

Foreshore Parking Permits



Frequently Asked Questions – Residential Ratepayers

Lifestyle Capital of Victoria

Why are permits not delivered with my annual Rate Notice anymore?

Following a review of how we previously provided permits to residential ratepayers we recognised that the process could be improved.

Many residential ratepayers indicated they were unaware that their permits were included in their rate notice and had accidentally discarded them, while others told us they were not received.

The new process makes it easier for everyone, and allows those eligible to apply online from their computer, smartphone or table to receive their permits to their residence.

Alternatively, if an eligible resident prefers, they can still visit one of our customer service centres and register for a permit over the counter.

This new process also ensures permits that are unused, unneeded or unwanted are not unnecessarily printed. This is both better for the environment, and saves money.

The process also ensures Council is able to keep accurate records of permits distributed, allowing us to provide a better customer experience and streamlined service. This also makes it easier for eligible residents to receive a replacement permit should they purchase a new vehicle or move/purchase a new property.

How do I register for my permit?

You can register online or in person at a Council customer service centre (Frankston, Langwarrin or Seaford) from August 2020.

Do I need any documents or identification proof to register?

No. You just need to provide us with your full name and address, which we can then match against your records.

How long will it take to receive my permit after I have registered online?

During the peak period (Aug-Nov 2020) we will endeavour to get your permits out as quickly as we can. Ratepayers can expect to receive their permits within a maximum of 21 days of registering, possibly sooner.

Can I collect my permit from a Council customer service centre the day I register?

Yes, permits can be registered for and collected on the spot from our Langwarrin, Seaford or Frankston customer service centres.

How long is my permit valid for?

All ratepayer permits are valid until September 2023. The expiry date is printed on your permit.

How many permits can I register for?

Ratepayers are entitled to two permits per property. If there are more than two vehicles requiring permits in the household, additional permits can be purchased up to a total of 5 permits per property.

What happens if I need to replace my permit?

If you need to replace your permit for a genuine reason, such as a windscreen replacement, or a purchase of a new vehicle, we will happily provide you with one free-of-charge. You will be asked to provide documentation supporting the reason why you need a replacement.

Replacement permits can also be applied for online or at a Council customer service centre.

What if I don't have proof?

If you simply misplaced your permit or cannot provide documentation to support a genuine need for replacement, you will need to provide proof of eligibility and pay a 'lost permit' fee of \$60. This can be done online, or in person and will then be assessed and posted out to you upon approval.

Where does my permit allow me to park free-of-charge?

Please note, parking time limits are strictly enforced.

- Waterfront North and South car parks, Pier Promenade, Frankston
- Waterfront No.2, Nepean Highway
- Nepean Highway, Frankston – beachside between Olivers Hill and Pier Promenade
- Frankston Life Saving Club car park, Wells Street, Frankston
- Frankston Yacht Club car park and Long Island Drive (2 Hour Limit), Frankston
- Seaford Life Saving Club, Seaford
- Keast Park, Seaford