

## Resident Visitor Terms and Conditions

Visitor permits are now paperless (e-permits). You can register your visitor's vehicle in advance or when they arrive. Parking attendants are given the details of your visitor's vehicle on the electronic readers they carry.

[Apply for visitor permits](#)

### Scratch cards

There may be times when you do not know when your visitor will arrive, how long they will stay or what their vehicle details are e.g. if someone is doing work in your home or will be at your house when you are not there. In these circumstances, you can [buy scratch cards in advance online](#) or in person at [Lewisham Library](#).

Your visitor can complete their details on their arrival and put the scratch card on the dashboard of their vehicle in the normal way. If you are buying permits from Lewisham Library, you will need to bring a current council tax or utility bill as proof of residency.

### Before you start

You will need:

1. an email address and telephone number
2. a debit or credit card
3. proof of residency

[Apply now](#)

### What happens after you apply?

If you are entitled to buy visitor permits and submit everything we need to approve your application, you will be able to complete and add your 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.

### Parking permits price list

- [parking permits price list](#)

### e-permit FAQs

- [e-permits FAQs](#)

### Your entitlement to a visitor permit

- your permanent address must be within the boundary of a Lewisham Borough Parking Zone
- your 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)
- you do not have to be a vehicle owner to purchase visitor permits

- if you have purchased an annual residents parking permit, a disabled resident parking permit, or are aged 60 or over and in receipt of council tax support, you are entitled to a free book of ten (1 hour) visitor parking permits

You will not be issued a visitor permit if:

- you can't be verified as the person residing at the property within your application
- you can't provide documents from the prescribed list, or you submit fraudulent documents
- you knowingly make a false statement in order to obtain a visitor permits
- payment is refused by your bank or credit card
- you have been found to have used the visitor permits fraudulently
- you have unpaid penalty charge notices and are registered as a persistent evader, you will be refused visitor permits until you have paid the fines in full
- you have remaining charges for previous permits

#### How and where to use your permit

- visitor permits are now paperless (e-permits) and must be activated online in advance or when your visitor arrives
- each permit is only permitted for the date and time specified on activation
- if you require a paper permit or scratch card, this must be clearly displayed in the front passenger side of your windscreen, with its details clearly visible from outside of the vehicle
- scratch cards must clearly show the date and month from when the vehicle is parked during the operational hours of the parking zone – this should be done by scratching out the relevant sections
- the zone displayed on the virtual or physical permit must match the zone in which you park
- if you wish to park for longer than the permit duration indicated then you will need to use more permits in a consecutive method
- visitor permits can be used in resident bays, shared use bays or permit holder bays
- visitor permits do not guarantee a parking 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](http://Lewisham.gov.uk)

#### Where not to park with a visitor permit

- visitor permits are not valid in business permit bays, disabled parking bays, pay and display bays, motorcycle bays, single or double yellow lines, doctor's bays, car club bays or car parks
- visitor permits are not valid on housing estates
- visitor permits are not valid in suspended bays. This will result in a penalty charge notice being issued and your vehicle may be relocated or removed to the car pound
- if we need to suspend a parking bay and your vehicle has been parked for an extended period of time
- 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.

- 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

#### Lost / damaged / stolen permits

- we do not replace lost, damaged or stolen visitor permits

#### Visitor permits are non-refundable

- we do not refund visitor permits

#### Change of address

- if you change your address, we do not transfer or refund your old permits, you will need to use them before you move

#### 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

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#### Parking permits

Parking permits for CPZs  
PO BOX 51192, LEWISHAM, LONDON, SE13 9DH

Telephone: 020 8787 5397

Email: [lewishamparkingpermits@nslservices.co.uk](mailto:lewishamparkingpermits@nslservices.co.uk)