



13 January 2021

The Resident

[Address]

**[Suburb] [State] [Postcode]**

Dear Resident

### **REMINDER - ELECTRONIC PERMIT SYSTEM (E-PERMITS) IS NOW LIVE**

The City is pleased to advise that the new electronic parking permit (e-Permits) system went live on 3 November 2020 for all current residential parking permit holders. The response to date has been excellent, with over 50% of eligible residential parking permit holders already signing up.

This letter serves as a reminder for you to create your e-Permits account as soon as possible, which you can do by visiting [www.epermits.vincent.wa.gov.au](http://www.epermits.vincent.wa.gov.au). The website has a step-by-step guide and an instructional video to help you create and manage your account.

If you have any difficulty or concerns with accessing, setting up and/or managing your account, please contact the City's Ranger Administration team on 9273 6022 during the office hours of Monday to Friday 8am to 5pm or by email at [mail@vincent.wa.gov.au](mailto:mail@vincent.wa.gov.au); we would be happy to assist and welcome your feedback.

In order for your account to be created, you will be required to enter a unique access code at the time of setting up your account. Your unique access code is **[Unique\_ID]**.

To assist you during this transition period, the City will continue to honour your current paper permits until the end of January 2021.

For everything you need to know about the new system, please visit [www.vincent.wa.gov.au/e-permits](http://www.vincent.wa.gov.au/e-permits).

Once you have set up your account, the City would very much welcome your feedback on the process by completion of a short 2 minute survey available at [www.vincent.wa.gov.au/e-permits](http://www.vincent.wa.gov.au/e-permits) (located within the FAQs under "Tell us what you think about E-Permits". Alternatively, a hard copy of the survey can be requested at the City's Library and Local History Centre, 99 Loftus Street, Leederville.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ryan Daly'.

Ryan Daly

**A/MANAGER RANGER SERVICES**