

# Frequently asked questions

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## Can I apply for a permit?

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

**A:** If you are a resident of an eligible address within a residents' parking zone 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:** Can I apply for a business permit?

**A:** If your business is located within a residents' parking zone then you can apply for a permit. 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.

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

**A:** Unfortunately we 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](http://www.ncp.co.uk)) or 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.

4. **Q:** I am a student living in a residents parking zone. Can I apply for a permit?

**A:** Students living in residents' parking zones are entitled to the same permits as permanent residents and must provide the same proofs.

## Renewing permits

5. **Q:** How do I renew my resident, annual visitor, business permit or a smartcard?

**A:** As a permit holder you will receive a renewal reminder e-mail approximately 6 weeks before the permit expiry date. The e-mail will contain instructions on how to renew your permit.

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

6. **Q:** Can I renew visitor scratchcards?

**A:** Scratchcards cannot be renewed. To obtain further scratchcards please submit a new application by going to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits) and selecting Permit Application.

## Proof documents

7. **Q:** I am moving into a residents' parking zone. I don't have the required proofs yet. Can I apply for permits?

**A:** You can apply for five visitor scratchcard permits for new residents by providing ONE proof of residency (e.g. a Tenancy Agreement or proof of purchasing a property) instead of two. Five scratchcards will allow you to park in a residents parking zone for up to 10 days. These permits can be posted to any address, therefore, you can apply for them in advance.

Once you have further proofs, you can apply for other permits.

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

**A:** Your Tenancy Agreement may not be accepted because:

- You only provided the first page of the Agreement;
- Your Agreement is not signed by both tenant and landlord/ letting agent;
- Your Agreement is out of date;
- Your Agreement does not show all required information, e.g. your name, address or duration of your tenancy.

Please e-mail us ([parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk)) your entire signed Tenancy Agreement.

9. **Q:** I have applied for a resident permit. I have 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.

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 differs 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);
- 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 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 a new permit due to change of a vehicle, change of an address or change of a name

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

**A:** In order to change your permit to show your new vehicle registration number please complete an application online. Go to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits) and select "Change Name/Vehicle", enter your permit number and PIN. The PIN 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 e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

After submitting the application, please post your old permit to: Parking Services, PO Box 8459, Leicester, LE1 8AW. You will also need to provide proof of ownership for your new vehicle by e-mail to [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk) or copies can be sent with your old permit by post with a cover letter.

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

Once your permit and proof are 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 resident permit holder receives 5 visitor scratchcard permits with a new permit or on renewal. Please use these permits to park your car in residents' parking bays or spaces. If you run out of scratchcards, you can purchase further permits online or use a smartcard (in zones E and F only). If you do not have permits, you will need to ensure you park somewhere legally (outside of a residents' parking zone or in a pay and display bay or space by purchasing and displaying a pay and display ticket).

Holders of business permits with VRN (vehicle registration number) will need to park somewhere legally.

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

**A:** You cannot use your old permit in your new vehicle. The vehicle registration number on the permit and the vehicle must match, otherwise you may receive a Penalty Charge Notice (PCN). Please refer to question 11 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 a residents' parking zone?

**A:** Each resident permit holder receives 5 visitor scratchcard permits with a new permit or on renewal. Please use these permits to park your car in residents' parking bays or spaces. If you run out of scratchcards, you can purchase further permits online or use a smartcard (in zones E and F only). If you do not have permits, you will need to ensure you park somewhere legally (outside of a residents' parking zone or in a pay and display bay or space by purchasing and displaying a pay and display ticket).

Holders of business permits with VRN (vehicle registration number) will need to park somewhere legally.

**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 e-mail us (our e-mail address is [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk)) and provide proof of your new name such as a marriage certificate or deed poll. The new details will show on your renewed permit, however if your name is incorrect at the time of the renewal 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 move your address within the same residents' parking zone, please let us know by e-mail to [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk) as soon as possible.

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

**A:** You will need to request a cancellation of your current permits and return them to Parking Services for a refund. Once your cancellation has been confirmed you may make a new application for a parking permit for your new address.

