

Information for residents - FAQs

How to use a permit

Where can I park with a JH resident permit?

You can park within the JH resident parking zone (RPZ) which operates 24 hours a day, 7 days a week (including bank holidays).

The roads within the JH zone are:

Claxton Street

Cottage View

Glidden Close

Highfield Road

Milford Road

Railway View

Canal Walk* (pay and display with an exemption for JH permit holders)

Upper Arundel Street* (pay and display with an exemption for JH permit holders)

*The pay and display operates between 8am and 6pm every day. If you have a resident parking permit for the JH zone, you can park here for free without needing to purchase a pay and display ticket.

If you're ever unsure about where you're parking, please check the parking zone signs that clearly state which zone you are parked in and the times of operation. If there are no times on the signs, then they operate 24 hours a day, 7 days a week.

Does everyone need a permit to park in the JH zone?

There is a free parking period of 2 hours where any vehicle can park without needing a permit. The 2 hours free parking period does not apply on the pay and display bays in Canal Walk or Upper Arundel Street.

If a driver of any vehicle needs to park for longer than the free period, then a permit will be required.

Do I need a permit to park on the pay and display bays in Canal Walk and Upper Arundel Street between 6pm and 8am?

No, anyone can park their vehicle in those bays between 6pm in the evening and 8am in the morning.

With my permit can I park in other zones and permit holder bays?

Your permit only works within the JH resident parking zone (RPZ). Signs on the road will help show you which zone you are in and the times of operation.

You can park in other areas when that area's zone is not operating.

Are permits virtual or will I need to put something in my car?

Permits are virtual (electronic) so you won't have to display anything in your vehicle.

Civil Enforcement Officers will check vehicle registration plates to see whether they have permits.

How to apply for a permit

How do I get a permit?

From **Monday 24 February 2025**, you can easily apply online for a resident permit for your address.

To apply, visit www.portsmouth.gov.uk and select 'Apply for or renew a parking permit'. Complete the online form, uploading your proof documents and make payment. Further information on this can be found below. Your permit will be authorised automatically if the correct documents have been provided and payment made.

When applying, please make sure you change the start date of your permit to 24 March 2025. If you do not do this your permit will start before the scheme starts.

I applied online but I am not sure it worked, what should I do?

You will receive a confirmation email a few minutes after you apply. This will give you the details of your virtual permit. If it does not appear, please check your junk or spam folder.

Please do not make a second application for the same vehicle. If you think your application has not worked, please email us at parking.permits@portsmouthcc.gov.uk

I am unable to apply online, how can I get a permit?

Please send a letter to the Parking team at the address below requesting a permit with a copy of your proof documents, appropriate payment, and your contact telephone number and/or email address.

Please only send a copy of your documents and keep hold of originals, as we cannot guarantee we can return them. Cheques should be made payable to Portsmouth City Council.

Paper applications can be sent in straight away, but must be submitted by **Friday 14 March 2025**, otherwise you may not have a valid permit when the scheme starts.

Please note that the vehicle must be registered to you and to an address within the parking zone to qualify for a permit.

Send letters to:
Parking Permit Team, Parking Service
Civic Offices, Guildhall Square
Portsmouth PO1 2NE

How much do residents permits cost?

Each postal address can purchase up to 2 permits and request a third permit. Please note costs may change over time - see our webpage for up-to-date information

	First permit	Second permit	Third permit*
Annual residents' permit	£30	£120	£300

*Subject to capacity.

What documents will I need to apply for a permit?

You will need proof of registration of your vehicle within the zone to qualify for a permit via your vehicle registration document (provide the section(s) that give your name/address and details of the vehicle). Please note that the vehicle must be registered to you and to an address within the parking zone to qualify for a permit.

You will also need a further proof of address for example, a household bill no more than three months old, current council tax bill or valid tenancy agreement. Please note driving licences are not accepted as proof of address.

How do I buy a visitor permit?

You can buy a virtual visitor permit from RingGo by registering with them at www.myringgo.co.uk/rvp Once you have registered your landline and/or mobile and your application has been approved, you can then book visitor sessions when you need them.

On RingGo you can purchase 12 hour permits for £1.15 and 24 hour permits for £2.20. If you request confirmation of bookings and a reminder by text there will be a small additional charge from RingGo.

If you are unable to register for RingGo, you can buy 12-hour or 24-hour visitor scratchcards that you can use on a specific day of your choice. There is no expiry date.

Visitor scratchcards can be purchased from Central Library, Guildhall Square or Landport Housing Office, Commercial Place. To buy them you will need proof of your address and photo ID. Visitor scratchcards are purchased in advance and validated when needed; they have no expiry date and may be kept indefinitely.

Please note that residents can only purchase visitor permits for their genuine visitors. You cannot use visitor permits in vehicles that are not eligible for a resident permit - for example company vans or a permit for a third vehicle where this is not issued.

Please note that not using a visitor permit in accordance with its conditions of use is a criminal offence.

Do I need to have a resident permit to purchase a visitor permit?

