

Virtual Residents Permit

For permits valid from 1 April 2019 onwards



Terms and Conditions

Provisions relating to parking permits are contained in the Kent County Council:

Zone A	Residents Parking Order 2009, Amendment 2018
Zone B	Residents Parking Order 2014
Zone C	Residents Parking Order 2009, Amendment 2014
Zone D	Residents Parking Order 2011
Zone G	Residents Parking Order 2017, Amendment 2018
Zone HB	Residents Parking Order 2012
Zone PW	Residents Parking Order 2011
Zone HA	Residents Parking Order 2017

Residents Permits All Zones

1. All customers are required to create an account at <https://permits.paysmarti.co.uk/acct/tunbridgewells/> when first applying for a virtual residents permit.
2. If any changes to your virtual permit are required, please log onto your account at <https://permits.paysmarti.co.uk/acct/tunbridgewells/> to do so.
3. All residents permit holders in Zones A, B, C, D and G can park, without charge, between 6pm and 8am the following day at Crescent Road, Meadow Road and Great Hall car parks, provided a valid virtual resident permit has been purchased. Please note Meadow Road is closed Easter Sunday, Christmas Day & New Years Day, with possibly reduced times on other bank holidays. This is managed by the Royal Victoria Place shopping centre (for opening and closing times or in an emergency call 01892 514141).
4. Applications may only be made by those who reside at the addresses within the scheme and who own a passenger vehicle, goods vehicle, dual purpose vehicle or a motorcycle. This does not apply to homeowners who do not reside at the property in question.
5. A permit will be allocated to a named resident and specified vehicle, unless a vehicle change is requested at <https://permits.paysmarti.co.uk/acct/tunbridgewells/> and the relevant proofs are provided. Vehicle registration changes will be actioned within 2 working days of the request being made.
6. No refunds are available for residents permits cancelled, at any time or for any reason.
7. A permit must be cancelled by the customer, or may be cancelled by TWBC, if:
 - a) the holder ceases to be a resident at the specified address,
 - b) the holder ceases to be the owner of the vehicle in respect of which the permit was issued and the vehicle change has not been made at <https://permits.paysmarti.co.uk/acct/tunbridgewells/>,
 - c) the proofs of eligibility provided by the customer are invalid.
8. A valid residents permit does not guarantee you a parking space – other road users have every right to lawfully use the limited parking in the road (except Zone G).
9. Residents permits will be issued on the basis of a maximum of two per household (except Zone G, where the allocation is only one per household).

10. The parking permit is invalid if the vehicle is not parked completely within the marked bays.
11. A vehicle parked without a valid residents permit may be liable for a Penalty Charge Notice.
12. It is the permit holder's responsibility to ensure that a valid permit is operational. Virtual permits will be valid from the date chosen at the point of application and you will be able to verify, via your online account, that your virtual permit has been issued successfully.
13. Residents permit prices are reviewed annually and may be increased according to the Parking Places Orders.

Virtual Visitor Vouchers Zones A, B, C, D, HA, HB and PW

- Residents may apply for the virtual voucher equivalent of a maximum of 50 full days per rolling 12 month period. These can be purchased in blocks of either 10 full days or 20 sessions of 4 hours (half days) and can be used for passenger vehicles, goods vehicles, dual-purpose vehicles or motorcycles.
- A purchased virtual voucher is only valid if it has been date activated via your online account at <https://permits.paysmarti.co.uk/acct/tunbridgewells/>
- Vehicles parked without an activated voucher may incur a Penalty Charge Notice.
- Vouchers will be cancelled by TWBC should the applicant cease to live within the relevant parking zone.
- Vouchers do not give the visitor an unrestricted right to a space within the road and other users have every right to the limited parking on the road.
- Vouchers are invalid if the vehicle is not completely within the marked bays.
- Not all roads in this scheme have parking bays for use by residents.
- Unused visitor vouchers may not be carried over into the next 12 month period.
- No refunds are available for unused visitor vouchers for any reason.
- There will be no additional allocation of visitor vouchers beyond 50 full days in any 12 month rolling period, irrespective of any mitigating circumstances. Consequently, there is no appeal process for securing extra vouchers.
- The re-sale of visitor vouchers is NOT permitted. Customers found to have sold visitor vouchers on to other parties will not be allowed to purchase further vouchers at any time in the future.
- Visitor vouchers are not intended for, but may be used by, contractors. The decision to use visitor vouchers for contractors is made at customers' discretion. If additional contractor parking is required, it is recommended that a dispensation is purchased at by calling RingGo on 01892 88 78 68 and quoting the location number 28518. Information regarding dispensations can be found at <http://www.tunbridgewells.gov.uk/residents/parking-travel-and-streets/parking-permits/dispensations>

