

Parking permits, parking exemptions and visitor voucher guidelines

Civic Centre
165 Sir Donald Bradman Drive
Hilton, SA 5033
Tel: 08 8416 6333
Email: csu@wtcc.sa.gov.au
SMS: 0429 205 943
Web: westtorrens.sa.gov.au



General information

Council uses parking controls and parking zones to manage demand on parking in city streets.

Council then uses parking permits/exemptions and visitors vouchers to ensure that residents and businesses impacted by parking controls of over one hour have some access to kerbside space.

The Council Parking Permit Policy (the Policy) provides you with a number of options to help meet your parking needs, as well as those of any visitors, tradespeople or carers who need to park close to your home. This Policy can be found on our [website](#) or you can contact Council's Service Centre on 84166 333 to obtain a printed copy.

All applications will be assessed in accordance with this Policy. *Please note that until an approved permit is appropriately displayed in the vehicle there is no entitlement to park contrary to parking restrictions.*

Permits or exemptions may be available for eligible vehicles of:

- local residents;
- local businesses;
- visitors and tradespersons (when temporary or visitor on-street parking is required)
- employees or registered volunteers of community service organisations, or registered volunteers working under government community service programs, who provide home support services to residents of the city.

(Please note that a parking permit does not guarantee that you will have parking directly outside your residence, business or even in your street. It will only allow you to park in available spaces for longer than the signage permits. (as outlined in the Policy)

Council offers a variety of permits as outlined below

Residential Parking Permits

Residents are entitled to one non-assessed parking permit per property for eligible residential vehicles.

Residents applying for a second parking permit per property are subject to assessment to ensure all off street parking is being utilised.

Permits can be purchased for 1 or 2 years and are either:

- Vehicle specific and street specific;
- Vehicle transferrable and street specific; or
- Vehicle specific and precinct specific.

To be eligible for a residential parking permit you must:

- be a resident of the City of West Torrens (see below section "Proof of Residence" for more details)
- the vehicle must be registered/garaged at the address (for vehicle specific permits)

The following is required to be submitted at the time of application:

1. Completed Residential/Business Parking Permit Application Form
2. Proof of residency (see below section "Proof of Residency" for more details)
3. Proof of motor vehicle registered/garaged at the address (for vehicle specific applications)
4. Full payment of the applicable fees (refunded if your application is declined)

Business Parking Permits

Businesses operating in the Council area are entitled to one parking permit.

Permits can be purchased for a period of 1 or 2 years and are:

- vehicle transferrable and
- street specific.

To be eligible to apply for a Business Parking Permit you must be a principal of a business operating at a location within West Torrens.

The following is required to be submitted at the time of application:

1. Completed Residential/Business Parking Permit Application Form
2. Proof that the business is operating at a location within the City of West Torrens (e.g. Council rates notice or lease agreement)
3. Full payment of the applicable fees (refunded if your application is declined)

Temporary Parking Permits

A temporary vehicle specific parking permit may be issued to provide kerbside parking for:

- overseas/interstate/intrastate visitors or work contractors of residents, or
- resident vehicles when your usual off-street parking space is temporarily unavailable due to building renovations, etc.

A maximum limit of two permits per residence at any one time applies.

Permits are issued on a weekly or monthly basis. (for shorter periods please refer to visitor's vouchers or temporary tradeperson's exemptions)

To be eligible for a temporary parking permit you must:

- be a resident of the City of West Torrens
- provide details of the vehicle registration and period for which the temporary permit is sought
- provide sufficient information to explain why the vehicle cannot be physically accommodated on-site for the temporary period

The following is required to be submitted at the time of application:

1. Completed Temporary Parking Permit Application Form
2. Proof of residency (see below section "Proof of Residency" for more details).
3. Vehicle registration details if the vehicle for which the permit is sort is garaged at the applicant's address.

