

# Virtual Residents Permits – Terms and Conditions

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## Parking Provisions

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

## All Permits

1. In order to apply for a residents virtual parking permit, customers will be required to set up an account on the online permit system - [Link to access online Parking Permit Account](#)
2. 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's permit has been purchased.
3. Applications may only be made by those who reside at the addresses within the scheme and who own, rent, or be a named driver on the insurance of the passenger vehicle, goods vehicle, dual purpose vehicle or motorcycle for which the application is made.
4. Homeowners who do not reside at the property in question are not eligible to apply for a permit.
5. A permit will be allocated to a named resident, at a specific address and to one specified vehicle. A Proof of residency document demonstrating residency at this specific address must be provided at the point of application.

6. The vehicle may be changed by making a request using the online permit account and the relevant proofs must be provided. Vehicle registration changes will be actioned within 2 working days of the request being made. A confirmation email will be sent when the change has been made and only at that point is the new vehicle active on the permit.
7. No refunds are available for residents permits cancelled, at any time or for any reason.
8. Permits cannot be transferred to another property or another residence, at any time or for any reason.
9. The vehicle registered on the permit must be road worthy with valid vehicle excise duty, MOT, and insurance. Failure to comply with this legal requirement may result in the permit being cancelled.
10. 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 using the online permit account.
  - c) the proofs of eligibility provided by the customer are invalid.
  - d) The vehicle on the permit no longer has a valid vehicle excise duty, MOT, or insurance.
11. Only residential properties that are rated for Council tax are eligible for residents permits. Commercial properties that are rated for Business rates are not eligible.
12. The Traffic Regulation Order for Resident's Permits was made on the 4<sup>th</sup> July 2024. Any properties not stated in the Order, including new properties occupied after this date, will not be eligible for a Resident's Permit either On Street or in Resident's Only car parks.
13. Businesses are not eligible to purchase residents' permits.
14. The Council may decline to issue new permits at the discretion of the Parking Manager, particularly where the request is made in respect of new residential development, including units formed from converting properties from other uses. This is irrespective of whether the relevant traffic regulation order specifically excludes such properties.
15. A valid residents permit does not guarantee a parking space – other road users have every right to lawfully use the limited parking in the road (except Zone G).
16. 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).
17. The parking permit is invalid if the vehicle is not parked completely within the marked bays.

18. A vehicle parked without a valid residents permit may be liable for a Penalty Charge Notice.
19. 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 an email confirmation is sent on receipt of payment. Until you receive a confirmation e-mail that your permit is valid, please ensure that you pay for any parking sessions using visitor vouchers.
20. Permits are valid for a 12 month period and will need to be renewed by the permit holder each year by logging into their online permit account. Whilst every effort will be made to send reminder emails to the account holder 7 and 28 days prior to expiry date, it is the permit holder's responsibility to renew.
21. Residents permit prices are reviewed annually and may be increased according to the Parking Places Orders.
22. The council reserves the right to refuse the issue of a resident's permit or to cancel any existing permits should the resident be found to have defrauded the council.
23. The council reserves the right to refuse the issue of a resident's permit or to cancel any existing permits should the resident have any outstanding Penalty Charge Notices that have progressed to the Charge Certificate stage.
24. **The council will not tolerate any abuse of their Civil Enforcement Officers or staff.**  
The council **WILL** cancel the resident's permit and visitor vouchers of any resident found to have mistreated their staff.

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

25. 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.
26. A purchased virtual voucher is only valid if it has been date activated in advance via the online permit account.
27. Vehicles parked without an activated voucher may incur a Penalty Charge Notice.
28. Vouchers will be cancelled by TWBC should the applicant cease to live at the property the permit was issued to.

- 29.** 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.
- 30.** Vouchers are invalid if the vehicle is not completely within the marked bays.
- 31.** Not all roads in this scheme have parking bays for use by residents.
- 32.** Visitor vouchers are valid for 12 months from date of issue and unused vouchers may not be carried over into the next 12 month period.
- 33.** No refunds are available for unused visitor vouchers for any reason.
- 34.** 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.
- 35.** 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.
- 36.** 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 by calling RingGo on 01892 88 78 68 and quoting the location number 28518. Information regarding dispensations can be found at [Dispensations Web Page](#)

# Zone Restrictions

The below shows the property numbers/ names which are eligible to apply for a residents parking permits for that zone. Parking in private roads is not permitted.

