

Frequently asked questions

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Can I apply for a permit?

1. **Q:** Can I apply for a residents permit?

A: If you are a resident of an eligible address within a residents parking zone then you can apply for permits. Please download “Residents parking zones – eligible addresses” document from <http://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit/> and check if your address is within one of the zones.

2. **Q:** I live in Leicester city centre. Can I get a permit?

A: Unfortunately Parking Services do not issue permits for the city centre. Please speak to your landlord about arranging parking for you. Alternatively, you can get a season ticket for one of the NCP car parks (www.ncp.co.uk) or you may want to enquire at one of the private car parks within the city.

Please note: We do not provide information or advice about NCP or private car parks.

Renewing permits

3. **Q:** How do I renew my residents/business/garage customer/religious or charitable organisation permit?

A: As a permit holder you will receive a renewal reminder e-mail approximately 6 weeks before the permit expiry date. The renewal e-mail will contain your permit number and PIN number. You then will be able to go online www.leicester.gov.uk/applypermits, select “Permit Renewal” option, enter your permit and PIN number and renew your permit. The new permit will be posted to you.

Please note: We only send renewal reminders by e-mail. If we do not have your correct e-mail address, you will not receive a renewal reminder. Please ensure you advise us if your email address has changed, otherwise to renew your permit you will need to submit a

new permit request by selecting the “Permit Application” option. All new permit applications will need to be submitted with supporting documentations. This could create delays in you receiving your permit.

Please renew your permit at least 10 working days before it expires, otherwise we cannot guarantee that you will receive your new permit on time.

4. **Q:** How do I renew my 5 free visitors permits for the new renewal year?

A: You cannot renew these permits. To obtain these permits you must complete a new application for each new permit year.

5. **Q:** How do I renew my smartcard for the new renewal year?

A: You cannot renew the smartcard. Please complete a new application for each new permit year.

Please note: All smartcards expire at the end of the renewal year for each zone:

Zone E – Highfields South	30 th of November each year
Zone F – Westcotes, phase 1	28 th of February each year
Zone F – Westcotes, phase 2	30 th of April each year
Zone F – Westcotes, phase 3	31 st of May each year

6. **Q:** I have received my renewed residents permit, but did not receive 5 free visitors permits.

A: We do not send these permits with your renewed residents permit automatically. Please submit a separate application. For further information please refer to question number 4.

7. **Q:** I have received my renewed residents permit, but did not receive a smartcard.

A: We do not send these permits with your renewed residents permit automatically. Please submit a separate application. For further information please refer to question number 5.

Proof documents

8. **Q:** Why was my Tenancy Agreement not accepted?

A: Your Tenancy Agreement may not be accepted because:

- You only provided first page of the Agreement, and did not provide a page with signatures;
- Your Agreement is not signed by both tenant and Landlord/Letting Agent;
- Your Agreement is out of date;
- Your Agreement does not show all of the required information, e.g. your name, address or duration of your tenancy.

Please send us your entire signed Tenancy Agreement if you are not sure.

9. **Q:** I applied for a residents permit. I provided proofs of residency, why do I need to provide proofs for my car?

A: In order for us to issue a resident permit we must see proofs showing that your vehicle is kept at your address in the residents parking zone, this can be your log book or insurance. Providing residency proofs only will allow you to purchase visitor scratchcard parking permits (and or a smartcard if you live in resident Zones E or F).

10. **Q:** Why were my insurance documents not accepted?

A: Your insurance documents may not be accepted because:

- You only provided the insurance certificate page, which does not show your address. Please provide a page which shows your address in the residents parking zone together with your insurance certificate;
- Your address on the insurance documents is different from the address in the residents parking zone. We must see proofs that show that your vehicle is kept/registered at your address in the residents parking zone. This can be your insurance documents or log book (V5C) depending on the document provided.
- If you are a student and the vehicle is registered to your parents address, you must inform your insurance company that the vehicle is now kept at your address in the residents parking zone in Leicester. Your insurance company will then reissue your insurance documents showing your new address. Please provide these updated documents;
- Your insurance documents do not show all of the required details: your name, address in the residents parking zone, the vehicle registration number and start and expiry dates of your insurance.
- You provided a temporary cover note.