Community Services Permits

Community Service Organisations (subject to approval by Council) which require their employee or member to visit on *official duties*, by private vehicle, a residential property within the City of West Torrens, are eligible to apply for a Community Service Parking Permit.

To be eligible for a community services permit you must be:

- An employee or registered volunteer employed under a government community service scheme or program, such as HACC or DVA program; or
- A family member or volunteer (not living at the residence) who provides care and is registered as a carer, or receives a carer's allowance through Centrelink, the Department of Veteran's Affairs or other government authority.

The following is required to be submitted at the time of application:

1. Completed Community Service Parking Permit Application Form
2. Proof of residency of the client (see below section "Proof of Residency" for more details).
3. Proof that the applicant is a registered/legitimate carer (as per eligibility listed above)
4. Proof the vehicle is registered to the carer
5. Proof from the relevant organisation that the vehicle is in use on official duties within the City of West Torrens.

Visitors Vouchers

Visitors Vouchers are only issued to residents of West Torrens for their visitors. (Vouchers are not intended for shoppers, commuters, or employees of local businesses.)

Each resident has the opportunity to purchase one booklet of 12 visitor vouchers per household per calendar year. Each voucher is valid for the date nominated (until midnight of the date nominated) for exemption from the restrictions on parking in 1P, 2P, 3P and 4P areas in a resident's precinct, but does not include "resident only" permit zones.

To be eligible for visitor's vouchers you must:

- be a resident of the City of West Torrens

The following is required to be submitted at the time of application:

1. Completed Visitors Voucher Application Form
2. Proof of residency (see below section "Proof of Residence" for more details).
3. Full payment of the applicable fees (refunded if your application is declined).

Parking exemptions

Parking exemptions are available to meet the last minute short term parking needs for:

- Tradespersons providing services to the resident's property where there is insufficient capacity to park on-site or it is impractical for trade vehicles to park on-site, and
- Visitors to the resident's property who need to park for longer than the restricted time in areas designated as one hour parking or greater.

To apply for an exemption please contact Council at least one full working day before the work is to be carried out with the vehicle details which require an exemption. Tradespeople are responsible for making contact with Council so exemptions can be processed. Only eligible vehicles are entitled to a parking exemption.

Proof of residency

Owner/Occupier - Driver's licence and current Council rate notice or other bill (such as a current utility bill, no more than 3 months old) in the applicant's name indicating the applicant's address. (Note that bills for insurance, RAA membership, bank statements, broadband and mobile phone accounts are not accepted as supporting evidence)

Tenant - Drivers Licence and current tenancy agreement of 6 months or more or current rent receipt or letter of tenancy from the landlord or real estate agent.

How to lodge your application

Fees are payable when you lodge your application. To do this, you can either:

- **MAIL**- Your completed application form with all relevant documentation with a cheque, or money order to: The City of West Torrens, 165 Sir Donald Bradman Drive, Hilton SA 5033
- **TELEPHONE**- Return your completed application form with all relevant documentation and tick the box on the application form for a Service Centre Officer to phone you during office hours to arrange payment using your credit card.
- **IN PERSON** - Bring your completed application form with all relevant documentation to the Council Civic Centre, 165 Sir Donald Bradman Drive, Hilton. During business hours, (8.30am - 5pm Monday - Friday).

PLEASE NOTE- Applications may take up to 2 weeks for processing single permits and up to 3 weeks for requests for two permits at a residence due to the requirement of site inspections.

