

Beginning your Application

Instructions on How to Apply for a Resident School Streets Exemption

The Resident School Streets Exemption allows eligible residents to apply for permission to access their own street during restricted times. To submit your application successfully, please follow the step-by-step guidance below and ensure that you have all the required documentation ready before you begin.

This exemption is free of charge to eligible residents.

Step 1: Creating a Customer Account

Before you can apply for a Resident School Streets Exemption, you will need to create an online customer account through the Parking Permit Portal.

If you **already hold a valid residential parking permit**, you will already have an account and can proceed directly to Step 2. If you **do not currently have an account**, please follow the instructions below:

1. Visit the Permit Portal by typing the following link into your web browser:
kingston.tarantoportal.com/Permits/Account/SignIn
2. On the sign-in page, select “**Register for an Account.**”

Register for a new account

Complete the details below and click the Save and continue button in order to register for a new customer account

Email address *

Confirm email address *

Password *

☒ Show Password

Confirm password *

☒ Show Confirm password

Save and continue

Cancel

3. Complete all required fields, including your full name, contact number, and email address. Once the information is entered, click **“Save and Continue.”**
4. You will receive an **activation email** at the address you provided. Open this email and follow the link to activate your account.
5. After activation, log in to your new account and complete your profile details. Ensure that your **customer type, postal address, and contact information** are entered accurately, as this information will be used to verify your eligibility for the exemption.

Customer type

First name *

Last name *

Contact number *

What is your address?

Postcode *

Find address

House number or name *

Organisation

Address line 1 *

Address line 2

Address line 3

Address line 4

Save and continue

Step 2: Applying for the Exemption

Once your account has been successfully activated and your details have been entered, you will be directed to your **Permit Portal main page**. This is where you can manage your existing permits and apply for new ones.

To begin your Resident School Streets Exemption application:

1. Select **“Apply for a Permit”** from the menu options.

My Permits

[View my permits](#)

[Apply for a permit](#)

2. Choose the relevant **Resident School Streets Exemption** option from the list of available permits.

Permit type
School Street Permit (Residents)
Description
Available to residents who live on the School Street subject to the Terms & Conditions
Actions
Apply

3. The system will guide you through the process step by step, outlining what information and supporting documents are required.
4. Carefully review all information before submission to ensure accuracy, as incomplete or incorrect applications may result in delays.

Once submitted, your application will be reviewed by the Permits Team. You may be contacted via email or phone if any additional information or clarification is required.

Step 3: Preparing Your Supporting Documents

To complete your application, you must upload clear electronic copies (either scanned or photographed) of documents that confirm your **residential address** and **vehicle ownership**. These documents must be current, legible, and meet the requirements listed below.

Proof of Address

You are required to provide **two documents** as proof of address. Acceptable documents include:

- Council Tax statement or bill
- Tenancy agreement
- Utility bill (please note that mobile phone bills cannot be accepted)
- Driving licence
- Bank statement

Document validity:

- At least **one document must be dated within the last 3 months**
- The **second document must be dated within the last 6 months**

Vehicle Verification

You must also provide **one document** that verifies ownership, lease, or insurance of your vehicle. Acceptable documents include:

- Vehicle logbook (V5C) registration certificate showing your name and current address
- Vehicle insurance document displaying your name, address, and vehicle details
- Formal hire or lease agreement, if your vehicle is leased, clearly showing your name and current address

Ensure that all documents clearly display your **full name and current residential address**, as discrepancies may delay the processing of your application.

Step 4: Submitting and Monitoring Your Application

Once all required documents have been uploaded and your form is complete, you may submit your application through the portal.

You will receive an email confirming receipt of your application. Processing times may vary depending on demand, but you will be notified as soon as a decision has been made.

You can check the status of your application at any time by logging into your Permit Portal account and navigating to the **“My Permits”** section.

Need Assistance?

If you experience difficulties creating an account, uploading documents, or completing your application, please do not hesitate to contact the Permits Team for support:

- **Email:** rbk.permits@apcoa.com
- **Telephone:** 0345 319 9636
- **Operating Hours:** Monday to Friday, 9:00am – 5:00pm

The team will be happy to assist you with any questions or technical issues you may encounter throughout the process.