11. **Q:** Why was my V5C/2 (new keeper's slip) not accepted?

A: We do not accept a hand written portion of the logbook V5C/2. We only accept the V5C (log book issued by DVLA).

12. **Q:** My log book hasn't arrived yet. What can I do?

A: To avoid unnecessary delays please provide your insurance documents. Insurance companies usually issue documents the same day you inform them of any changes or purchase a new insurance for your vehicle.

Requesting new permit due to change of vehicle; change of address; change of name

13. **Q:** I have bought a new car, how can I replace my residents permit for the new vehicle registration number?

A: In order to change your permit to show your new vehicle registration numbers please complete an application online. Go to www.leicester.gov.uk/applypermits and select "Change Name/Vehicle", enter your permit number and PIN number. The PIN number can be found in the covering letter, which came with your permit. If you have misplaced your

letter and do not know the PIN number, please send an email to parkingpermits@leicester.gov.uk. Alternatively; if you require your PIN number immediately you can contact the Customer Service Line on 0116 4541000.

After submitting the application, please post your old permit to: Parking Services, PO Box 8459, Leicester, LE1 8AW. Proof of your new vehicle can be sent to Parking Services by e-mail to parkinpermits@leicester.gov.uk or copies can be sent with your old permit by post with a cover letter.

Please note: We do not accept hand written portion of a log book V5C/2. Please provide your insurance documents.

Once your permit and proof is received, we will post you the new permit.

14. Q: I have bought a new car. How can I park my car while exchanging my permit?

A: Each household is entitled to 5 free visitors permits scratchcards per renewal year (Please submit an online application if you have not had them for this renewal year). Please use these permits to park your car in residents parking bays. If you run out of scratchcards, you can purchase further permits online or use a smartcard (in zones E and F only).

Please apply for visitors permits in advance prior to buying a new car. If you do not have visitors' permits or a smartcard, you will need to ensure you park somewhere legally (outside of a residents parking zone or in a pay and display bay by purchasing and displaying a pay and display ticket).

15. Q: Can I continue to use my old permit in the new car?

A: Unfortunately you cannot use your old permit in your new vehicle. The vehicle registration number on the permit and your vehicle registration number must match, otherwise you may receive a Penalty Charge Notice (PCN). Please refer to question 13 for information about changing your permit.

16. Q: I was involved in an accident, my car was taken for repairs and I have a courtesy car. How can I park in residents parking bays?

A: Each household is entitled to 5 free visitors permits scratchcards per renewal year (Please submit an online application if you have not had them for this renewal year). Please use these permits to park your courtesy car in residents parking bays. If you run out of scratchcards, you can purchase further permits online or use a smartcard (in zones E and F only).

It is advisable to keep a few visitors permits in stock all the time. If you do not have visitors permits or a smartcard, you will need to ensure you park somewhere legally (outside of a residents parking zone or in a pay and display bay by purchasing and displaying a pay and display ticket).

17. Q: I have changed my name. What do I need to do?

A: You can continue to use your current permit; however you will need to provide proof of your new name such as a marriage certificate, deed poll, etc. We will notify you that the amendments have been made. The new details will show on your renewed permit, however if your name is incorrect at the time that you renew you will need to contact us before proceeding.

18. Q: I have moved to a different address in the same zone. What do I need to do?

A: If you have moved to a new address within the same zone you will need to tell us your new address and provide proofs if you require visitor scratchcard parking permits. However if you have a resident permit you can continue to use this until it expires. For the next renewal year you will need to make a new application with your new address details and provide proofs.

