



# Council Information

## Residential Parking Permits

Council's residential parking permit scheme exists to provide a balance of on-street parking opportunities for residents, their visitors and other parking demands.

You can apply and pay for new Residential Parking Permits online via our website  
<http://www.whitehorse.vic.gov.au/Forms-online.html>

### When does a residential parking permit exempt a vehicle from a parking restriction?

A vehicle parked on-street in front of a residence displaying a relevant 'Residential Parking Permit' may be exempt to the on-street parking restrictions providing:

- The parking restriction allows parking for 30 minutes or longer or is a permit zone
- The residential parking permit is appropriately displayed on the left hand side of the vehicle's front window, with all details displayed
- The vehicle is a passenger car.

### Who is eligible for a parking permit?

Only people who reside in a residential property within in the City of Whitehorse may be eligible to apply for a residential parking permit providing that the section of the street that they reside in has an on-street parking restriction and has been included in the residential parking permit scheme.

Each application requires at least one piece of identification specifying the applicant's name and address within the City of Whitehorse. Examples of identification may include a driver's licence, rates notice/listing, residential lease or REIV bond lodgement, bank statement, utility bill (gas, electricity, phone), pension card or seniors health care card.



### Resident parking permit entitlements

To provide a balance of parking opportunities the residential parking permits are limited to:

Dwellings per lot	Maximum number of permits
One dwelling	Three permits
Two to three dwellings	Two permits per dwelling
Four to 15 dwellings	One permit per dwelling
More than 15 dwellings	No permits

Please note that holding a current parking permit does not guarantee that a parking space will be available.

### How much does it cost?

The issuing and renewal of existing residential parking permits is subject to the following annual fees:

Permit	Cost
One permit	\$12.80 *
Two permits	\$74.80
Three permits	\$192.80

\* Please note DVA Gold Card, Senior Health Care, Health Care and Pensioner Concession cardholders are entitled to their first permit free of charge.

continued overleaf

# City of Whitehorse Council Information

## How to apply

After reading the Residential Permit Conditions attached to the application form, you can either:

1. Complete the Residential Parking Permit Application Form and make payment online or;
2. Complete and submit your application to Whitehorse City Council by mail or in person to one of our service centres with the relevant supporting identification and payment (see details below).

Please allow a minimum of 10 working days for your permit application to be processed. Please note that a delay may occur if your application is submitted without supporting documentation or without payment.

Method	Details	Payment options
In person	<p><b>Whitehorse Civic Centre</b> 379-397 Whitehorse Road Nunawading</p> <p><b>Forest Hill Service Centre</b> Shop T275 Forest Hill Chase Shopping Centre Canterbury Road Forest Hill</p> <p><b>Box Hill Town Hall Service Centre</b> Box Hill Town Hall 1022 Whitehorse Road Box Hill</p> <p>9am–5pm, Monday to Friday</p>	<ul style="list-style-type: none"> <li>• Cheque or money order (payable to Whitehorse City Council)</li> <li>• Credit card (Visa or Mastercard)</li> <li>• EFTPOS</li> <li>• Cash</li> </ul>
Mail	<p>Whitehorse City Council Locked Bag 2 Nunawading Delivery Centre VIC 3131</p>	<ul style="list-style-type: none"> <li>• Credit Card</li> <li>• Cheque or money order (payable to Whitehorse City Council)</li> </ul>

## How to renew or replace your parking permit

Council's parking permits are valid for 12 months. Before your permit expires, Council will post you a renewal notice. To renew your parking permit, fill out the renewal notice and post it back to Council, enclosing a cheque or money order made out to Whitehorse City Council. Alternatively, you can pay for your renewal in person at any of our service centres (9am–5pm weekdays).

Residents wanting a replacement Visitor/Residential Permit for a lost or stolen permit will need to provide a Statutory Declaration and make payment of \$5.00.



If you have any questions in relation to parking permits, please contact Council between 9am and 5pm on 9262 6333 or email us at [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au).



To communicate with Council in a language other than English, call our Telephone Interpreter Service (TIS) on 131 450. Ask to be connected to Whitehorse City Council.

If you have a hearing or speech impairment, please call the NRS service on 133 677.



