

# E-Permit FAQs

## **What is an e-permit?**

It is an electronic permit which means that there is no longer a requirement to display a paper permit in a vehicle (works similar to the DVLA tax disc).

## **How can you tell if my permit is valid, if there is nothing on display?**

Civil Enforcement Officers can check that a permit is valid by entering the vehicle registration number into their hand held devices.

## **How long does it take to start an e-permit?**

Online applicants can start an e-permit straight away or customers can set the start date for up to 6 weeks in the future. Postal applicants should submit their applications 10 working days before the required start date.

## **Will I receive a temporary paper permit?**

No, temporary permits will no longer be issued. With e-permits, your vehicle is covered from the date that you selected in your application so there is no need to display anything in your vehicle.

## **What do I do with my valid paper permit?**

Continue to park as usual until the permit expires when you will be issued an e-permit.

## **What happens if I want to change my address or vehicle registration number?**

You apply for the change the same way that you do now, either online or via postal application form. As paper permits are no longer going to be issued, customers will be issued e-permits as a replacement from the date selected in their application.

## **How will I know that my permit has expired, if there is nothing to display?**

A renewal reminder will be sent to the permit holder 6 weeks before the permit is due to expire (by email for online applicants and by letter for postal applicants). Online applicants can check status of a permit at any time by logging into their account.

## **How do I renew an e-permit?**

The same way that you renew a paper permit. Online applicants can complete their renewal 6 weeks before their permit is due to expire. A confirmation email will be sent to the account holders email address confirming the start and end date of their new permit. Postal applicants will receive a reminder letter and application form 6 weeks before their permit is due to expire, the form should be completed and returned no less than 10 working days before the permit is due to expire.

## **Lost stolen or damaged permit or vehicle?**

If your paper permit is lost or damaged you can continue to park your vehicle as usual because your permit records will still be active on our permit system. If you have a replacement vehicle, simply apply for a change of VRM via the online account or postal application form.

If your vehicle is stolen call 0208 356 8877 with crime reference number – stolen vehicles cannot be reported via the system.