19. Q: I have moved into a different permit zone. What do I need to do?

A: You will need to request a cancellation and return your permit to Parking Services for a refund to be issued. Once your cancellation has been confirmed you may make a new application for a parking permit from your new address.

Replacements of lost, defaced permits, faulty smartcards

20. Q: I purchased visitor scratchcard permits online, but did not receive them. What do I do?

A: Unfortunately this may happen occasionally although we always post out paid for permits the same or the next working day by first class post. If this has happened it is likely your permits were lost in the post. Please contact Royal Mail with any queries. We do not resend lost visitor scratchcard parking permits.

21. Q: I lost my permit. What do I do?

A: All resident/blue badge/business parking permits should be secured to the windscreen to prevent loss or damage. At present we may replace residents/carers/business/garage customer/religious and charitable organisation permits and smartcards free of charge. Please submit an online application. Go online www.leicester.gov.uk/applypermits, select "Request Replacement", enter your permit number and PIN number. The PIN number can be found in a covering letter, which came with your permit. If you misplaced your letter and do not know the PIN number, please send an email to parkingpermits@leicester.gov.uk.

Once your application is received, we will post you the replacement permit.

Please note: we will replace the lost or stolen permit without a vehicle registration number printed on the permit (carer, religious or charitable organisation or garage customer permits) only once in the renewal year.

We do not replace lost or stolen visitors scratchcard permits or maintenance permits.

22. Q: My permit has been defaced, what do I do?

A: If your permit is defaced, you must send it back to us together with a covering letter. Our address is: Parking Services, PO Box 8459, Leicester, LE1 8AW. Once your defaced permit is received, we will post you the replacement permit.

We do not replace visitor scratchcard permits or maintenance permits.

23. **Q:** My smartcard is not working. How can I get a new smartcard?

A: If your smartcard is not working please complete an application online. Go to www.leicester.gov.uk/applypermits and select "Request Replacement", enter your permit number and PIN number. The permit number and PIN number can be found in the covering letter which came with your smartcard. If you misplaced the letter, please send an email to parkingpermits@leicester.gov.uk. Alternatively; if you require your PIN number immediately you can contact the Customer Service Line on 0116 4541000.

After submitting the application, please post us the faulty smartcard together with a covering letter. Our address is: Parking Services, PO Box 8459, Leicester, LE1 8AW.

Once your faulty smartcard is received, we will post you a replacement.

Refunds and moving out of the area

24. **Q:** I have moved out of the residents parking area. Can I continue to use my permit?

A: Unfortunately you are not permitted to continue to use your permit if you have moved out of the residents parking area. You must cancel your permit by going to www.leicester.gov.uk/applypermits and select "Cancel permit", enter your permit number and PIN number. You must return the permit to the Parking Services Team and request a refund (if applicable). Please return your permit together with a covering letter to: Parking Services, PO Box 8459, Leicester, LE1 8AW. If you continue to use the permit, you may receive a Penalty Charge Notice (PCN).

25. **Q:** I don't need my permit any longer. How can I get a refund?

A: To request a refund please post your permit together with a covering letter to Parking Services, PO Box 8459, Leicester, LE1 8AW or submit your request online by going to: www.leicester.gov.uk/applypermits, select "Cancel Permit", enter your permit number and PIN number. The PIN number can be found in a covering letter, which came with your permit. If you have misplaced your letter and do not know the PIN number, please send an email to parkingpermits@leicester.gov.uk or alternatively; if you require your PIN number immediately you can contact the Customer Service Line on 0116 4541000.

Please note: we do not issue refunds in respect of visitor scratchcard permits, smartcards and maintenance permits.

Other questions

26. **Q:** I have made an online application for a permit. How long is it going to take for me to receive it?

A: In most cases we will review new applications within 48 hours, however applications are not processed on Saturdays and Sundays and will be processed the following week.

