

RESIDENT PARKING SCHEME (RPS) – PARKING EPERMITS



Lifestyle and opportunity @ your doorstep

Council Contact Details

Customer Service Centre 1 Pope Street, Ryde NSW

Post Locked Bag 2069, North Ryde NSW 1670

Email cityofryde@ryde.nsw.gov.au

Phone (02) 9952 8222

TTY (02) 9952 8470

Fax (02) 8026 0887

INSTRUCTIONS ON HOW TO USE THE EPERMIT SYSTEM

If you are accessing the system for the first time.

Click [here](#) to check if your property is in a City of Ryde Resident Parking Scheme (RPS) area.

If your property is in a RPS area, you will need to sign up for an ePermit account. Use the Sign Up button.

The user account is based on your email address, and after signing up, all future correspondence regarding ePermits will be via this email address.

Applying for ePermits

When applying for ePermits, the system will calculate the number and type of permits you are eligible for, using the number of off street spaces on your property and the number of vehicles registered to the property. The type of permits you can apply for will be displayed on the screen.

If there are available permits for your property

Select the type of permit you would like to apply for (Resident or Visitor). You will need to upload supporting documentation such as proof of residency and, if applying for a Resident permit, documents that prove the vehicle is registered or housed at the property. Please see examples at www.ryde.nsw.gov.au/rps

Each property within a RPS area is eligible for 1 x Visitor permit. The permit **MUST** have the vehicle registration attached. Instructions on changing a Visitor permit's vehicle registration number are outlined below.

If the property is eligible for permits but no permits are available

If there are already permits attached to this property (from previous tenants / previous owners) this may reduce the number of permits available to apply for. If you are a new tenant / owner, you may have to ask Council to cancel existing permits if they are no longer valid. You can call Customer Service on 99528222 (option 2) to assist.

Once you have completed the application and pressed "Submit", the application will be PENDING.

The application will be assessed within 3-5 working days, and emails tracking the process of the application will be sent to your nominated email address.

Whilst a permit application is in any status except "GRANTED" you can not use this to negate timed restrictions – only permits with status "GRANTED" can be used.

Changing the vehicle registration associated to your granted Visitor permit

Sign in to your ePermit account [here](#).

Select your granted visitor permit, and hit "Update vehicle"

You can then change the vehicle registration. Please ensure to check the registration you have entered. This will remain associated with your permit until you change it.

You will receive an email outlining the change to your permit. It is the permit holder's responsibility to ensure the vehicle registration is entered correctly.