

Virtual Parking Permits on Lambeth Housing Management Estates

Frequently Asked Questions

1. What is a virtual permit?

A virtual permit is format that replaces the need to display a paper permit in your vehicle. Once a permit is approved it is activated and linked to your vehicle making it quick and easy.

2. Why is the permit scheme changing?

We want to save residents time and trouble coming into the Civic Centre to purchase a permit and visitor vouchers. The new scheme has been adopted by other Lambeth residents and we want to give those people who live on housing estates the same control and flexibility to manage their permits themselves online, 24 hours a day seven days a week.

3. How do I purchase a virtual permit or visitor voucher?

By visiting this website you will be able to set up an account set up a new permit application. You will be required to upload evidence to support your permit request before you pay using a credit or debit card.

4. How will enforcement work?

Every virtual permit will display on a Civil Enforcement Officer's (CEO) hand-held device. This device will be able scan the number plate of a vehicle to check if it is permitted to park.

5. Can I still use my paper permit and visitor scratch cards?

Yes, you can still display your paper permit if it still valid. However, once it expires or gets lost or stolen it must get replaced with a virtual voucher

6. I don't have access to a computer how can I apply?

If you don't have access to the internet, maybe a family member or friend can help, speak to a member of your TRA, or contact your local housing office. Otherwise, we can happily assist over the telephone, but only during standard opening hours. For further support, please call 020 7926 9000.

7. On which Lambeth Housing Management estates are Estate Parking Permits required?

Please see the [list](#)

7. What if my visitors or my contractors need to park?

You will need to buy daily visitor permits for them online

8. Can my household have more than one Estate Parking Permit?

The maximum some estates are entitled to is two permits per household. Your account will display the number of permits your household are entitled to. In the meantime, Please see the list attached (Appendix 1)

9. How much do Estate Parking Permits cost?

£31.79 per year

10. How much do Visitor's Scratch Cards cost?

£1.50 each

11. How long is my Estate Parking Permit valid for?

12 months

12. How long is my Scratch Card valid for?

Each scratch card is only valid for one day.

13. What is the cost of an estate parking fine?

£65 if paid within 14 days, rising to £130 after 14 days.

12. When does enforcement take place?

Our parking contractor, APCOA, patrols from 07:00 to 19:00 (7 am to 7 pm), Monday to Friday with the exception of Holland Town and Hurst Street Estate (see above).

13. What if I want to appeal against my parking fine?

You should complete the appeal form on the rear of the ticket and follow the printed instructions.

14. Can I buy an Estate Parking Permit if I am in rent or service charge arrears?

Tenants with more than a week rent arrears and leaseholders with more than one month's service charges in arrears are not permitted from applying for a resident permit. You may be issued with a permit if you have an agreement to pay off your rent or service charge arrears, and have kept to the agreement for six months or more.

15. Can I buy visitor vouchers online if I am in rent or service charge arrears?

Yes.

16. What if I change my car?

Simply log into your account online and update your vehicle details. The change is instant.

17. What if I move home?

If you are moving within the same zone you will be able to update and switch your permit. However, if you are moving to a different zone you will need to apply for a refund and apply for a new permit at your new address

18. What if have an untaxed, SORN vehicle? Can I still get a permit?

Yes, but you will first need to obtain the permission of the Neighbourhood Housing Manager to park your car on the estate, and the car cannot be in a poor or unsafe condition. This will only be agreed in exceptional circumstances.

19. What if I have a large vehicle? Can I still get a permit?

The parking of vehicles more than 2m high, 1.83m wide or 4.8m long is not allowed without the express permission of the Neighbourhood Housing Manager. This will only be agreed in exceptional circumstances.

20. Does my motorcycle or moped need a permit?

No, but motorcycles and mopeds must still be parked correctly, and abide by the general rules regarding estate parking.

21. What proofs do I need upload?

Residents will be required to upload two of the following pieces of evidence:

- Driving licence (current address)
- Bank or credit card statement - dated within the last three months
- Utility bill - dated within the previous three months (mobile phone bills will not be accepted)
- Solicitor's completion letter - dated within the last three months
- Current year Lambeth council tax document
- Home contents insurance policy
- Signed current formal tenancy agreement
- An electoral canvas form or polling card - dated in the last year.

