



Leicester  
City Council

# Resident's parking permit information

Leicester City Council operates the following residents parking zones:

Zone A – Holy Trinity  
Zone B – Hazel  
Zone C – Bede Island  
Zone D – Riverside  
Zone E – Highfields  
Zone F – Westcotes

Zone G – Alderton Close  
Zone H – Coleman Road  
Zone J – Discovery Road  
Zone K – Clarendon Park  
Zone L – Rosebery Street

To find out your residents parking zone please go to <https://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit/> and view the eligible addresses under the heading 'Where are the permit zones?'

If you live in one of the above residents zones you may be eligible for a permit for your vehicle or for your visitor to use.

**Please note** each residents parking zone in Leicester may have different parking capacities, therefore in zones that have limited parking some properties may not be entitled to permits, even if they are included in the list of eligible addresses. These properties include houses converted into multiple flats, HMO properties that have also been converted, student accommodation and hostels. Parking Services will look and consider each application on an individual basis. Please note any change of property or new development in the residents parking area of Leicester City may not be eligible for permits.

Permit holders can park in any residents parking bay within the zone indicated on the permit as long as the permit is **clearly displayed in the vehicle**. Please be aware submitting an application or purchasing a permit and waiting for it to be sent is not sufficient for you or your visitor to park in a resident's bay. **A valid permit must be displayed at all times**. Failure to clearly display a valid permit could incur a Penalty Charge Notice.

Parking spaces are **not** allocated to individual permit holders. Purchasing a permit does **not** guarantee a parking space or space outside the permit holder's residence.

Permits for visitors can only be used by genuine visitors or contractors working on your property. Permits cannot be given or sold to anybody else. If found that permits are not used in accordance with the Terms & Conditions you may lose the right to apply for further permits.

Permits do not allow parking in limited waiting bays, pay & display bays, on single or double yellow lines or loading restrictions within the residents parking zone. All parking restrictions must be complied with.

## **Available permits**

The following permits are available:

- **A resident's permit** is vehicle specific and issued to residents who drive a vehicle which is kept in a residents parking zone. Up to four resident's parking permits can be issued per household in all residents zones except zone C. In zone C – Bede Island only **ONE** resident's permit can be issued per household.

A resident's permit is valid for one year and costs £25. Blue badge holders who drive a vehicle which is kept in a resident parking zone receive these permits free of charge.

You will receive 5 visitor scratchcard permits when you are issued a residents permits for the first time and on renewal. You can use these scratchcards when changing a vehicle or in a courtesy car.

- **An annual visitor permit** is not vehicle specific and can be used by any visitor. Only **ONE** annual visitor permit can be issued per household.

An annual visitor permit is valid for one year and costs £30. Residents of State Pension age and residents who require regular carer attendance receive this permit free of charge.

**AN ANNUAL VISITOR PERMIT CANNOT BE USED INSTEAD OF A RESIDENT’S PERMIT.**

- **A visitor scratchcard permit** costs £2 per scratchcard. Up to 30 scratchcards can be issued per household per month and are sold in batches of 5, 10, 15 or 30. Scratchcards do not expire and are valid for 48 hours after activation.

- **Visitor scratchcard permits for new residents** who are moving into a resident’s parking zone. New residents can purchase 5 visitor scratchcards by providing ONE proof of residency (instead of two). 5 scratchcards cost £10. These permits are issued only once.

- **A visitor permit smartcard** is available in zone E and zone F only and costs £10. It is issued for one year. Residents or their visitors can obtain visitor permits from pay & display machines installed in the zone by using a smartcard. Only ONE smartcard is issued per household.

Two types of permits can be obtained from pay & display machine by using the smartcard:

- 2-hour free permits;
- 48-hour permits at a cost of £2 (by inserting coins into a pay & display machine).

Both permit types are valid from the time of issue by the pay & display machine, and, therefore, cannot be obtained in advance.

A combination of both types of permits up to a maximum of 30 can be obtained from 1<sup>st</sup> of the month to the last day of the month (e.g. from 1<sup>st</sup> of January to 31<sup>st</sup> of January). E.G. a resident can obtain twelve 2-hour permits and eighteen 48-hour permits. The number of uses will be reset to zero on the 1<sup>st</sup> of each month.

## **Applying for permits**

Please apply online at [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits).

When submitting a permit application for the first time you will need to upload proofs. Lists of acceptable proofs can be found on page 3.

The following proofs are required:

<b>Permit type</b>	<b>Required proofs</b>
Resident permit	Two proofs of residency and one proof of vehicle ownership
Free resident’s permit for Blue Badge holders-drivers	Two proofs of residency, one proof of vehicle ownership and both sides of Blue Badge
Annual visitor permit	Two proofs of residency
Free annual visitor permit for residents of State Pension age	Two proofs of residency and one proof of State Pension age
Free annual visitor permit for residents requiring regular carer attendance	Proof of requiring regular carer attendance
Visitor smartcard	Two proofs of residency
Visitor scratchcards	Two proofs of residency
Visitor scratchcards for new residents	One proof of residency for new residents

**Please note**, we may make additional checks to confirm your eligibility and may request additional proofs at any time. Failure to provide these proofs may result in the refusal of the application or invalidation of the current permit. Therefore, please allow sufficient time for your permit application or renewal. We will not be responsible for any Penalty Charge Notices received due to delay.