Zone A

Addresses of those who are eligible to apply:

Property numbers/names refer to those residents who are eligible to apply for a Zone A permit. All roads marked in **BOLD CAPITALS** have residents parking bays. Those in plain type may be private streets without public parking available, or areas where permit holders are not exempt. Parking in **PRIVATE** roads is not permitted.

Road Name	Property Numbers & Names within Zone A	Parking Bay Restrictions Except Permit Holders of Zone A	Additional Information
ARUNDEL ROAD	All	Mon-Sat 10am-11am	
Banner Farm Road	1,3,5,7, Glen Cottage		
Bedford Terrace	All		PRIVATE ROAD
Belgrove	All		
BERKELEY ROAD	All, Spencer Mews, Berkeley Place	Mon-Sat 8am-6pm 2hrs no return within 4hrs	
BLATCHINGTON ROAD	All	Mon-Sat 8am-10am / Mon-Sat 8am-6pm 2hrs no return within 4hrs	Differing restrictions apply in this road
BUCKINGHAM ROAD	All	Mon-Sat 10am-11am	
CASTLE ROAD	All (from 2 June 2014)	Mon-Sat 8am-6pm 2hrs no return within 4hrs / Mon-Sat 8am-6pm 4hrs no return within 4hrs	Differing restrictions apply in this road
Castle Street	All		
Chapel Place	All		
Christ Church Avenue	All		PRIVATE ROAD
CLAREMONT GARDENS	All	Mon-Sat 10am-11am	
CLAREMONT ROAD	All	Mon-Sat 10am-11am	
Cumberland Gardens	All		PRIVATE ROAD
Cumberland Walk	All		PRIVATE ROAD
Cumberland Yard	All		PRIVATE ROAD
EDEN ROAD	All	Mon-Sat 8am-10am	Part of this road is PRIVATE
Eden Walk	All		Part of this road is PRIVATE
FARMCOMBE CLOSE	All	Mon-Sat 10am-11am	
Farmcombe Lane	All		PRIVATE ROAD
FARMCOMBE ROAD	1-49,51	Mon-Sat 10am-11am	
FRANT ROAD	1-10A, Croft House, Kings Church Vicarage, Rodmell House, Invergordon	Mon-Sat 8am-6pm 2hrs no return within 4hrs	
Frog Lane	All		
GRECIAN ROAD	All	Mon-Sat 10am-11am	
Grove Avenue	All		PRIVATE ROAD

Grove Hill Gardens	All		PRIVATE ROAD
GROVE HILL ROAD	Up to 78	Mon-Sat 8am-10pm 1hr no return within 4hrs	(78 can Choose zone A or D)
GUILDFORD ROAD	All	Mon-Sat 8am-10pm 1hr no return within 4hrs	
High Street	All	Mon-Sat 8am-6pm 1hr no return within 4hrs	
LINDEN PARK ROAD	All	Mon-Sat 8am-6pm 2hrs no return within 4hrs	
LITTLE MOUNT SION	All	Mon-Sat 8am-10am	
London Road	1-35, Highbury & Upper Highbury The Common, Grantley Court, Kentish Mansion		
MADEIRA PARK	All	Mon-Sat 8am-6pm 2hrs no return within 4hrs	
Market Street Including Pink Alley	All	Mon-Sat 8am-6pm 1hr no return within 1hr	
MEADOW HILL ROAD	All	Mon-Sat 8am-10pm 1hr no return within 4hrs	
MOUNT SION	All	Mon-Sat 8am-6pm 2hrs no return within 4hrs	
MOUNTFIELD GARDENS	All	Mon-Sat 8am-10pm 1hr no return within 4hrs	
MOUNTFIELD ROAD	All	Mon-Sat 8am-10pm 1hr no return within 4hrs	
Nevill Street	All		
NORFOLK ROAD	All	Mon-Sat 10am-11am	
Oak Tree Close	All		PRIVATE ROAD
SOUTH GROVE	All	No Waiting	
SUTHERLAND ROAD	All	Mon-Sat 8am-10pm 1hr no return within 4hrs	
The Pantiles	All, Sussex Mews, Union Square		
Upper Cumberland Walk	All		
Vale Road	All		
WARWICK PARK	1-53, even numbers 64-82	Mon-Sat 8am-6pm 2hrs no return within 4hrs / Mon-Sat 8am-10am	Differing restrictions apply in this road
Warwick Road	All		This does not include the car park
White Bear Passage	All		

