

## **FAQ for RPS virtual permit system – updated 19 June 2020**

### **1. What are RPS permits? Who can get one? How long do they last for?**

Resident Parking Schemes provide increased opportunity for residents to park their vehicles on the street adjacent to their properties by introducing period parking restrictions in residential streets and exempting eligible residents from time restrictions. Resident Parking Schemes are designed to discourage non-residents looking for long term parking in residential streets. The permits run from 1 November each year until 31 October the following year. So if you purchase a permit on 21 November, it will last almost a full year, until 31 October the following year, and if you were to purchase a permit on 2 June, it would last until 31 October of the same year.

### **2. What are RPS areas? Do I live in one? Can I use my RPS Area 3 permit in RPS Area 8?**

RPS permits are only for Mosman residents living in identified RPS areas.

There are a number of different RPS areas within Mosman, and each permit is valid only for the specific area. An RPS Area 1 permit is valid only for parking in RPS Area 1, for instance, and not for parking in RPS Area 2.

A map of the RPS parking areas can be found at <https://mosman.nsw.gov.au/residents/transport/parking-permits/>.

### **3. What's the difference between foreshore parking permits and RPS permits?**

Foreshore parking permits are available to all Mosman residents (and non-residents, at a significantly higher cost) and allow holders to park in Balmoral, Clifton Gardens, The Spit, Bradleys Head Road and Rosherville Reserve (shown in the map at <https://mosman.nsw.gov.au/residents/transport/parking-permits/>). Foreshore permit holders don't need to buy a ticket to park in these foreshore areas (though they do need to print out a free ticket to display at Balmoral Esplanade and Bradleys Head Road), but the time limits for parking in the area still apply.

RPS permits are for specific streets within Mosman, and only residents of those streets are eligible to apply for permits.

### **4. Are there visitor permits? How long do they last for?**

Residents living in RPS areas are eligible to apply for up to 40 visitor permits per year, with the first 10 being granted free. Each visitor permit lasts for 24 hours, with the starting time being set by the resident through Council's online permit system. A resident does not need to hold an annual RPS permit to obtain visitor permits, but does need to be living in an RPS area.

### **5. How much do RPS permits cost?**

Fees for RPS permits can be found in Mosman Council's Schedules of Fees and Charges, available at <https://mosman.nsw.gov.au/council/policies-forms/forms>

### **6. If I apply half-way through the RPS term, is it cheaper?**

No. RPS prices are the same regardless of when they are purchased.

## **7. What are the benefits of digital permits?**

The digital permit system allows applicants to apply for and obtain permits online without the need to come to Council's offices. It reduces the need for paperwork, speeds up processing, and allows greater flexibility when changing vehicles. If changing cars, a permit holder can log into the system and change their registration (up to four times per year), instead of having to come into Council. The new system also enables visitor permits to be managed flexibly, and reduces the temptation for fraudulent behaviour with permits. In addition, permit holders will no longer need to change the stickers on their cars each year.

## **8. When can I apply for RPS permits?**

Permits can be purchased throughout the year. The permits for the next RPS year (starting 1 November) are usually available to purchase in mid-October.

## **9. Will I get a sticker? If not, how will rangers know I've got a valid permit?**

There are no RPS stickers. Permits are digital, meaning that the right to park in the relevant RPS area is registered in a software system. Rangers type in the registration number of the vehicle into a mobile device, which informs them if the vehicle is permitted to park in that area.

## **10. What happens if I do not have a valid permit?**

If you park in an area for a length of time that requires you to have a permit and you do not have one, you will be issued an infringement notice and fined.

## **11. What do I do if I wish to contest an infringement notice?**

If you have received an infringement notice that you believe was issued incorrectly, please contact Revenue NSW, through which you can request a review.

## **12. Are foreshore parking permits digital too?**

Yes. Council launched digital foreshore permits in June 2019.

## **13. Do I need a debit or credit card to use the online system?**

Yes. Debit and credit cards from Visa, Mastercard and American Express are accepted. Obligation-free debit cards can be purchased from Australia Post for this purpose if you do not already have one.

## **14. Do I have to use the online system?**

Yes. If for some reason you are unable to use the online system from your home or mobile device, you can visit Council's offices to have a customer service team member assist you. Council provides an electronic kiosk for use in applying for permits. The system will still administer the permit, but you will receive assistance to obtain your permit.

## **15. Can I change the vehicle that my permit applies to?**

Yes, up to four times per year for free. This is to cover instances of having your normal vehicle serviced or buying a new vehicle.

**16. Does my driver's licence need to be up-to-date to apply?**

Yes. RPS permits will only be awarded when an applicant's driver's licence is up-to-date with their Mosman address.

**17. How is eligibility for RPS permits determined? Can I check how many permits I am eligible for?**

Different dwellings within RPS areas are eligible for up to three permits depending on the number of off-street parking spots the dwelling has, and also on if it is a unit or a house. For houses, the number of eligible permits is three minus the number of off-street parking spots the house has. For semi-detached dwellings, the number of eligible permits is two minus the number of off-street parking spots the dwelling has. For units, it is one permit minus the number of off-street parking spots the unit has.

If you are unsure how many permits your property is eligible for, you can check by contacting Council.

**18. How does Council ensure that people are eligible for a permit?**

The online system checks against Council's master property database, which contains information about the number of eligible permits for each property and how many have already been granted.

**19. What if the system isn't working for me?**

If you are experiencing problems with the system, please get in touch with Council on 9978 4000 during normal office hours or email [parking@mosman.nsw.gov.au](mailto:parking@mosman.nsw.gov.au).