Refunds will be given on 3, 6 and 12 month permits, minus an administration fee, except in the case of a replacement permit if the original permit was not returned.

Refunds will not be given where the amount owing is the same as or less than the administration fee.

10. Foreign Registered Vehicles

If your vehicle is registered abroad, we will issue you with permits for up to a maximum period of six months*. This may be six one month permits, two three month permits or one six month permit. Once this maximum is reached, no further permits will be issued until the vehicle is registered with the Drivers and Vehicle Licensing Agency (DVLA).

Registration takes approximately two to three weeks and you can get further details by calling the DVLA office on 0870 240 0009 or by visiting its website at www.dvla.gov.uk.

Please note, we can only issue resident parking permits to people who live in a Controlled Parking Zone.

*In certain very specific circumstances the Council will consider extending this period. For this extension to be considered documentary evidence must be provided which shows that the person to whom, the vehicle is registered is not normally resident in the UK and that the vehicle spends no more than 6 months in any 12 month period.

Your application will be returned to you and the issuing of your permit may be delayed if your application is incorrect or incomplete, or if the correct documentation is not included.