Zone B

Addresses of those who are eligible to apply:

Property numbers/names refer to those residents who are eligible to apply for a Zone B permit. All roads marked in **BOLD CAPITALS** have residents parking bays. Those in plain type may be private streets without public parking available, or areas where permit holders are not exempt. Parking in **PRIVATE** roads is not permitted.

Road Name	Property Numbers & names within Zone B	Permit Bay Restrictions Except Permit Holders of Zone B	Additional Information
ALBERT STREET	All	8am-6pm 1hr no return within 4hrs	
ALBION ROAD	1-55, 2-70	8am-6pm 2hrs no return within 4hrs	
AVON STREET	All	8am-6pm 2hrs no return within 4hrs	
BEECH STREET	All	10am-11am 2pm-3pm	Also includes parking bays 8am-6pm 1hr no return within 2hrs (Restrictions also apply to permit holders)
BELGRAVE ROAD	All	8am-6pm 1hr no return within 4hrs	
BEULAH ROAD	All	10am-11am, 2pm-3pm	
Camden Road	All / Pump Terrace		Pump Terrace may choose B or C
CHANDOS ROAD	All	8am-6pm 2hrs no return within 4hrs	
COMMERCIAL ROAD	All	10am-11am, 2pm-3pm	Also includes parking bays 8am-6pm 1hr no return within 2hrs (Restrictions also apply to permit holders)
DALE STREET	All	8am-6pm 1hr no return within 4hrs	
DUKES ROAD	All	8am-6pm 2hrs no return within 4hrs	
Garden Road	All		

GOODS STATION ROAD	All	10am-11am, 2pm-3pm	Also includes parking bays 8am-6pm 2hrs no return within 4hrs (Except Permit Holders of Zone B)
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GRANVILLE ROAD	All	8am-6pm 2hrs no return within 4hrs	
HILL STREET	All	10am-11am, 2pm-3pm	
KIRKDALE ROAD	All	10am-11am, 2pm-3pm	Also includes parking bays 8am-6pm 2hrs no return within 4hrs (Except Permit Holders of Zone B)
MERCER STREET	All	10am-11am, 2pm-3pm	
NORMAN ROAD	All	10am-11am, 2pm-3pm	
QUARRY ROAD	All	8am-6pm 2hrs no return within 4hrs	
St Barnabas Close	All		
St JAMES ROAD	1-13, 111-121, 2-28, 126-160	8am-6pm 2hrs no return within 4hrs	
STANLEY ROAD	All	8am-6pm 2hrs no return within 4hrs	
St Stephens Cottages	All		
STONE STREET	All	8am-6pm 1hr no return within 4hrs	
STRATFORD STREET	All	8am-6pm 2hrs no return within 4hrs	
TUNNEL ROAD	All	10am-11am, 2pm-3pm	
Victoria Road	All		
WESTERN ROAD	1-49, 2-58	8am-6pm 2hrs no return 4hrs	
WOOD STREET	All	8am-6pm 1hr no return within 4hrs	

Zone C

Addresses of those who are eligible to apply:

Property numbers/names refer to those residents who are eligible to apply for a Zone C permit. All roads marked in **BOLD CAPITALS** have residents parking bays. Those in plain type may be private streets without public parking available, or areas where permit holders are not exempt. Parking in **PRIVATE** roads is not permitted.