No, you don't have to have a resident permit to purchase visitor permits, you just need to be a resident living within the zone.

Who and what vehicles can apply for a permit

I have a family member who provides me with care, how do I get them a permit?

You can apply to purchase a permit for carers by sending us a letter that details the circumstances along with a supporting letter from social services or a doctor. If approved, the cost of these permits is the same as detailed above.

I do not have a car – can I have a permit for my visitors?

You can't have a resident permit because these are linked to a vehicle registration number and are only issued for vehicles registered to resident addresses within a zone. Visitor permits are available to all residents, whether they have a car or not, for use in visitor vehicles. Parking can be purchased electronically or in the form of a scratchcard.

How do I get a permit for my lease or company car, which is provided by my employer?

You can apply by sending us a letter on company headed paper confirming use of the car and containing your name and address, along with the vehicle registration details. In some circumstances, you may also be asked to provide evidence of employment, such as a payslip.

This does not apply where the company vehicle is a van. See below for further information.

I have a commercial vehicle or van. Will I be entitled to a permit for it?

Only if the commercial vehicle weighs 3500kgs or less and is registered to an address within the parking zone, or is the only vehicle at your address, or is needed for emergency call-outs.

If you use your vehicle for emergency call-out, you would need to provide 3 months proof of out of normal working hours call-outs to be able to apply. You will also need to provide a letter from your employer confirming your use of the commercial vehicle or van

Can I get a resident permit if I have a personal finance or a lease agreement and the vehicle registration document doesn't show me as the registered keeper?

If you are the named person on the finance or lease agreement and this shows you at your address within the resident parking zone, then you can apply. If someone else has taken out a personal finance or lease agreement on your behalf and you are not the registered keeper of the vehicle, then you are unable to apply for a permit.

I share a car with someone who lives outside the zone and they are the registered keeper, can I still get a permit?

Yes, but only if all of the following apply:-

- the car is registered in a permit zone in Portsmouth
- both the registered keeper and the sharer confirm the vehicle is being shared on a regular basis
- the sharer proves they are living in a different zone
- the insurance document confirms both the registered keeper and the sharer are insured to drive the car and
- evidence is produced to show the insurance company has been informed that the car is shared between the residents of 2 different addresses.

I am a blue badge holder, do I need a permit?

All blue badge holders do not need a permit to park in any zone during operational hours but they must display a blue badge instead. If you do not wish to display your badge you can apply for a resident permit.

I am unsure if I can apply for a permit for my vehicle

You can contact the parking team to find out whether you can apply for a permit by email to parking.permits@portsmouthcc.gov.uk or call us on 023 9268 8310 between 9am and 4pm Monday to Friday

Renewing a Permit

How do I renew my permit in 12 months time?

If you have provided an email address you will receive an email 4 weeks before your permit expires, which will contain your permit number and a pin number with a link to renew. Please make a note of the expiry date of your virtual permit and check your spam/junk email folder.

If you have not provided us with an email address you will receive a paper permit reminder, which will be posted out to you approximately 4 weeks before your permit expires.

More frequently asked questions

Why is a zone being implemented in this area?

We carry out a consultation with businesses and residents before a decision is made about whether a zone should be implemented. The findings from the consultation in this area confirmed that the majority of people that responded whose property was within the zone were in favour of a resident parking zone. This information was then used to make a recommendation to create the zone that was approved at the Transport decision meeting on 21 November 2024.

I have a new vehicle - how do I change my permit?

If you change your vehicle, then you can now update your permit through an online form where you can upload details of your new vehicle and pay the £10.00 charge. Visit www.portsmouth.gov.uk and search for resident parking permits, and click on 'Change the vehicle on your permit'. You'll need to provide:-

- the vehicle registration document; or
- the new keeper's supplement; or
- a sales receipt or lease agreement showing the full vehicle detail; and
- your old vehicle registration and address

I have a courtesy vehicle - do I need a permit?

Yes, if your vehicle is being repaired or has been in an accident and you have been given a courtesy vehicle, you can use the form 'Change the vehicle on your permit' to temporarily change the permit onto your courtesy vehicle. There is no charge to do this. When completing the online form, please tick the box when asked if it is a courtesy vehicle. When you want to change the permit back to your own vehicle just send us an email to parking.permits@portsmouthcc.gov.uk or call on 023 9268 8310 between 9am to 4pm Monday to Friday.

How do I find out more about how you process my personal data?

For details on how we process your personal data please go to www.portsmouth.gov.uk and search for 'Parking' where you will find a link to our privacy notice. If you are unable to access this information online, call us on (023) 9268 8310 and we can send you a paper copy of our privacy notice.

How can I find out more information?

For more information visit, www.portsmouth.gov.uk and search for 'resident parking'.

If you can't find the information you need on our website, please email parking.permits@portsmouthcc.gov.uk or call us on 023 9268 8310, between the hours of 9am and 4pm Monday to Friday (excluding Bank Holidays).

At times our phone lines can be very busy, so where possible and to avoid a wait please email your enquiry.