All proofs must correspond to the address on the estate where the permit is required.

22. What if I have a company vehicle?

Company letter - If you drive a company vehicle, you must submit a typed letter on company headed paper signed by your employer and dated within the last 3 months. The letter must include your name and address, your job title and the vehicle's make and registration number. It should also confirm that you are the sole user of the vehicle and whether the company owns, or leases the car. If the company owns the vehicle a copy of the vehicle registration document must be provided.

If the car is leased, a copy of the lease agreement is required. If your company uses a fleet management specialist, a letter from them will be accepted; however, it must include the information requested above and confirm the name of the company you work for.

23. What if I hire or lease my vehicle?

You will need to upload your current vehicle lease agreement, showing that you are the named driver and keeper of the vehicle.

24. What if I, a member of my family or my visitors have a blue badge?

Residents or members of their household who have a Blue Badge are entitled to a free annual estate parking permit but must display their Blue or White Badge with the parking permit.

Visitors with a Blue Badge can use it as they would with street parking and can park with their Blue Badge and a timer (limited to two hours). If Blue Badge visitors want to stay for longer than this a visitors permit must be purchased for them.

25. How do I report vehicles parking on my estate without permits?

These should all be reported to your Neighbourhood Housing Officer through the Lambeth Housing Management Call Centre on 020 7926 6000, or by contacting them directly. (Contact details: Appendix 3). They will arrange for APCOA to take enforcement action.

Abandoned and Illegally Parked Vehicles

Frequently Asked Questions:

1. When can a vehicle be removed to the pound?

If your vehicle is illegally parked on an estate (e.g. on yellow lines or hatched areas) or causing an obstruction, especially for emergency vehicles, it may be stickered for removal to the vehicle pound within 24 hours, or even removed immediately if the issue is urgent. Abandoned vehicles or vehicles presenting a health and safety risk will also be stickered and removed to the pound.

2. When is a vehicle is classed as ‘abandoned?’

Vehicles are classed as abandoned and may be removed if they are untaxed and parked on an estate without a SORN notice or parked with a SORN notice but without the permission of the Neighbourhood Housing Manager. Vehicles with a SORN notice and parked with the permission of the NHM must display both the SORN notice and a parking permit, where applicable, or it may be removed. Even taxed vehicles can be removed as abandoned if they meet certain criteria such as not having moved for a long period of time and being in a poor condition.

3. My car has been stickered for removal. Whom do I contact?

You will need to contact your Neighbourhood Housing Officer through the Lambeth Housing Management Call Centre on **020 7926 6000**, or by contacting them directly. (Contact details: Appendix 3)

4. My car has been removed. Who do I contact?

Contact our parking contractors APCOA directly on 07968 623713 or Admin.LambethPound@apcoa.com

5. What is the cost of recovering my vehicle if it is removed?

There is a vehicle recovery fee of **£105**, plus a storage fee of **£12** per day

6. For how long does APCOA store vehicles?

APCOA will put the vehicle on TRACE and destroy it after 28 days.

7. What if I want to appeal against the cost of my car being removed?

You will need to pay the cost of recovery and storage, and then collect a refund form from the vehicle pound. A form can also be sent to you on request after you have recovered your vehicle.

8. How do I report abandoned, illegally parked vehicles or vehicles without permits?

These should all be reported to your Neighbourhood Housing Officer through the Lambeth Housing Management Call Centre on **020 7926 6000**, or by contacting them directly. (Contact details: Appendix 3).

Appendix 1: List of Enforced Estates (Parking Permits Required)

Estate Name	Area Office	Permits per Household	Additional Info
306 South Lambeth Road	North Area	0	No parking permits are issued.
341-355 Brixton Road	Central Area	1	
Arlington Lodge	Central Area	0	The bays are paid for individually so no parking permits are issued.
Ascot Court	Central Area	1	
Berridge Road Estate	South Area	1	
Black Prince Road	North Area	1	
Bonham	Central Area	1	
Bowlands Road	Central Area	2	
Briant Estate	North Area	1	
Brighton Terrace	Central Area	1	
Broadgate Court	North Area	1	
Brockwell Park	Central Area	1	
Canterbury Gardens	Central Area	1	Metropolitan residents of Angela Carter Close are entitled to parking permits at Broadoak Court
Carfax Estate	Central Area	1	
Charles Barry Close	Central Area	1	
Cheshire	South Area	1	Not entitled to Visitor Scratch Cards. Parking permits issued to Blue Badge holders only.
China Walk	North Area	1	
Clapham Manor	Central Area	1	