Road Name	Property Number/Name within Zone C	Parking Bay Restrictions Except Permit Holders of Zone C	Additional Information
BOYNE PARK	1-7, 2-10	Mon-Sat 8am-6pm 1hr no return 4hrs	
Calverley Road	All		
Camden Road	1-65, 2-54 / Pump Terrace		Pump Terrace may choose Zone C or B
Church Road	All		
Clarence Road	All		PRIVATE ROAD
Clarence Row	All		PRIVATE ROAD
CRESCENT ROAD	All (Catherines Place, Lanthorne Mews)	Mon-Sat 8am-5pm 1hr no return within 4hrs	Zone C permit holders only 5pm-8pm
Culverden Street	All		
CULVERDEN PARK ROAD	N/A - residents of this road are not eligible for a permit	Mon-Sat 8am-6pm 1hr no return within 4hrs	
DUDLEY ROAD	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Zone C permit holders only 5pm-8pm
GROSVENOR PARK	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Zone C permit holders only 5pm-8pm
Grosvenor Road	All		
Grover Street	All / Pump Terrace		Pump Terrace may choose Zone B or C
Hanover Road	All		
INNER LONDON ROAD	All	Mon-Sat 8am-5pm 1hr no return within 4hrs. Zone C Permit Holders only 5pm-8pm. Restriction 2: Mon-Sat 8am-6pm 1hr no return 4hrs	
LONDON ROAD	40,47-53,54A,54B, 58-85 & Post Office Square	Mon-Sat 8am – 6pm 2hrs no return within 4hrs	

LIME HILL ROAD	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Zone C permit holders only 5pm-8pm
Molyneux Park Gardens	All		
MOLYNEUX PARK ROAD	1-6 / Mount Ephraim Court, Molyneux Place	Mon-Sat 8am-6pm 2hrs no return 4hrs	
Monson Road	All		
MOUNT EPHRAIM	All	Mon-Sat 8am-6pm 1hr no return 4hrs	
MOUNT EPHRAIM ROAD	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Zone C permit holders only 5pm-8pm
MOUNT PLEASANT AVENUE	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Zone C permit holders only 5pm-8pm Part of this road is PRIVATE
Mount Pleasant Road	All		
NEWTON ROAD	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Zone C permit holders only 5pm-8pm
Rock Villa Road	All		
Rosehill Walk	All		
ROYAL CHASE	1-7 / Douro Stables	Mon-Sat 8am-6pm 1hr no return 4hrs	
Upper Grosvenor Road	2,4,6		
Vale Avenue	All		
VALE ROAD SLIP ROAD	No residential properties	Mon-Sat 8am-6pm 2hrs no return within 4hrs	
WOODBURY PARK ROAD	All	Mon-Sat 8am-6pm 1hr no return within 4hrs	
YORK ROAD	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Zone C permit holders only 5pm-8pm

Zone D

Addresses of those who are eligible to apply:

Property numbers/names refer to those residents who are eligible to apply for a Zone D permit. All roads marked in **BOLD CAPITALS** have residents parking bays. Those in plain type may be private streets without public parking available, or areas where permit holders are not exempt. Parking in **PRIVATE** roads is not permitted.

Road Name	Property Number/Name within Zone D	Parking Bay Restrictions Except Permit Holders of Zone D	Additional Information
BAYHALL ROAD	All	Mon-Sat 2pm-3pm	
BUCKLERS CLOSE	All	Mon-Sat 10am-11am	
CALVERLEY COURT	All	Mon-Sat 8am-6pm, 2hrs no return within 4hrs	
Calverley Park Gardens	All		
Cambridge Gardens	All		PRIVATE ROAD
CAMBRIDGE STREET	All	Mon-Sat 10am-11am	
CAMDEN HILL	All	Mon-Sat 10am-11am	
Carlton Crescent	All		
CARLTON ROAD	All	Mon-Sat 10am-11am, 2pm-3pm	
CROMWELL ROAD	All	Mon-Sat 10am-11am	
FERNDALE	1-3, Ferndale Point	Mon-Sat 10am-11am, 2pm- 3pm	
GEORGE STREET	All	Mon-Sat 10am-11am	
Grove Hill Road	78-92		No 78 may choose Zone D or A
Kingswood Close	All		PRIVATE ROAD
Kingswood Road	All		
Lansdowne Square	All		
NORTH STREET	All	Mon-Sat 10am-11am	
OAKFIELD COURT ROAD	All	Mon-Sat 8am-6pm 2hrs no return within 4hrs	
PARK STREET	All	Mon-Sat 10am-11am	
PRINCES STREET	All	Mon-Sat 10am-11am	
PROSPECT ROAD	All	Mon-Sat 10am-11am	
Rookley Close	All		
Shrublands Court	All		
ST PETERS STREET	All	Mon-Sat 10am-11am	
THE FERNS	All	Mon-Sat 8am-6pm 2hrs no return within 4hrs	
WINDMILL STREET	All	Mon-Sat 10am-11am	

Zone G

Addresses of those who are eligible to apply:

Property numbers/names refer to those residents who are eligible to apply for a Zone G permit. All roads marked in **BOLD CAPITALS** have residents parking bays. Those in plain type may be private streets without public parking available, or areas where permit holders are not exempt. Parking in **PRIVATE** roads is not permitted.

