

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. If your permit is approved on the 31st of the month, for months where 31st is not applicable, the payment will be taken on the last day of the month.

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?

The system will send an email notifying you when the payment from your no longer active card has failed. You can then login to your permit account and view the permit in 'Your permits' and make the payment manually using the new card. The system will continue to take the payment automatically from the new card.

What happens if my payment fails?

If for any reason your payment is not taken, the system will try to take the payment the next day. It will continue to do this for up to 30 days, after the 30 days it will be moved to a "due to be closed" status. Once the permit is moved to this status, you will have 24 hours to pay before it is cancelled.

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 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, a redacted version is stored in the database to process repeat payments.

How do I cancel my permit?

If you choose to cancel your permit, please login to your account and view the permit in 'Your Permits' and click "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. 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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