

# Lewisham Council

## Rolling Subscription (Continuous Payment Authority) FAQ's

Residents eligible for a resident parking permit will be able to pay for an annual permit in 12 monthly payments.

To find out if you are eligible for a resident parking permit please visit [Lewisham Council - Resident parking permits](#)

### FAQ's

What is the Rolling Subscription (Continuous Payment Authority)?

The rolling subscription allows residents to purchase an annual resident permit and in monthly instalments over 12 months.

What happens when I purchase an annual permit and choose the rolling subscription payment option?

When you choose the rolling subscription option, you are agreeing to pay the annual permit over a 12 monthly subscription.

When is the payment made?

The payment for your permit will automatically be made on the same date each month, the day before the monthly renewal.

Can I change my payment date?

You are not able to change your payment date without cancelling your annual permit and applying for a new one.

My card expired or has been replaced, how can I change my card details?

You can add another card by visiting your account and removing the existing card from your account. To update your payment card, please visit your account the day your automatic payment is due to be taken before 11:30am, and clicking the 'Click here to pay for your permit' button to redirect you to Citipay. If you do not and you have removed your payment card from your account, you will receive an email advising your payment has failed and to visit your account to make a manual payment.

What happens if my payment fails?

If for any reason your payment is not taken, you will be able to make a manual payment by logging into your permit account and selecting the relevant permit. This will take you to the

application page where you can make a manual payment by clicking the 'Click here to pay for your permit' button.

#### My payment failed, will my permit be cancelled?

Your permit will only be cancelled if a payment is not received by the end of the day that your permit payment is due. You will receive a reminder email one week before your payment is due to advise of the cost and date it will be taken from your card. A separate email will be sent if your payment has failed advising when and how to make a payment.

#### Is there a price difference if I choose the monthly rolling subscription to pay for my annual resident permit?

There is no price difference for a permit purchased using rolling subscription payment method. The cost of the permit is on a pro-rata basis, meaning if an annual permit costs £120, there will be 12 monthly instalments of £10.

#### I need to change my vehicle, is this possible?

Yes, this is possible. please visit your account to amend your vehicle details or alternatively contact our permit via email [lewishamparkingpermits@nslservices.co.uk](mailto:lewishamparkingpermits@nslservices.co.uk) or telephone [020 8787 5397](tel:02087875397) with your permit reference number.

The cost of your permit and monthly instalments may change if the new vehicle is in a different emissions band.

Please note, the admin fee will apply for a change of vehicle.

#### Do you save or store my card details?

The Council and NSL do not store your card details on the permit system. Your card details will be saved on Citipay when you agree to purchase a permit and pay using the monthly rolling subscription.

#### How do I cancel my permit?

If you choose to cancel your permit, please visit your permit dashboard by visiting your account and clicking 'Cancel Permit'. This will cancel your permit immediately and you may be liable to receive a Penalty Charge Notice (PCN) if you park your vehicle in a residents parking bay.

If you choose to cancel your subscription, please click 'Cancel Subscription' and this will stop your permit from automatically renewing on the next renewal date.

#### Disclaimer

By purchasing a Resident Parking Permit, you are agreeing to the Terms and Conditions set out above.

If you wish to withdraw consent towards the use of your data, you must email the following address: [lewishamparkingpermits@nslservices.co.uk](mailto:lewishamparkingpermits@nslservices.co.uk). Please note this may result in your account being removed and any existing permits may be cancelled. If you do not have an exemption and you drive through the restricted area, you may be liable to a PCN.

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[Parking permits for CPZs](#)

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