## ***Proof documents***

We accept the following proof documents:

### **Proofs of residency**

Please provide **two** of the following documents, showing your name and address in the zone (*Students can provide a tenancy agreement and a letter from university/college if no other documents are available. This can be obtained from a Student Administration Support Office*):

- Utility bill <sup>1</sup>
- Telephone bill <sup>1</sup>
- Payslip<sup>1</sup>
- Bank statement <sup>1</sup>
- Benefits notification letter <sup>2</sup>
- Signed current Tenancy Agreement
- Council Tax bill <sup>2</sup>
- Valid driving licence

<sup>1</sup> Less than 3 months old

<sup>2</sup> Less than 12 months old

### **Proof of vehicle ownership**

Please provide **one** of the following documents, showing your name, address in the zone and a vehicle registration number:

- DVLA registration certificate V5C
- Insurance document showing your name as a main policy holder or named driver
- Lease/hire/finance agreement (please also provide your insurance schedule)
- Letter from your insurance company confirming that the vehicle is kept at your address
- For company vehicles: letter on company headed paper stating vehicle is kept at your address and a copy of company's motor insurance certificate

### **Proof of State Pension age**

Please provide **one** of the following documents, showing your name and date of birth:

- Valid passport
- Valid driving licence
- State Pension notification letter from DWP
- Birth certificate

### **Proof of requiring regular carer attendance**

Please provide the following:

- Care plan showing your name and address

or

- If your relative is caring for you, please provide
  - A letter from DWP confirming that you receive one of the following (the letter must show your name and address):
    - Personal Independence Payment - daily living component;

- Disability Living Allowance - the middle or highest care rate;
- Attendance Allowance or
- Armed Forces Independence Payment
- In addition you will need to provide a letter from the DWP confirming that your relative is in receipt of Carer's Allowance (the letter must show your name).
- If your carer is in receipt of the State Pension, please provide their pension letter showing that a carer's premium/addition is being paid.

### **One proof of residency for new residents**

New residents moving into a residents parking zone can purchase 5 visitor scratchcards by providing ONE proof of residency (instead of two). Please provide one of the following:

- Tenancy Agreement
- Mortgage statement
- Solicitor property sale confirmation letter

### ***Renewing permits***

If we have your valid e-mail address, we will e-mail you renewal instructions up to 45 days prior to your permit expiry date. If we do not have your valid e-mail address, you will not receive a renewal notification as we do not post them.

Visitor permit scratchcards do not expire, therefore you do not need to renew them. If you need further scratchcards please submit a new application online by selecting the **Permit Application** option.

### ***Replacing lost or defaced permits and faulty smartcards***

All permit replacement requests must be submitted online. You will need your permit number and PIN number, which can be found in a letter which came with your permit.

We do not replace lost or defaced visitor permit scratchcards.

Lost and defaced resident's permits, defaced annual visitor permits and faulty smartcards are replaced free of charge. To receive a replacement, please post a defaced permit or a faulty smartcard to Parking Services, PO Box 8459, Leicester LE1 8AW. Once received, we will post you a replacement.

**Please note**, leaving a resident's permit in a sold/replaced vehicle is not considered as lost and you will have to purchase a new permit.

There is a £10 charge for replacement of lost annual visitor permits and lost smartcards.

**Please note**, only two replacements of lost annual permits will be issued at the discretion of the council. If you lose your permit a third time, we will not replace it and you will need to wait until the permit expires to apply for a new one. Any fraudulent use of permits will lead to enforcement action.

### ***Replacing a resident's permit due to change of vehicle***

All permit replacement requests must be submitted online at [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits). You will need your permit number and PIN number, which can be found in a letter which came with your permit.

There is no charge for the replacement of resident's permits due to change of vehicle.

After submitting an online request please return your current permit together with proof of ownership for your new vehicle (please see page 3 for the list of acceptable proofs) by posting it to Parking Services, PO Box 8459, Leicester LE1 8AW. Once received, we will post you your new permit.

**Please note**, you will not be able to park in the residents parking zone without a valid permit or with the permit with a registration number for your previous vehicle. You will need to use a

visitor's permit or park outside of the residents parking zone, until you have received and displayed your new resident's permit.

## ***Cancelling permits***

All cancellation requests must be submitted online at [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits). You will need your permit number and PIN number, which can be found in a letter which came with your permit.

After submitting an online request please post the permit to Parking Services, PO Box 8459, Leicester LE1 8AW and a refund (if applicable) will be issued to the card used to pay for the permit. However if you acquired a new card since paying for the permit, you will need to provide your bank account details:

- Name and surname of the bank account holder;
- Name of the bank;
- Sort code;
- Bank account number

and the refund will issued to your bank account.

**Please note:** Refunds are issued for the number of full calendar months left to run on the permit. However, we do not usually issue a refund, if the refund amount is under £5.

We do not issue refunds for smartcards and we do not cancel or refund visitor scratchcards.

## ***How to contact us***

Parking Services can be contacted by e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk) or by post: Parking Services, PO Box 8459, Leicester LE1 8AW.

## ***Further information***

Further information about parking permits in Leicester can be found at <https://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit/>.

## ***Privacy Notice***

Any personal data that you provide will be processed in accordance with current data protection laws. It will be used by Leicester City Council and our partners to deliver and improve services and fulfil our legal duties. We will not disclose any personal information to anyone else unless required or allowed to do so by law. Read more about how we use personal data in our Privacy Notice on our website: [www.leicester.gov.uk](http://www.leicester.gov.uk).