If you apply for the first time, you will need to provide proofs of residency and proof of vehicle ownership (if applicable). Therefore it is very important for you to submit correct proofs straight away, otherwise your application will be delayed. We will not approve your application until all correct proofs are received. Therefore, the waiting time for your application depends on you and how quickly you send the correct proofs. Once we are satisfied with proofs, we will send you an email asking you to make a payment (if permits are issued free of charge, we will post you your permits straight away). Once payment is received we will post you your permits the same or next working day by first class post.

If you have had permits before, you do not need to provide any proofs. We will send you an email asking to make a payment (if permits are issued free of charge, we will post you your permits straight away). Once payment is received we will post you your permits the same or next working day by first class post.

Please note: If you had visitor scratchcard permits or a smartcard before and now would like to apply for a residents permit, you would need to provide proof of vehicle ownership.

27. Q: Why do I have to pay to park outside of my house? Is it a money making scheme for the council?

A: Residents parking schemes were requested by residents to stop non-residents from parking in the area. Before schemes were introduced residents were consulted. The majority of residents who replied to consultations voted in favour of residents parking schemes. Permit charges cover costs associated with implementation and maintenance of schemes, e.g. legal costs (Traffic Regulation Orders), signs and lines and administration of schemes. Leicester City Council does not profit from running residents parking schemes.

28. Q: Why is my resident / carer / business permit or smartcard not valid for 12 months from the time of application?

A: Each resident parking scheme has a set expiry date:

Zone A – Holy Trinity	30 th of June each year
Zone B – Hazel	31 st of January each year
Zone C – Bede Island	30 th of September each year
Zone D – Riverside	30 th of September each year
Zone E – Highfields South	30 th of November each year
Zone F – Westcotes, phase 1	28 th of February each year
Zone F – Westcotes, phase 2	30 th of April each year
Zone F – Westcotes, phase 3	31 st of May each year
Zone G – Alderton Close	30 th of April each year

All resident/carers/business/garage customer/religious or charitable organisation permits or smartcards expire on those dates. If you apply for a permit in between those expiry dates, the permit will be valid until the next expiry date and you will be charged pro-rata for the number of full months left to run on the permit.

29. **Q:** I applied for a residents permit. Can I park in residents parking bays while waiting for my permit?

A: No. You can only park in residents parking bays once your permit is displayed in your vehicle. If you park without the displayed permit, you may receive a Penalty Charge Notice (PCN).

30. **Q:** Can I give or sell my visitor scratchcard permits or smartcard to someone who wants to park in the area, but are not my visitors or contractors working on my property?

A: You must not give away or sell your visitor permits to someone who wants to park in the area. If you are found selling or giving permits to someone apart from your visitors you will lose the right to apply for further permits.

31. **Q:** I do not have internet or an email address. How can I apply for permits?

A: You can ask a relative or friend to submit an online application on your behalf. Alternatively you can request your permits by post by writing us a letter (we do not have application forms). Our address is: Parking Services, PO Box 8459, Leicester, LE1 8AW.

32. **Q:** I made an application online. Can I pick up or pay for permits in Customer Services?

A: Unfortunately permits are no longer available from Customer Services.

33. **Q:** I made an online application, but need permits now. What do I do?

A: Unfortunately, we are not able to assist with such requests. You or your visitors can park outside of residents parking zones or in pay & display bays (where available). Therefore, we advise customers to apply for permits in advance and to always keep a few visitor scratchcard parking permits in stock.

34. **Q:** I am a Landlord/Estate Agent of a property located within residents parking zone. Can I apply for permits?

A: You can apply for Maintenance scratchcard permits. For further information please download "Explanatory notes – maintenance permits" from <http://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit>.

35. **Q:** I am a Contractor working on a property located in a residents parking zone. Can I apply for permits?

A: A resident or Landlord of the property can arrange for visitor scratchcard parking permits or maintenance permits for you.

If you are unable to obtain a permit from the resident or landlord of the property, you can apply for a weekly contractor permit online. For further information and to submit an application please visit <http://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit>. **Please note**, online applications for contractors permits must be submitted at least 10 working days in advance.