

Information for residents - FAQs

How to use a permit

Where can I park with a GC resident permit?

You can park within the GC zone which operates between 4pm and 6pm, 7 days a week (including bank holidays)

The roads within the GC zone are:

Avondale Road	Durban Road	Inverness Road
Belmore Close	Ernest Road	Langford Road
Beecham Road	Ewart Road	Little George Street
Bettesworth Road	Fifth Street	Manor Road
Burleigh Road	Fourth Street	Power Road
Cowper Road	George Street	Shakespeare Road
Cranleigh Avenue	Glencoe Road	Shearer Road
Cranleigh Road	Hampshire Street	South Road
Daulston Road	Harcourt Road	

New Road (between Kingston Rd and George Street)
St Marys Road (north side only by Kingston Cemetery)

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.

Do all vehicles require a permit to park in the GC zone?

A permit is required when parking in the zone between 4pm and 6pm, 7 days a week (including bank holidays).

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

Your permit only works within your parking zone.

The 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 will not have anything to put 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 28 April**, 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 Tuesday 27 May 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 reapply for the same vehicle. If you are still unsure 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 requesting a permit with a copy (do not send originals) of the proof documents, appropriate payment (cheques should be made payable to Portsmouth City Council) and your contact details (this should be a telephone number and or email).

Paper applications can be sent in straight away, but must be submitted by **Friday 16 May 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 resident permits cost?

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

	First permit	Second permit	Third permit*
Annual resident 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 visitors permit?

You can buy a virtual visitor's 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. 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 visitor scratchcards that you can use on a specific day of your choice. There is no expiry date.

Visitor scratchcards can be purchased from Carnegie Library (Fratton Road), Central Library (Guildhall Square) & Buckland Post Office (Kingston Road). 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 they are a company van or where third permits are 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.

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.

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.

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 the company headed paper confirming use of the car and containing your name and address, along with the vehicle registration details will be required. You may in some circumstances be asked to provide evidence of employment eg payslip.

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

I have a commercial vehicle or van that weighs over 3500kgs, can I apply for a permit?

No, you cannot apply for a permit as the parking zone scheme has a weight limit of 3500kgs.

I have a commercial vehicle or van that weighs 3500kgs and under, can I apply for a permit?

You can apply if your vehicle is registered to an address within the zone.

If the vehicle is the only vehicle at the property then you can apply.

If you use your vehicle for emergency call-out, you would need to provide three 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/van.

Can I get a resident's permit if I have a personal finance or a lease agreement and the vehicle registration documents don'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 two 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 a 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 parking.permits@portsmouthcc.gov.uk or call us on 023 9268 8310

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

To change your permit there is a £10.00 charge. 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'.

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.