

Contact Maureen Dignam

Telephone 020 8921 8609

Email central-neighbourhood-office@royalgreenwich.gov.uk

The Resident/s
{Door No.} {Address 1}
{Address 2}
{Address 3}
{Post Code}

Tenancy Services
Housing & Safer Communities
Floor 4
The Woolwich Centre
35 Wellington Street
Woolwich, London
SE18 6HQ

Main number 020 8854 8888

22 July 2020

Dear Residents/s,

Estate Parking Enforcement

I am writing to inform you about our plan to resume a full estate parking enforcement service across the borough following the easing of governmental restrictions on everyday activities.

From 10th August 2020, Wing Parking Limited will resume enforcement actions on behalf of Royal Borough of Greenwich, on your local scheme. This means that you will need to ensure that you clearly display a valid Wing parking permit in the windscreen of your vehicle to avoid incurring a Parking Charge Notice.

If your permit has expired during the lockdown period between 1st March and 31st August 2020, please continue to display your existing (out of date) permit; you do not need to worry about receiving a ticket. **Your permits will need to be renewed by 31st August 2020**, however, we want to minimise any unnecessary journeys to our Service Centres whilst Covid-19 is still a threat.

Renewing vehicle permits

The Council is aware of permits which have expired since 1st March 2020 and on a temporary basis, will automatically send or hand deliver to you a renewed permit for your vehicle along with any visitor permits you also hold.

Renewing visitor only permits

If you only hold a visitor permit (i.e. you do not have any permits allocated with a specific registration number) and if your visitor permit has expired between 1st March and 31st August 2020, we will ask you to contact us by email only at

Contactcentre@royalgreenwich.gov.uk. Please title your email "Estate Parking Visitor Permit Renewal" and provide us with your name, address and contact telephone number. Once validated, Officers will arrange an appointment for you to come and collect your permit/s. Please note that ID and proof of address will be required upon collection. Please continue to ask your visitors to display the out of date visitor permit until you have your new visitor permit.

The new permits will start from the date that your previous one expired. These renewed permits will last for one year.

Permits for a new vehicle

If you have recently changed your vehicle or are applying for the first time then we will ask you to contact us by email only. To be eligible for a permit you will be required to send us copies of all the following documents:

- V5c registration document
- certificate of motor insurance
- MOT certificate
- two forms of proof of residency

Please email your copies to Contactcentre@royalgreenwich.gov.uk, using "Estate Parking Permit Renewal" as your title and include your name, address and telephone contact number in case an officer needs to contact you. Once we have copies of all the documents requested above you will be sent your new permit.

We appreciate that this a different way of operating so to help make this process clearer we have included a Frequently Asked Questions sheet with this letter which will hopefully answer any questions.

We thank you in advance for your patience as we renew your permits and ask that you only contact us about this topic by email if absolutely necessary.

Your sincerely

Maureen Dignam

Senior Operations Manager