Clapham Road	North Area	2	
Clarence Avenue	Central Area	1	
Conway House	South Area	1	
Cotton Garden	North Area	1	
Cressingham	Central Area	1	
Crewsdon Road	North Area	1	
Culpepper Court	North Area	1	
Deauville Court and Deauville Mansions	Central Area	1	
Dumbarton	Central Area	1	
Edmundsbury	Central Area	2	
Fenwick	North Area	1	Not entitled to Visitor Scratch Cards
Foxley	North Area	1	
Gaskell Street	North Area	2	
Gauden	North Area	1	
Greenham	North Area	1	
Heath Road	Central Area	2	No permits issued. Parking enforcement is suspended
Hemans	North Area	2	
Hertford Estate	Central Area	1	
Holland Town	North Area	2	
Hornbeam	North Area	1	
Hurst Street	Central Area	1	
Larkhall	North Area	2	
Lilford	Central Area	1	
Lothian Estate	North Area	1	
Macaulay	Central Area	1	
Magnolia Place	Central Area	1	
Mawbey Brough	North Area	2	
Meath Estate	Central Area	1	
Melbourne Mews Estate	North Area	2	
Mursell	North Area	2	
Nelson Row	Central Area	1	
Notre Dame	Central Area	2	
Oaklands	Central Area	1	
Park Hill	Central Area	1	
Paulet Road	North Area	N/A	Permits should not be issued as there are no parking bays. Enforcement to stop anti-social parking.
Penwith Manor	North Area	1	
Poynders Gardens	Central Area	2	Full enforcement begins on 22 October 2018.
Railton Road	Central Area	2	
Renton Close	Central Area	1	
Rusper Court	North Area	1	
Saxby	Central Area	1	
Sinclair	Central Area	1	
Sisulu Place (Wiltshire Road Estate)	North Area	1	No permits issued. Parking enforcement is suspended
Solon	Central Area	2	

South Lambeth	North Area	1	
Southwyck House	Central Area	1	
Springfield Estate	North Area	1	
Spurgeon	North Area	2	
St Alphonsus	North Area	1	
St Matthews	Central Area	2	
Tanswell	North Area	1	
Union Road	North Area	1	Surcot House only, not Haltone House
Vauxhall Gardens Estate	North Area	1	Excludes Braham, Grover, Leary, Simpson and Vernon Houses
Walnut Tree Walk	North Area	1	
Weir	Central Area	1	
Westbury	Central Area	1	
Whitgift	North Area	1	
Willard	Central Area	1	
William Bonney	Central Area	1	
Wiseman Court	South Area	1	
Wyvil	North Area	2	

Appendix 2: Where can I buy my Estate Parking Permit & Visitor's Scratch Cards?

North Area Housing Office

91 Kennington Lane
London
SE11 4HQ

Opening Hours: Monday to Friday, 9am to 5pm except Wednesdays 10am to 5pm

Brixton Customer Centre

Lambeth Civic Centre
6 Brixton Hill
London
SW2 1RD

*Opening Hours: Monday to Friday, 9am to 5pm, **appointment needs to be booked***

Appendix 3: Contact Details for the Two Area Housing Offices

North Area Housing Office (Kennington & Vauxhall, Stockwell & Vassall and Clapham)

91 Kennington Lane
London
SE11 4HQ

Telephone: 020 7926 6000

Online Enquiry Form: <https://www.lambeth.gov.uk/forms/contact-us-form>

Opening Hours: Monday to Friday, 9am to 5pm except Wednesdays 10am to 5pm

South Area Housing Office (Brixton, Norwood and Streatham)

139 Albert Carr Gardens

London

SW16 3HB

Telephone: 020 7926 6000

Online Enquiry Form: <https://www.lambeth.gov.uk/forms/contact-us-form>

Opening Hours: Monday to Friday, 9am to 5pm