Virtual Parking Permit (e.Permit) FAQs

1. How will residents access the system?

Residents will be able to access the system through their ‘My Harrow Account’ via devices (e.g. Smartphones (Apple and android), PCs, tablets, laptops, etc.).

2. What if I do not have access to the internet?

Residents will be able to visit the Civic Centre and Libraries.

The council recognises that some residents will not be able to access the internet or pay online. In exceptional circumstances, the council will operate a postal permit service issuing physical permits. This system will be monitored and regularly reviewed to ensure that it is not abused and that it meets the needs and requirements of the customer.

3. Will residents need to provide supporting documentation?

Yes, documents similar to those currently required will be needed for the first permit for each vehicle on the new system and some or all of the documents will be required on renewal each year.

4. Will the price of the permits change as a result of the online system?

The cost structure will stay the same as present, but if the new system is not implemented until after April next year then the advertised 2019/20 prices will be applicable.

There may be a move to an emissions based pricing structure in the future but that would be a policy decision and not dependant on whether a new permit system were installed or not.

5. Will Visitor Permits be virtual as well?

Yes.

6. How will virtual visitor permits work.

Ten virtual visitor permits will be purchased on line and then when a visitor arrives a permit can be activated for that VRM and there is no need to have a scratch card available to display in the vehicle.