Parking Permits/Vouchers - Conditions of use

1. Permits are to be used by domestic vehicles, that is, vehicles with the main purpose of carrying passengers (including sedans, station wagons, vans, 4WD vehicles or motorcycles).
Vouchers/Permits do not apply to:
 - unregistered vehicles
 - trailers in excess of 6x4, trucks, taxis, boats, buses, caravans
 - long vehicles (7.5 metres or over)
 - heavy vehicles (4.5 tonnes gross vehicle mass or over).
2. The permit *allows* the permit holder to park a nominated vehicle in the designated street/precinct:
 - beyond the time limit displayed in 1P, 2P, 3P and 4P areas in the relevant street/precinct
 - in resident only permit zones in the relevant street/precinct.
3. The permit is NOT valid for:
 - time limited zones of less than an hour; and
 - prohibited zones such as clearways, no parking, no stopping areas; and
 - parking contrary to any other Australian Road Rules.
4. A permit *does not guarantee* a permit holder a specified parking space near their property or in the street/precinct to which the permit applies, nor does it guarantee kerbside street parking will be available at all times.
5. Permits are not to be used for private benefit, e.g. parking close to your work or parking close to shops.
6. Visitors vouchers must be filled in with the vehicles registration number and the date of the use. These details must be clearly marked with a permanent marker such as a texta or pen (not a pencil). **The voucher will be invalid and the time restrictions on the parking sign will apply if the "date of use" is overwritten or written in pencil.*
7. Visitor vouchers are only valid for:
 - the nominated precinct to which it applies;
 - date of use marked on the voucher, until midnight of the nominated date; and
 - the vehicle whose registration is marked on the voucher.
8. A vehicle specific permit is not transferable and is only valid for the vehicle whose registration is shown on the permit.

9. All parking permits must be displayed as follows on the vehicle to which it applies:
 - Laminated permit or paper voucher-on passenger side of the dashboard or bottom passenger corner of the windscreen
 - Adhesive or electrostatic permits- attached to the bottom passenger side corner of the windscreen
10. All details on the permit/voucher must be fully visible and legible from the outside of the vehicle. If the permit is not fully visible, the permit is not considered valid and Council will issue a parking expiation for parking contrary to applicable parking restrictions.
11. Expiations will not be waived for parking contrary to permit conditions or parking contrary to the parking restrictions before a permit has been approved and issued.
12. Residential, Business and Community Parking Permits expire after 12 or 24 months (as elected on the application form and specified on the permit). Applicants must reapply for a permit before the end of the nominated period. Whilst Council may send a reminder notice to applicants, the onus remains with the applicant to apply for a new permit as required.
13. Renewal of permits is not guaranteed. Council will take into account numerous factors, including the number of permits already issued for a precinct, the level of demand for kerbside parking before approving further applications. Further information relating to the process can be located in the Parking Permits and Exemption Policy on our [website](#)
14. When a vehicle subject to a vehicle specific permit is sold during a permit year and replaced with another vehicle, the owner must apply in writing to Council for the permit to be reassigned to the replacement vehicle. Replacement Fees apply
15. A permit remains effective until:
 - the permit reaches its expiry date; or
 - the vehicle is sold, disposed of (unless approval to reassign the permit to a replacement vehicle has been obtained), or
 - the vehicle owner ceases to reside at the address to which the permit applies; or
 - the vehicle ceases to be used for providing home care to a resident (Community Services Permits only); or
 - a breach of the permit conditions results in a cancellation of the permit:
16. If circumstances change and the permit holder no longer meets the criteria for a permit, the permit is no longer valid and must be destroyed or returned to Council.
17. Permit/Voucher holders are strictly prohibited from selling, leasing, transferring or assigning permit vouchers to any other persons or vehicles for any use that is not permitted under this policy.
18. Any breach of permit conditions may result in cancellation of the permit. The permit holder will be notified in writing of the cancellation and the reason(s) and no refund will be payable in these circumstances.
19. A refund of the fee will not be made when a permit holder moves from the address or disposes of their vehicle without replacement.
20. Council may refuse future applications to person/s who have misused permits or breached permit conditions. Reasons will be provided in writing for any such refusal.

Grievances

Any person who is affected by the decisions made by Council, employees of the Council or other persons acting on behalf of the Council may lodge a request for an internal review. Details are provided in Council Policy [Internal Review of Council Decisions](#)