## Zone A

Road Name	Property Numbers and Names	Parking Bay restrictions except permit holders	Residents Parking Bays?	Additional Information
Arundel Road	All	Permit holders only Mon-Sat 10am-11am & 2-3pm	Yes	
Banner Farm Road	All	Permit holders only Mon-Fri 10am-11am & 2-3pm	Yes	Permit parking area (signed and no bays marked)
Bedford Terrace	All		No	Private road
Belgrove	All		No	
Berkeley Road	All, Spencer Mews, Berkeley Place	Mon-Sat 8am-6pm 2hrs waiting no return within 4hrs	Yes	
Blatchington Road	All	Mon-Sat 8am-10am / Mon-Sat 8am-6pm 2hrs limited waiting no return within 4hrs	Yes	Differing restrictions apply in this road
Buckingham Road	All	Permit holders only Mon-Sat 10am-11am & 2-3pm	Yes	
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	Yes	Differing restrictions apply in this road
Castle Street	All		No	
Cavendish Drive	All	Permit holders only Mon-Fri 10am-11am & 2-3pm	Yes	Permit parking area (signed and no bays marked)
Chapel Place	All		No	

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>	<b>Additional Information</b>
Christ Church Avenue	All		No	Private road
Claremont Gardens	All	Permit holders only Mon-Sat 10am-11am & 2-3pm	Yes	
Claremont Road	All	Permit holders only Mon-Sat 10am-11am & 2-3pm	Yes	
Cumberland Gardens	All		No	Private road
Cumberland Walk	All		No	Private road
Cumberland Yard	All		No	Private road
Delves Avenue	All	Permit holders only Mon-Fri 10am-11am & 2-3pm	Yes	Permit parking area (signed and no bays marked)
Eden Road	All	Mon-Sat 8am-10am	Yes	Part of this road is PRIVATE
Eden Walk	All		No	Part of this road is PRIVATE
Farmcombe Close	All	Permit holders only Mon-Sat 10am-11am	Yes	
Farmcombe Lane	All		No	Private road
Farmcombe Road	All	Permit holders only Mon-Sat 10am-11am (parking bays) and Permit holders only Mon-Fri 10am-11am & 2-3pm (Permit parking area – signed and no bays)	Yes	Differing restrictions apply in this road
Frant Road	1-10A, Croft House, Kings Church Vicarage, Rodmell House, Invergordon	Mon-Sat 8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Frog Lane	All		No	

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>	<b>Additional Information</b>
Grecian Road	All	Permit holders only Mon-Sat 10am-11am & 2-3pm	Yes	
Grove Avenue	All		No	Private road
Grove Hill Gardens	All		No	Private road
Grove Hill Road	Up to 78	Mon-Sat 8am-10pm 1hr limited waiting no return within 4hrs	Yes	(78 can Choose zone A or D)
Guildford Road	All	Mon-Sat 8am-10pm 1hr limited waiting no return within 4hrs	Yes	
High Street	All	Mon-Sat 8am-6pm 1hr limited waiting no return within 4hrs	No	
Linden Park Road	Numbers 2-10, Ford Cottage, High Ford	Mon-Sat 8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Little Mount Sion	All	Mon-Sat 8am-10am	Yes	
London Road	1-35, Highbury & Upper Highbury The Common, Grantley Court, Kentish Mansion		No	
Madeira Park	All	Mon-Sat 8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Market Street including Pink Alley	All	Mon-Sat 8am-6pm 1hr limited waiting no return within 1hr	No	
Meadow Hill Road	All	Mon-Sat 8am-10pm 1hr limited waiting no return within 4hrs	Yes	
Mount Sion	All	Mon-Sat 8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Mountfield Gardens	All	Mon-Sat 8am-10pm 1hr limited waiting no return within 4hrs	Yes	

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>	<b>Additional Information</b>
Mountfield Road	All	Mon-Sat 8am-10pm 1hr limited waiting no return within 4hrs	Yes	
Nevill Street	All		No	
Norfolk Road	All	Permit holders only Mon-Sat 10am- 11am & 2-3pm	Yes	
Oak tree Close	All		No	Private road
Rodmell Road	All	Mon-Sat 8am-6pm 2 hour limited waiting. No return within 4 hours	Yes	
South Grove	All	No Waiting	Yes	
Sussex Close	All	Permit holders only Mon-Fri 10am- 11am & 2-3pm	Yes	Permit parking area (signed and no bays marked)
Sutherland Road	All	Mon-Sat 8am-10pm 1hr limited waiting no return within 4hrs	Yes	
The Pantiles	All, Sussex Mews, Union Square		No	
Upper Cumberland Walk	All		No	
Vale Road	All		No	
Warwick Park	1-53, even numbers 64-82	Mon-Sat 8am-6pm 2hrs limited waiting no return within 4hrs / Permit holders only Mon- Sat 8am-10am	Yes	Differing restrictions apply in this road
Warwick Road	All		No	This does not include the car park
White Bear Passage	All	8am-6pm 1hr limited waiting no return within 4hrs	No	

