

# Lewisham Council

## Resident visitors Permit Terms and Conditions

Visitor's permits can be purchase hourly, daily and weekly and allow visitors to park within the residents bays of the Controlled Parking Zone they are purchased for when visiting residents.

### Parking permits price list

[parking permits price list](#)

### E-Permits

Visitor's permits are mainly paperless (e-permits). You are able to purchase e- permits in advance to use when required. Using e-permits allow you to register your visitor's vehicle in advance or when they arrive. The e-permits information should show on the Civil Enforcement Officer's (CEO) electronic reader, which is used to check if a vehicle has a valid permit.

### Before you start

You will need:

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

### 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

[Apply or renew now](#)

### Scratch cards

If the resident is unable to purchase or activate a visitor voucher, they will need to contact the permits team on 0208 787 5397. The resident can activate the online visitor voucher once their visitor arrives with the correct details.

### 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.

- [e-permits FAQs](#)

### **Your entitlement to a visitor's permit**

- your permanent address must be within the boundary of one of Lewisham Controlled 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 (7716lb)
- you do not have to be a vehicle owner to purchase visitor permits
- if you have purchased an annual residents 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's 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 PCNs in full
- you have remaining charges for previous permits

### **How and where to use your permit**

- visitor permits may be paperless (e-permits) and must be activated online in advance or when your visitor arrives
- vouchers may be booked 28 days in advance
- 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, month and time if required, 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 driver's 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's permit

- visitor permits are not valid in business permit bays, disabled parking bays, pay to park 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, please check the signs carefully for the times when the suspension is in operation. Parking in a suspended bay may result in a penalty charge notice being issued.

### Lost / damaged / stolen permits

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

### Visitor's permits are non-refundable

- we do not refund visitor's 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 for CPZs](#)

1A Eros House,  
Brownhill Road,  
SE6 2EF

Telephone: 020 8787 5397

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