## **Replacements of lost, defaced permits, faulty smartcards**

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

**A:** All permits are posted by the 1st class post.

If a permit with a vehicle registration number (VRN) printed on the permit (such as a resident permit, business permit with VRN) was posted by us, but not received by a customer, we will post a duplicate permit. Please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk) to request a replacement.

If a permit without a VRN or with multiple registrations printed on the permit (such as an annual visitor permit, smartcard, scratchcards, business permit without VRN, contractor permit) was lost in the post, please check with your household members and neighbours before contacting us. If the permit cannot be found, please e-mail us and we will issue a replacement. We will also cancel the lost permit and request the Enforcement Team to issue Penalty Charge Notices to vehicles displaying this permit.

We will only replace lost in the post permits without VRN or with multiple VRNs printed on the permit once. If it is lost again, we will not replace them and customers are advised to contact the Royal Mail.

**Please note:** If you do not contact us within 2 weeks of paying for your permit (or of applying and providing proofs in case of free permits), we will not count your permit as lost in the post and a lost permit replacement fee will apply.

21. **Q:** I have lost my visitor scratchcard/ maintenance scratchcard permits.

**A:** We do not replace lost or stolen visitor scratchcard permits or maintenance permits.

22. **Q:** I have lost my resident permit. What do I do?

**A:** All resident permits should be secured to a windscreen to prevent loss or damage. At present we replace resident permits free of charge. Please submit an online application. Go to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits), select "Request Replacement", enter your permit number and PIN. The PIN number can be found in the covering letter which came with your permit. If you misplaced your letter and do not know the PIN, please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

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

23. **Q:** I have lost my annual visitor permit/ smartcard. What do I do?

**A:** Please submit an online application. Go to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits), select "Request Replacement", enter your permit number and PIN. The PIN can be found in a covering letter which came with your permit. If you misplaced your letter and do not know the PIN, please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

Once your application is received, we will e-mail you asking to pay a £10 replacement fee. Once the payment is received, we will post you the replacement permit/ smartcard.

**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.

24. **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](http://www.leicester.gov.uk/applypermits), select "Request Replacement", enter your permit number and PIN. The permit number and PIN can be found in the covering letter which came with your smartcard. If you misplaced the letter, please send [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

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.

25. **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.

### Refunds and moving out of the residents' parking zone

26. **Q:** I have moved out of the residents' parking zone. Can I continue to use my permits? Or can I get a refund?

**A:** You cannot continue to use your permits if you have moved out of the residents' parking zone. Please cancel your permits online by going to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits), select "Cancel permit", enter your permit number and PIN. If you have misplaced your letter and do not know the PIN, please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

You must return your permit(s) to us. Our address is Parking Services, PO Box 8459, Leicester, LE1 8AW. Once your permit(s) are received, we will issue a refund (if applicable) to the card used to pay for the permit. 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 be issued to your bank account.

If you continue to use the permit, you may receive a Penalty Charge Notice (PCN).

**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.

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

### Other questions

27. **Q:** I have applied 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, Sundays and Bank Holidays and will be processed the following working days.

When 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 the 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 the proofs, we will e-mail you asking to make a payment (if permits are issued free of charge, we will post your permits straight away). Once payment is received, we will post your permits the same or next working day by first class post.

If you have had permits before, you may not need to provide any proofs. However, we may ask for additional proofs at any time, especially if some time has elapsed since you last received permits.

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

**Please also note:** For free annual visitor permit for residents requiring regular carer attendance proofs must be provided with each application.

28. **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.

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

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

30. **Q:** Can I give or sell my annual visitor permit, 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 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.

You also cannot allow anyone else who does not live with you to use your address to apply for permits and pass the permits to them.

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

**A:** You can ask a relative or friend to apply on your behalf. Alternatively, you can request your permits in writing (we do not have application forms). Our address is: Parking Services, PO Box 8459, Leicester, LE1 8AW. Payments can be made by cheques or postal orders made payable to Leicester City Council.

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

**A:** Unfortunately, permits are not available from Customer Services.

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

**A:** Unfortunately, we cannot assist with such requests. You or your visitors can park outside of residents' parking zones or in pay & display bays or spaces (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 and to submit an application please visit <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 cannot obtain permits from the resident or landlord of the property, you can apply for a 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**, applications for contractors permits must be submitted at least 10 working days in advance.