

Resident Permit Scheme information

Resident Permits

- Residents who park their vehicle on a drive or in a garage on private property do not need to purchase a permit.
- Residents who are Blue Badge Holders and own or drive a vehicle will receive a 100% discount for the first permit. Any additional permits to that address will be charged at the second permit rate and so forth.
- Resident parking permits are paperless and can be managed via an online account. Our enforcement officers will check if a vehicle has a permit by the registration number.
- Permits are limited to vehicles that are less than 5.25m in length and 2.3m in height

Visitor Vouchers

- Residents can supply visitors to their address with a visitor voucher. Like the resident permits, these are paperless and can be activated online via any internet accessible device.
- Residents in receipt of state pension may buy vouchers at a 50% concession rate with proof of pension.
- Visitor vouchers are only required for visitors' vehicles who park in the zone during the restriction hours.

Doctors and Health Care Visitors

- Doctors and Health Care visitors who visit residents living in a permit zone are eligible for all zones Healthcare Permits at a cost of £24 per year per vehicle. A large majority of local providers are already signed up to this provision. Please ask the health care provider to contact us for more information.

Students

- Students living within a permit zone may purchase a permit. Like all residents, they will need to provide the correct proofs of residence and proof of vehicle, which demonstrates that their vehicle is registered or insured to the permit address. The cost of the permit will be dependent on any other residents in the same property who have purchased a permit.

Permit Parking Schemes

Permit Type	Costs (Correct as of April 2022)
Resident Permit 1 st Permit	£30 per year *
Resident Permit 2 nd Permit	£50 per year
Resident Permit 3 rd or subsequent Permit	£70 per year
Business Permit	£245 per year
Motorcycle Permit	£11 per year
Visitor Vouchers (1 day vouchers)	£11 for 20 vouchers ** (<i>up to 240 days in a 12 month period</i>)
Admin charge for cancellation or change of details	£5.50

*Residents who are a Blue Badge holder and own or drive a vehicle will be eligible for 100% discount on the 1st permit only upon proof of valid blue badge.

**Residents in receipt of state pension may buy vouchers at a 50% concession rate with proof of pension.

Required proofs for permits:

Resident permits – a proof of residence and proof of vehicle

Visitor Vouchers – a proof of residence

Proof of Residence: One of the following – Current WHBC council tax bill, Utility Bill issued within the last 6 months (Gas, Water, Electric, TV Services, or landline telephone), Tenancy Agreement or Mortgage Statement only.

Proof of Vehicle: One of the following – V5C (Logbook), Insurance Schedule showing the vehicle is insured at the permit address, or the official bill of sale only.

Vehicles must not park on the grass verges, footways, vehicle crossovers or any yellow lines within the permit scheme. Any vehicle parked in these areas may receive a Penalty Charge Notice.

Frequently Asked Questions:

Q. Do I need to display my resident permit?

A. The permit system is paperless so no resident permit is required to be displayed on the resident's vehicle. The enforcement officers can check if a vehicle has a valid permit by carrying out a search of the registration. *Please note a resident permit does not guarantee a space to park in the street, however it does allow the permit vehicle to be parked within the area of the resident parking zone.*

Q. How do I upload my proofs onto my account?

A. You can either scan or take a digital photo (using a smart phone or camera) of the required documents and when you click on the upload in the application process select the documents. If you are unable to do either of these you can also bring your documents to the Council Reception in Welwyn Garden City and they will scan them for you.

Q. Are my details secure online?

A. Yes NSL Apply is secured via an encrypted server as shown on the website by the padlock symbol.

Q. I always park my car on my driveway or in a garage – do I need to buy a permit?

A. If your vehicle is not going to be parked upon the highway during the restriction times a permit does not need to be purchased.

Q. I live in a house of multiple occupation – what price is my permit?

A. Permits are priced per household, so if one of your housemates have already purchased a resident permit you will have to pay the relevant higher costs e.g. 2nd or 3rd vehicle permit.

Q. What about my work vehicle – could I buy a permit for that?

A. If the vehicle is issued to you for work purposes and registered to the company elsewhere, you can buy a resident permit for it, but your employer will need to provide a headed letter confirming you have use of a company vehicle. If the business operates from the address in the permit zone then it would be only eligible for a business parking permit. Please bear in mind permits can only be issued to vehicles less than 2.3 metres in height and less than 5.25 metres in length.

Q. When do visitor vouchers need to be used?

A. If your visitor is parking on the carriageway during the restriction hours (Mon-Fri 9am-5pm) a voucher is needed, if the visitor parks solely outside of those hours or on a driveway a visitor voucher would not be required. This means no vouchers are required after 6pm or on Saturdays and Sundays.

Q. Why are visitor vouchers limited to 240 vouchers per 12 months?

A. Compared to many local councils, we offer a larger number of vouchers as we know some people rely upon friends and family to support them in many ways. We do, however, set a limit to ensure the system is fairly used, and cannot be misused to allow non-visitors to utilise the cheaper parking compared to the railway station etc. We also have processes in place to ensure vouchers are not mis-used. We do have a provision for family members who provide daily medical care to a resident.

Q. What about any workmen visiting my property?

A. The cheapest option for short term works would be utilising visitor vouchers from the household allowance. For longer term works, a dispensation could be arranged via our enforcement partner East Herts Council on 01279 655261.

Q. I'm having a party or event – can the parking restrictions be lifted for me?

A. No, the parking restrictions should apply equally to all drivers for the days and times specified. If you are holding an event/party etc. any visitors parking should be accommodated by way of the visitor vouchers provision.

Q. What happens if someone parks in the road without a permit or voucher – do they get leeway?

A. If an enforcement officer witnesses a vehicle parked in the permit zone during restricted hours without a valid permit or voucher they are obliged to observe the vehicle for a few minutes to see if any loading or unloading is occurring and if not, issue a PCN. A PCN has a regulated appeals process available in case of any instances and is considered on its own circumstances provided.