

Parking permits for carers

The carer's permits are issued free of charge and entitle the parking of carer's vehicles for those residents living within a CPZ who require help in the provision of their care, whether from family, friends or professional carers.

The permit is not vehicle specific, and is issued to the resident who in turn may pass to their carer when visiting.

Permits are now paperless permits (e-permit), which means carers don't have to display a paper permit in their vehicle. Instead, e-permits should be managed online or via a mobile device.

It's quicker and easier to get your car covered with e-permits:

- Civil Enforcement Officers can check your permit is valid using your vehicle registration number

Eligibility

The resident is required to provide supporting evidence from a medical practitioner that assistance in the provision of care is required by the individual. The applicant does not have to live alone and entitlement is extended to residents where there is a maximum of one full charge resident permit held for a vehicle at that property.

If the medical condition is of a permanent nature the supporting medical evidence should state this and be dated within 3 months of the permit application.

If the condition is of a permanent nature and medical evidence is supplied with the initial application, it is not required upon permit renewal, unless there has been a significant change.

If the medical condition is not of a permanent nature, the medical evidence supplied should be dated within three months of the application and must be supplied annually upon permit renewal.

[Apply or renew a carers permit](#)

Before you start

You will need:

1. an email address and telephone number
2. a scanned copy of a letter from your doctor or GP confirming your address and that you require help in the provision of care on a daily basis.
3. you may also be asked to provide a proof of residency if we can't confirm your residency automatically. We will accept scanned copies or photos of supporting documents.

[Apply or renew now](#)

If you do not have access to the internet or require assistance or advice around carers' permits, please call 08452 185 248.

Parking permits price list

- [parking permits price list](#)

e-permit FAQs

- [e-permits FAQs](#)

What happens after you apply?

If you are entitled to a carers permit and submit everything we need to approve your application, you will be able to complete and add your carer visitor details via your online account dashboard. If your application is not successful, we will contact you to explain why or what you need to do to help us process it.

Terms and conditions

Your entitlement to a permit

- Carer permits only allow half-day parking (maximum 4 hours) for any specific vehicle on any particular day.
- Carer vehicle details must be registered via the online account dashboard to avoid any PCNs
- The carer permit is not vehicle specific, and is issued to the resident who then nominates their carer when visiting via the online dashboard.
- The permit allows the carer to park nearby in the same manner as a resident, but does not guarantee a parking space.
- your permanent address must be within the boundary of a Lewisham parking zone
- you must be over 17 years old to purchase a carer parking permit
- The carers' vehicle can be a passenger or a goods vehicle. The overall height must not exceed 2.27m (7'5"), the length must not exceed 5.25m (17'3") and the unladen weight must not exceed 3,500kg (996lb)
- it is your responsibility to renew your permit. If your vehicle is not covered by a valid permit you will be at risk of receiving a penalty charge notice
- you can renew your permit up to 2 weeks before its expiry date

You will not be issued a carer parking permit if:

- your property is subject to a car free restriction set out in a planning legal agreement
- you cannot be verified as the person residing at the property within your application
- you can't provide documents on the prescribed list, or you submit fraudulent documents
- you knowingly make a false statement in order to obtain a parking permit
- you have been found to have used permits fraudulently

How and where to use your permit

- carer permits only allow half- day parking (maximum 4 hours) for any specific vehicle on any particular day
- if you have an e-permit you will not need to display anything in your vehicle as Civil Enforcement Officers can check that a permit is valid using your vehicle registration
- Carer visitor vehicle details must be registered via the online account dashboard to avoid any PCNs. This must be validated online each time of parking in the CPZ bays
- the permit is only valid for the vehicle registration number specified on the face of the permit and stipulated within the valid permit account and associated documentation
- the permit is only valid for the zone of issue
- vehicles must be parked correctly within the markings of the bay or space
- it is the drivers' responsibility to check zone entry and operating times. These can be found on zone entry plates, located on sign plates adjacent to the bays or on Lewisham.gov.uk

- carer permits can be used in on-street resident bays, shared use bays or permit holder bays within the zone of issue as specified on the permit
- carer permits do not guarantee a parking space
- any paper issued permits must be clearly displayed in the front passenger side of your windscreen, with its details clearly visible from outside of the vehicle
- it is your responsibility to display any valid paper permits. You must display your actual permit, copies are not acceptable

Where not to park with this permit

- carer permits are not valid in business permit bays, disabled parking bays, pay and display only bays, motorcycle bays, doctor's bays, car club bays, single or double yellow lines or car parks
- carer permits are not valid in housing estates
- carer permits are not valid in suspended bays. This will result in a penalty charge notice being issued
- please check the signs carefully for the times when the suspension is in operation

Supporting documents

You may need to submit one form of evidence from the list below, to complete your application. Scanned copies and clear photographs will be accepted.

Proof of address

- driving licence
- council tax statement
- utility bill dated in last three months
- signed tenancy agreement
- solicitor's letter confirming completion (new residents only)
- legally drawn letter from landlord or estate agent valid for the full life of the permit

Carer proof

- a letter from your GP, providing supporting evidence to demonstrate the level of medical care required - dated within the last three months

Lost / damaged /stolen permits

- if your paper permit is lost, damaged or stolen then you will need to purchase a visitors parking permit at cost. We are unable to issue multiple paper carer parking permits as these could be used in two cars, which is not permitted.

Permit refund costs

- there are no costs for carer permits

Change of vehicle or address

- you can apply for a change of vehicle registration or address free of charge via your online account

- if you change your address within the same parking zone and your permit is valid, there is no charge

Preventing fraud

- the council considers fraud and attempted fraud to be an extremely serious matter and will not hesitate to take preventative, remedial or punitive actions against any person or organisation suspected of fraud or attempted fraud
- if we cancel your permit because of fraud or misuse then you will not be eligible for a refund
- permits remain the property of Lewisham Council and we reserve the right to withdraw any permit without giving prior notice or reason, and your vehicle may be issued with a penalty charge notice or removed
- it is an offence under the Vehicle (Excise) Act 1962 (Section 7) to park or keep a mechanically propelled vehicle on a public road if the vehicle is unlicensed

Page updated on: 28 February 2020

Parking permits

Parking permits for CPZs

PO BOX 51192, LEWISHAM, LONDON, SE13 9DH

Telephone: 020 8787 5397

Email: lewishamparkingpermits@nslservices.co.uk