# RESIDENTIAL PARKING PERMIT APPLICATION FORM

You can now apply and pay for new Residential Parking Permits online via our website <http://www.whitehorse.vic.gov.au/Forms-online.html>

## PART 1 - APPLICANT DETAILS

TITLE \_\_\_\_\_ GIVEN NAME \_\_\_\_\_ SURNAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE (HOME) \_\_\_\_\_ MOBILE \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

## PART 2 – TYPES OF PERMITS:

 There are two types of Residential Parking Permits:

1. An adhesive windscreen sticker that is linked to a specific vehicle's registration – (RES)
2. A card that can be displayed on the dashboard of vehicles visiting the property – (VIS)

## PART 3 – ENTITLEMENTS:

 The total number of permits available to the property is as follows:

Dwellings per Lot	Maximum number of permits
One dwelling	3 permits
Two to three dwellings	2 permits per dwelling
Four to fifteen dwellings	1 permit per dwelling
More than 15 dwellings	No permits

## PART 4 – NUMBER & TYPE OF PERMITS REQUIRED:

 Please indicate if you require a windscreen sticker (RES) or a Visitor Card (VIS)

Details	Permit One		Permit Two		Permit Three	
	RES	VIS	RES	VIS	RES	VIS
Registration						
Car make						
Car type						
<b>Fees</b>	One permit = \$12.80		Two permits = \$74.80		Three permits = \$192.80	

- Note: if you are claiming an exemption from the first residential/visitor permit (\$12.80), your application must include a copy of your Health Care, Pension Card or relevant documentation.

## PART 5 – PROOF OF RESIDENCY:

 One piece of identification specifying applicant's name and address must be supplied e.g. driver's licence, utility bill, residential lease or REIV bond lodgment etc.

## PART 6 – DECLARATION:

 I have read and agree to the conditions of use as written as specified in the Parking Permit Conditions of Use.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

### FOR OFFICE USE ONLY

Date: \_\_\_\_\_ Amount Paid: \_\_\_\_\_ Receipt No: \_\_\_\_\_ Proof of residency sighted   
LC PP/PARK

### PAYMENT OPTIONS

#### 1) IN PERSON

At any Council Service Centre. Pay by cash, cheque, eftpos or credit card.

- Whitehorse Civic Centre  
379 Whitehorse Road, Nunawading  
Phone 9262 6333
- Box Hill Town Hall  
1022 Whitehorse Road, Box Hill
- Forest Hill Chase Shopping Centre  
Shop 275, Canterbury Road, Forest Hill

#### 2) MAIL

Cheque or money order (payable to City of Whitehorse) or credit card (provide details below).

**Card type:** (Tick one box)  Visa  MasterCard  Bankcard  
(Please note that American Express and Diners Club are not accepted)

**Card number:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Expiry date:** \_\_\_\_\_ / \_\_\_\_\_ **Authorised amount:** \$ \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **PART 7 – RESIDENTIAL PARKING PERMITS CONDITIONS OF USE**

- A vehicle correctly displaying a Residential Parking Permit may be exempt from on-street parking restrictions in front of residential properties within the area specified on the permit providing:
  - The parking signs allow parking for at least 30 minutes or is a permit zone.
  - A Residential Parking Permit is displayed on the passenger side of the vehicle's dashboard in such a manner that the details of the permit are clearly visible from the outside of the vehicle.
- The issue of a permit does not guarantee the availability of a parking space.
- The use of parking spaces may be suspended by members of the Victoria Police or by authorised Council Officers.
- Permits are not transferable and are only to be used by bona fide residents and visitors.
- Permits are not to be on sold or given away.
- Permits are not valid in no stopping areas, clearways, bus or taxi zones, offstreet car parks, commercial or business areas or similar.
- Permits are valid for 12 months from the date of issue.

Please note: Extended parking in permit areas can only take place after a permit application has been approved and the permit is displayed. If the permit conditions are not complied with, penalties may apply.

## **PART 8 - PRIVACY INFORMATION**

The personal information on this form is being collected by Whitehorse City Council for municipal purposes and objectives and various statutory obligations of Council. This information will be used solely by Council for that primary or related purpose and will not be disclosed to any other party except as required by law. Individuals have a right to seek access to their personal information and make corrections by contacting Council's Privacy Officer on 9262 6490. You may view Council's Privacy Policy on our website [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au) or obtain a copy from any Council's Service Centres.

## **PART 9 - FURTHER INFORMATION**

If you have any questions in relation to Residential Parking Permits, please contact Council between 9.00am and 5.00pm on 9262 6333.