YOUR GUIDE TO
Parking Permits

At Community Gateway Association (CGA), we are committed to helping tenants and leaseholders access parking in their local community where CGA-owned land is designated for this purpose.

Recognising that parking space is a high priority, our parking permit scheme provides an effective way to ensure that tenants and leaseholders have priority access to available parking. This scheme also allows CGA employees and contractors to park in areas with limited spaces to deliver essential services efficiently.

What is CGA's car parking permit system?

CGA's restricted parking zones are managed and enforced by Spring Parking Limited.

All vehicles parked in these zones must clearly display a valid permit sticker on the front windscreen. Permits must be valid and in date and match the vehicle registration number held in our system. Make sure your permit is visible and up to date to avoid penalties.

Parking permits are available to CGA tenants, household members of a CGA property, leaseholders and tenants of CGA commercial units located within or near a designated zone. Due to limited number of spaces, permits are not issued to non-CGA tenants in or near these zones. Restricted parking areas are clearly marked with Spring Parking Limited signage and any unregistered vehicles found parking in these zones may receive a fine.

How to apply for your parking permit

To receive your free parking permit, you need to submit an application to us. If you are applying for more than one vehicle, please complete the online form separately for each one.

You can submit your application here: www.communitygateway.co.uk/parking-permits

If you have any questions or need help with the online form, please call our Tenancy Services Team on **0800 953 0213 (option 2).**

What happens after you apply?

Once your application is approved, you will receive a permit sticker in the post. This must be placed on your front windscreen straight away.

The permit is linked to your specific vehicle registration, so if your registration changes at any point, please let us know so we can update our records. These records are used by Spring Parking Ltd to check that vehicles are covered by a valid permit during enforcement.

Please note that permits are only available to CGA tenants, non-tenants are not eligible. Be sure to check the Spring Parking Ltd signage at each restricted parking zone for more detailed information. Vehicles parked without a valid permit in a restricted zone may receive a fine.

My registration plate has changed, what should I do?

If you have a new personalised plate or have changed your car, please let us know straight away so we can update your permit details.

However, if you have transferred an existing personalised plate to your new car, you do not need to do anything, we only need your registration number, not the car's make or model.

Can I get a permit for my visitors?

If you already hold a parking permit for your car, **you are eligible to apply for one visitor parking permit per property**. This will be issued at a cost of £10.00.

If you do not have a car, you can still apply for one free visitor parking permit. This will be assigned to a specific vehicle registration number and cannot be transferred to other vehicles.

If you have a carer, your carer is eligible for a free parking permit (whether or not you have a car and permit yourself). To apply, you need to provide proof of the carer's registered status as well as their vehicle registration number.

Contact us

If you have any questions, please contact our Tenancy Services Team:

- Call: **0800 953 0213 (option 2)**

- Email: **customerservices@communitygateway.co.uk**

- Visit our office: **Harbour House, Port Way, Preston, PR2 2DW (Monday - Friday 10am - 4pm)**

- Visit our website: **www.communitygateway.co.uk/parking-permits**

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: Complete the form **www.communitygateway.co.uk/ complaints-and-compliments**

- Email: **complaints@communitygateway.co.uk**

- Phone: **0800 953 0213 (option 6)**

- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**

- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**

Scan Here

To learn more about our Customer Service Commitments, the level of service you can expect and how you can help us.

Scan Here

To access our video library, where you can listen to our guides in English, Arabic, Polish, Hungarian and Persian.

Request this guide in a different format

If you require this guide in a different format, such as larger print or in a different language, please contact us on **0800 953 0213 (option 6)**

community gateway

www.communitygateway.co.uk