



Leicester
City Council

Resident parking permit information for students

Leicester City Council operates the following residents' parking zones:

Zone A – Holy Trinity	Zone E – Highfields South
Zone B – Hazel	Zone F – Westcotes
Zone C – Bede Island	Zone G – Alderton Close
Zone D – Riverside	Zone H – Coleman Road

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 download 'Residents parking zones – eligible addresses'.

Available permits, acceptable proofs

Students living in residents' parking zones in one of the eligible addresses are entitled to the same permits as permanent residents and must provide the same proofs as permanent residents.

To find further information about available permits and acceptable proofs please follow the link <https://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit/> and download 'Explanatory notes – residents parking permits'.

Please note: Students sharing a house are considered as one household and will only be entitled to one annual visitor permit, one smartcard (if available in your area) or up to four resident permits (except in zone C, where only one resident permit can be issued per household).

Please also note: Some student accommodations, such as Code Building, are located within or near a residents' permit zone, but are not part of a residents' parking scheme. Residents of these accommodations are not entitled to permits.

How to apply for permits

Please apply online at www.leicester.gov.uk/applypermits.

How to contact us

Parking Services can be contacted by e-mail 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.

FAQ questions

1. **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) 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 before moving to Leicester.

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

2. **Q:** Can you post permits to my home/parents address?

A: Only visitor scratchcard permits for new residents can be posted to an address outside of a residents' parking zone (see question 1). All other permits can only be posted to your residential address in Leicester.

3. **Q:** I am a student. I don't have bills in my name. What proofs of residency can I provide?

A: Students can provide a tenancy agreement and a letter from a university/college if no other documents are available. The letter can be obtained from a Student Administration Support Office, it must be recent and show your name and address in Leicester.

4. **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.

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

A: Your insurance documents may not be accepted because:

- 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. Alternatively, your insurance company may write you a letter, confirming that you have informed them of your term time address. You can provide this letter. If your insurance provider sends this confirmation by an e-mail, please ask them to send it directly to our e-mail address parkingpermits@leicester.gov.uk.
- 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 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.

6. **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) your entire signed Tenancy Agreement.

7. **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. Once payment is received, we will post your permit the same or next working day by first class post.

8. **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).

9. **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 the residents' parking zones or in pay & display bays or spaces (where available). Therefore, we advise customers to apply for permits in advance.