



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

**Head of Environment
Rachel Lewis**

**Royal Borough of Kingston-upon-Thames
Guildhall 2
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KT1 1EU**

11 September 2017

Re: Changes to our parking processes

Dear Resident,

As you may know, we changed our parking contract across the borough on 24 July.

Part of this has been a move to using digital resident parking permits and digital visitor vouchers in controlled parking zones. The planned changes are explained in the attached information sheet.

We are writing to everyone living in a controlled parking zone to say sorry to those of you who have experienced difficulties with the new online system, which we know has caused inconvenience and frustration for some of you.

The complaints and feedback received has helped us to identify the problems and we are working with our contractor NSL to ensure these issues are resolved as quickly as possible. This includes a set of changes to the online process, which will be completed in two weeks.

In particular, we are aware that there are concerns around visitor vouchers. If you have existing paper ones (scratch cards) you can still use these. For both existing resident permits and visitor vouchers, you don't need to do anything right now until either your permit needs to be renewed or you need more vouchers. See below for further information.

We have already made some changes to our plans to try and minimise the ongoing problems for you. We will ensure all residents regardless of whether they do or do not have access to the internet can continue to access the parking service.

We have developed a website user guide, a set of frequently asked questions (FAQs) and are extending the hours you can contact us by phone to help resolve any issues. These are available online at www.kingston.gov.uk/parkingpermits but if you would prefer a paper



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copy of these, please call to let us know. We will update you on improvements as we make them including on our website and through our FAQs.

We are sorry that what we expected to be a seamless transition to the new system has caused problems for some of you. If you experience further issues, please let us know through our 'feedback and complaints' webpage or call us on 020 8547 1333.

Once again our sincere apologies, and to those experiencing problems, thank you for your continued patience.

Yours sincerely,

A handwritten signature in cursive script that reads "R. Lewis".

Rachel Lewis
Head of Environment



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Parking changes in controlled parking zones (CPZs) - Information sheet

Please see below for further information on the recent parking changes, what this means for you as a resident living in a controlled parking zone and where you can go to get help and support.

Resident permits and visitor vouchers

For both existing resident permit and visitor vouchers, you don't need to do anything right now until either your permit needs to be renewed or you need more vouchers.

We have moved to using digital resident permits. If you need to renew your resident permit you can do this immediately on our website.

You will need to set up an account for the new permit system. This is because the new system operates on a different platform and we are refreshing our user database.

For more information or to see a user guide on how to register please visit:

www.kingston.gov.uk/parkingpermits, email rbkpermits@nslservices.co.uk or call 020 8547 1333.

Visitor vouchers are also moving online. However, current paper visitor vouchers (scratch cards) are valid until 31 January 2018. If you feel you need more of them before this date, please call 020 8547 1333 and we will advise you on how to purchase these.

For visitors to park using digital vouchers, you will need to validate each parking session by logging into your account on the new system, entering the vehicle registration number and the time and date you want the parking session to start. You can start using the online vouchers now if you have set up an account.

If you do not have access to the internet and would prefer to speak to us in person you can call 020 8547 1333. We can provide help with setting up your new account, renewing permits and arranging visitor vouchers. We will be extending our call centre hours from 8am - 10.30pm everyday, including weekends, from 18 September.

Pricing

Residents can purchase a six hour session (at £1.50 per session, sold in sets of 10) or one hour sessions at £5 for 10 and 24 hour sessions at £30 for 10.



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Pay and display machines

Our pay and display machines are also changing. The new machines will allow:

- card and contactless payments
- ticketless payments, meaning there is no need to return to your vehicle
- the use of automatic number plate recognition technology

We'll continue to keep you up-to-date with all future changes and would be interested to hear your feedback.

For more information, including frequently asked questions and answers, visit www.kingston.gov.uk/parkingpermits.

