

Frequently Asked Questions

How do I purchase a residents permit/ visitor voucher?

Residents permits and visitors vouchers can be purchased through our online system using the following link; <https://permits.paysmarti.co.uk/acct/slough/>

The online system will give you full information on what you need to do however if you have any questions regarding this system please contact the Parking Shop, the details are as follows;

The Parking Shop,
28 Pegasus Court,
Herschel Street, Slough, SL1 1PA
Tel: 01753 551018
Opening hours: Monday to Friday 9am – 5pm Saturdays 9am – 1pm.

I do not have a PC or access to the internet how can I apply for a virtual permit?

You can set up an account at the Parking Shop, they have a tablet available for you to use or they can set an account up for you. You will need to take in your proof documents required and be ready to make payment, if your application is approved.

How much is a residents permit?

Residents parking permits are issued for 1 year and cost:

- £45 for a residents permit

How many residents permits can I have?

Due to limited kerb space, we will only be allowing **1 residents permit** per household per annum.

What documentation do I have to provide in order to purchase a residents permit?

To apply for a residents permit you must supply proof of residency **and** proof of vehicle ownership (the vehicle must be registered at the address your permit is for). This information is also available on the online system.

Can I change the vehicle details on my permit if I change my vehicle within 12 months?

You can amend the vehicle details on your permit online. You must upload your new vehicle ownership proof documents and once these are approved your details will be amended.

I have a company car/ leased vehicle which I change every 3-6 months, how can I amend my vehicle details?

You can amend the vehicle details on your permit online. You must upload a letter from your employer confirming the details of the new vehicle and your full address.

How much are visitors vouchers?

All vouchers are sold in bundles of 5 (for example you would pay £4 and receive 5 x 3 hour vouchers);

- 3 hours - £4.00
- 6 hours - £8.00
- 12 hours - £12.00
- 24 hours - £20.00

Residents over 60 receive a 50% discount - proof of age will need to be provided.

Is there a limit on the number of visitors vouchers I can purchase?

There is a limit of 720 hours per household per annum.

What documentation do I have to provide in order to purchase visitors vouchers?

You must supply proof of address to be eligible to purchase visitors vouchers.

What are the different types of permits?

Residents, Business and Carers permit.

How much is a business permit?

A maximum of **1 permit** is permitted per property and they are issued yearly at a cost of £300. This can be purchased using our online system. When applying for a business permit you must supply proof of company residency, proof of vehicle ownership and proof of employment.

How much is a carers permit?

A maximum of **1 parking permit** is permitted per property and they are issued yearly at a cost of £25. When applying for a carers permit you must supply proof of residency and proof that you are in need of or have a carer.

A carers permit can be purchased by completing an application form and visiting our Parking Shop. Contact details for The Parking Shop can be found in the following link;
<http://www.slough.gov.uk/parking-travel-and-roads/parking-permits.aspx>.

How will my residential parking zone be enforced?

The PermitSmart system is linked to the Civil Enforcements Officers handhelds. The vehicle your resident, business permit or visitor voucher is registered to will appear on the handheld showing the expiry date/ time and the zone that it is for.

How often will the Zone be patrolled?

Our Civil Enforcement Officers will visit 1-2 times a day. However you can also report any vehicles which you feel are parked in contravention to our control room by calling 01753 825428 and a CEO will be sent to this location.

I have access to off-street parking (garage/ driveway), do I still need to purchase a residents permit?

No you do not need to purchase residents permits or visitors vouchers if you are parking on your driveway/ in your garage. These are only required if you choose to park on the public highway.

I live on a Slough Housing Estate which has a car park, do I still need to purchase a residents permit?

Yes, housing estate car parks are proposed to be included within the parking scheme and so you will need a permit in order to park. All residents within the zone will be able to park in these areas. This is so parking capacity can be maximised within the zone, and therefore further increase parking availability.

I have a valid blue badge, do I still need to purchase a residents permit/ visitors voucher?

No. Blue badge holders are exempt however you must ensure you have a valid blue badge clearly on display in your vehicle as otherwise you run the risk of being issued with a PCN.

I have a motorcycle, do I still need to purchase a residents permit/ visitors voucher?

Motorcycles do not require a resident permit or visitors voucher.