

Dear Tenant and Resident Association Chair or Secretary,

I am writing to you to inform you that from the beginning of October 2020, Lambeth Council will move away from issuing paper-based resident parking permits to instead using digital permits issued annually online. This will also apply to visitor parking vouchers. We are doing this to make the application and management of tenants' and leaseholder permits easier. Digital parking permits can be arranged entirely at residents' convenience and means they will no longer need to make special journeys to our offices.

Paper permits do remain valid at this time but will be phased out as renewals take place.

Digital permits mean that residents will not need to display any paper permits or scratch cards in vehicles.

From the beginning of October also, all residents living on a housing estate with a Traffic Management Order (TMO) will be able to apply and purchase a virtual permit online without visiting the Civic Centre. TRAs can find out if your estate is subject to a TMO [here](#)

Parking enforcement on Lambeth council housing estates will resume from the beginning of October also, following the decision to pause enforcement at the height of the COVID-19 pandemic.

How will enforcement work on my estate?

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.

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.

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.

How do I purchase a virtual permit or visitor voucher?

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

Why do I need to set up an online account?

Having an online permit account makes life much easier for our customers. Customers will be able to have 24hr access to their permit account, giving them the flexibility to:

- Track their application(s)
- Make amendments
- Review their history
- Cancel a permit
- Make additional purchases

More FAQs

I hope you will agree that these new arrangements will make management of residents' permits – including those for visitors – will be easier, simpler and more convenient.

We anticipate that while this will be welcome for many residents, some tenants and leaseholders may not have access to the internet. We are hopeful that TRAs can advise and help residents with this – but if you are aware of specific residents who have digital access issues, we are happy to work with you and them to ensure that no one is unable to renew their parking permits for this reason. Local neighbourhood offices stand ready to assist.

Yours sincerely,

Parking Services Team