## Zone B

Road Name	Property Numbers and Names	Parking Bay restrictions except permit holders	Residents Parking Bays?	Additional Information
Albert Street	All	8am-6pm 1hr limited waiting no return within 4hrs	Yes	
Albion Road	1-55, 2-70	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Avon Street	All	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Beech Street	All	10am-11am 2pm- 3pm	Yes	Also includes parking bays 8am-6pm 1hr no return within 2hrs (Restrictions also apply to permit holders)
Belgrave Road	All	8am-6pm 1hr limited waiting no return within 4hrs	Yes	
Beulah Road	All	10am-11am, 2pm- 3pm	Yes	
Camden road	All / Pump Terrace		No	Pump Terrace may choose B or C
Chandos Road	All	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Commercial Road	All	10am-11am, 2pm- 3pm	Yes	Also includes parking bays 8am-6pm 1hr no return within 2hrs (Restrictions also apply to permit holders)

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>	<b>Additional Information</b>
Dale Street	All	8am-6pm 1hr limited waiting no return within 4hrs	Yes	
Dukes Road	All	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Garden Road	All		No	
Goods Station Road	All	10am-11am, 2pm-3pm	Yes	Also includes parking bays 8am-6pm 2hrs no return within 4hrs (Except Permit Holders of Zone B)
Granville Road	All	8am-6pm 2hrs limited waiting -no return within 4hrs	Yes	
Hill Street	All	10am-11am, 2pm-3pm	Yes	
Kirkdale Road	All	10am-11am, 2pm-3pm	Yes	Also includes parking bays 8am-6pm 2hrs no return within 4hrs (Except Permit Holders of Zone B)
Mercer Street	All	10am-11am, 2pm-3pm	Yes	
Norman Road	All	10am-11am, 2pm-3pm	Yes	
Quarry Road	All	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
St Barnabas Close	All		No	
St James Road	1-13, 111-121, 2-28, 126-160	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>	<b>Additional Information</b>
Stanley Road	All	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
St Stephens Cottages	All		No	
Stone Street	All	8am-6pm 1hr limited waiting no return within 4hrs	Yes	
Stratford Street	All	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Tunnel Road	All	10am-11am, 2pm-3pm	Yes	
Victoria Road	All		No	
Western Road	1-49, 2-58	8am-6pm 2hrs limited waiting no return within 4hrs	Yes	
Wood Street	All	8am-6pm 1hr limited waiting no return within 4hrs	Yes	

## Zone C

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>	<b>Additional Information</b>
Boyne Park	1-7, 2-10	Mon-Sat 8am-6pm 1hr no return 4hrs	Yes	
Calverley Road	All excluding 55 (Calverley House)		No	
Camden Road	1-65, 2-54 / Pump Terrace		No	Pump Terrace may choose Zone C or B

Road Name	Property Numbers and Names	Parking Bay restrictions except permit holders	Residents Parking Bays?	Additional Information
Church Road	All		No	
Clarence Road	All		No	Private road
Clarence Row	All		No	Private road
Crescent Road	All (Catherines Place, Lanthorne Mews)	Mon-Sat 8am-5pm 1hr no return within 4hrs	Yes	Zone C permit holders only 5pm-8pm
Culverden Street	All		No	
Culverden Park Road	N/A - residents of this road are not eligible for a permit	Mon-Sat 8am-6pm 1hr no return within 4hrs	Yes	
Dudley Road	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Yes	Zone C permit holders only 5pm-8pm
Grosvenor Park	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Yes	Zone C permit holders only 5pm-8pm
Grosvenor Road	All excluding 88 (The Carriage House)		No	
Grover Street	All / Pump Terrace		No	Pump Terrace may choose Zone B or C
Hanover Road	All		No	
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	Yes	
London Road	40,47-53,54A,54B, 58-85 & Post Office Square	Mon-Sat 8am – 6pm 2hrs no return within 4hrs	Yes	

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>	<b>Additional Information</b>
Lime Hill Road	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Yes	Zone C permit holders only 5pm-8pm
Molyneux Park Gardens	All		No	
Molyneux Park Road	1-6 / Mount Ephraim Court, Molyneux Place	Mon-Sat 8am-6pm 2hrs no return 4hrs	Yes	
Monson Road	All		No	
Mount Ephraim	All	Mon-Sat 8am-6pm 1hr no return 4hrs	Yes	
Mount Ephraim Road	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Yes	Zone C permit holders only 5pm-8pm
Mount Pleasant Avenue	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Yes	Zone C permit holders only 5pm-8pm Part of this road is PRIVATE
Mount Pleasant Road	All		No	
Newton Road	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Yes	Zone C permit holders only 5pm-8pm
Rock Villa Road	All		No	
Rosehill Walk	All		No	
Royal Chase	1-7 / Douro Stables	Mon-Sat 8am-6pm 1hr no return 4hrs	Yes	
Upper Grosvenor Road	2,4,6		No	
Vale Avenue	All		No	
Vale Road Slip Road	No residential properties	Mon-Sat 8am-6pm 2hrs no return within 4hrs	Yes	
Woodbury Park Road	All	Mon-Sat 8am-6pm 1hr no return within 4hrs	Yes	

Road Name	Property Numbers and Names	Parking Bay restrictions except permit holders	Residents Parking Bays?	Additional Information
York Road	All	Mon-Sat 8am-5pm 1hr no return within 4hrs	Yes	Zone C permit holders only 5pm-8pm

## Zone D

Road Name	Property Numbers and Names	Parking Bay restrictions except permit holders	Residents Parking Bays?	Additional Information
Bayhall Road	All	Mon-Sat 2pm-3pm	Yes	
Bucklers Close	All	Mon-Sat 10am-11am	Yes	
Calverley Court	All	Mon-Sat 8am-6pm, 2hrs no return within 4hrs	Yes	
Calverley Park Gardens	All		No	
Cambridge Gardens	All		No	Private road
Cambridge Street	All	Mon-Sat 10am-11am	Yes	
Camden Hill	All	Mon-Sat 10am-11am	Yes	
Carlton Crescent	All		No	
Carlton Road	All	Mon-Sat 10am-11am, 2pm-3pm	Yes	
Cromwell Road	All	Mon-Sat 10am-11am	Yes	
Ferndale	1-3, Ferndale Point	Mon-Sat 10am-11am, 2pm- 3pm	Yes	
George Street	All	Mon-Sat 10am-11am	Yes	
Grove Hill Road	78-92		No	No 78 may choose Zone D or A
Kingswood Close	All		No	Private road
Kingswood Road	All		No	
North Street	All	Mon-Sat 10am-11am	Yes	

Road Name	Property Numbers and Names	Parking Bay restrictions except permit holders	Residents Parking Bays?	Additional Information
Oakfield Court Road	All	Mon-Sat 8am-6pm 2hrs no return within 4hrs	Yes	
Park Street	All	Mon-Sat 10am-11am	Yes	
Princes Street	All	Mon-Sat 10am-11am	No	
Prospect Road	All	Mon-Sat 10am-11am	Yes	
Rookley Close	All		No	
Shrublands Court	All		No	
St Peters Street	All	Mon-Sat 10am-11am	Yes	
The Ferns	All	Mon-Sat 8am-6pm 2hrs no return within 4hrs	Yes	
Windmill Street	All	Mon-Sat 10am-11am	Yes	

## Zone G

Road Name	Property Numbers and Names	Residents Parking Bays?
Garden Street	All	Yes
Calverley Street	All	Yes

## Zone HA

Road Name	Property Numbers and Names	Parking Bay restrictions except permit holders	Residents Parking Bays?
Boundary Road	All		No
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	Yes
Dorset Road	All		No

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>
Forest Road	Even number 72 – 110 inclusive, odd numbers 25 – 113 inclusive	Mon – Fri 10am – 12 noon and 2pm – 4pm	Yes
Hawkenbury Close	All		No
Hawkenbury Mead	All		No
Hawkenbury Road	Even numbers 2 – 40, Odd numbers 1 – 15 inclusive		No
Napier Road	All		No
Nelson Road	All		No
Sherborne Close	All		No
Teise Close	All	Mon – Fri 10am – 12 noon and 2pm – 4pm	Yes
The Meads and The Shaw	All	Mon – Fri 10am – 12 noon and 2pm – 4pm	Yes
Westbrook Terrace	All		No

## Zone HB

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>
Brook Road	1 to 39, Water Court, Laburnum Court	Mon – Fri 9am – 5pm 2hrs no return within 4hrs	Yes
Clifton Road	All	Mon – Fri 9am – 5pm 2hrs no return within 4hrs	Yes
Oak Road	All	Mon – Fri 9am – 5pm 2hrs no return within 4hrs	Yes

## Zone PW

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>
Bowls Place	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes
Church Road	Even 26 – 64, Odd 1 – 13, 1- 4 Mimms Terrace	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes

<b>Road Name</b>	<b>Property Numbers and Names</b>	<b>Parking Bay restrictions except permit holders</b>	<b>Residents Parking Bays?</b>
Commercial Road	All	Mon-Sat 8.30am-6.30pm 1hr no return within 1hr	Yes
Kent Close	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes
Maidstone Road	4-114, 9-145	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes
Mount Pleasant	Even numbers 10-56	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes
Nursery Road	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes
Old Kent Road	All, including 27 Forest Road	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes
St Andrews Close	All		No
St Andrews Road	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes
Station Road	All	Mon-Fri 8am-6pm 2hrs no return within 4hrs	Yes

**Valid for permits purchased on or after 1 September 2020**