Road Name	Property Numbers/Names within Zone G	Parking Bay Restrictions Except Permit Holders of Zone G
GARDEN STREET	All	n/a
CALVERLEY STREET	All	n/a

Zone HA

Addresses of those who are eligible to apply:

Property numbers/names refer to those residents who are eligible to apply for a Zone HA permit. All roads marked in **BOLD CAPITALS** have residents parking bays. Those in plain type may be private streets without public parking available, or areas where permit holders are not exempt. Parking in **PRIVATE** roads is not permitted.

Road Name	Property Numbers & Names within Zone HA	Parking Bay Restrictions Except Permit Holders of Zone HA
Boundary Road	All	
CAMDEN PARK	Numbers 72 – 110 inclusive plus number 68, Chequers, Little Dormers, The Oaks, Southease, Larryn, Sequoia House, Sequoia Place and Trosely	Mon – Fri 10am – 12 noon and 2pm – 4pm
Dorset Road	All	
FOREST ROAD	Even number 72 – 110 inclusive, odd numbers 25 – 113 inclusive	Mon – Fri 10am – 12 noon and 2pm – 4pm
Hawkenbury Close	All	
Hawkenbury Mead	All	
Hawkenbury Road	Even numbers 2 – 40, Odd numbers 1 – 15 inclusive	
Napier Road	All	
Nelson Road	All	
TEISE CLOSE	All	Mon – Fri 10am – 12 noon and 2pm – 4pm
THE MEADS AND THE SHAW	All	Mon – Fri 10am – 12 noon and 2pm – 4pm
Westbrook Terrace	All	

Zone HB

Addresses of those who are eligible to apply:

Property numbers/names refer to those residents who are eligible to apply for a Zone HB permit. All roads marked in **BOLD CAPITALS** have residents parking bays. Those in plain type may be private streets without public parking available, or areas where permit holders are not exempt. Parking in **PRIVATE** roads is not permitted.

Road Name	Property Numbers & Names within Zone HB	Parking Bay Restrictions Except Permit Holders of Zone HB
BROOK ROAD	1 to 39, Water Court, Laburnum Court	Mon – Fri 9am – 5pm 2hrs no return within 4hrs
CLIFTON ROAD	All	Mon – Fri 9am – 5pm 2hrs no return within 4hrs
OAK ROAD	All	Mon – Fri 9am – 5pm 2hrs no return within 4hrs

Zone PW

Addresses of those who are eligible to apply:

Property numbers/names refer to those residents who are eligible to apply for a Zone PW permit. All roads marked in **BOLD CAPITALS** have residents parking bays. Those in plain type may be private streets without public parking available, or areas where permit holders are not exempt. Parking in **PRIVATE** roads is not permitted.

Road Name	Property Number/Name within Zone PW	Permit Bay Restrictions Except Permit Holders of Zone PW
BOWLS PLACE	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs
CHURCH ROAD	Even 26 – 64, Odd 1 – 13, 1- 4 Mimms Terrace	Mon-Fri 8am-6pm 2hrs no return within 4hrs
COMMERCIAL ROAD	All	Mon-Sat 8.30am-6.30pm 1hr no return within 1hr
KENT CLOSE	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs
MAIDSTONE ROAD	4-114, 9-145	Mon-Fri 8am-6pm 2hrs no return within 4hrs
MOUNT PLEASANT	Even numbers 10-56	Mon-Fri 8am-6pm 2hrs no return within 4hrs
NURSERY ROAD	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs
OLD KENT ROAD	All, including 27 Forest Road	Mon-Fri 8am-6pm 2hrs no return within 4hrs
St Andrews Close	All	
ST ANDREWS ROAD	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs
STATION ROAD	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs