

Port Stephens Park Free Permit

Guide for tenants

Renting in Port Stephens? **Get free parking permits for up to 5 vehicles!**
This permit is typically for those leasing a residential property or on a long-term lease in a mobile/manufactured home estate.

Here's how to apply online:



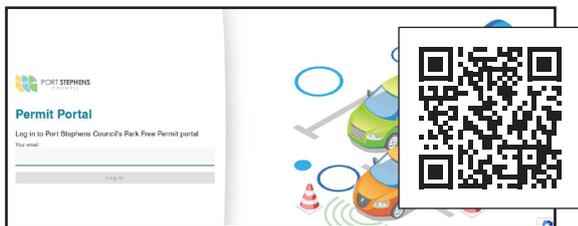
Step 1: Get ready

- Make sure you have the applicable pages of your Residential **Tenancy Agreement** ready to upload. These pages must clearly show – the property address, names of all leaseholders, and start and end dates of the lease.
- Ensure all vehicles you want a permit for are registered to a **street address within Port Stephens**.



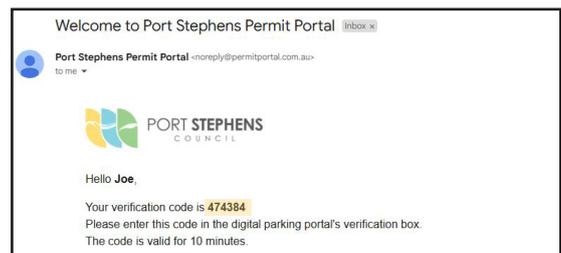
Step 2: Log in to the Permit Portal

- Go to the Port Stephens Council Park Free Permit Portal portstephens.permitportal.com.au
- Enter your **email address**.
- Click '**Log In**'.



Step 3: Verify your code

- Check your email inbox for a **6-digit code**.
- Enter this code in the pop-up box on the screen. Click '**Confirm Code**'.



Step 4: Start your application

- If it's your first time using the portal, you'll need to complete your registration. Enter your details and click '**Register**'.
- Once logged in, you'll be on the Home Page.
- Click on '**Apply for a permit**'.



Step 5: Select applicant type

- Choose '**Tenant**' as your applicant type.



Step 6: Enter property details

- Type in your **property address** and select it from the drop-down list.
- You'll see information about your available permits. Click **'Continue'**.



Step 7: Add your vehicles

- Click the **'Add'** icon.
- Enter your **vehicle registration** in the pop-up box (no spaces or characters). Click **'Confirm'**.
- Repeat this process for each vehicle you want to add (up to 5). Click **'Continue'** once all vehicles are added.



Step 8: Upload your Tenancy Agreement

- In the 'Documents and notes' section, click the **'Upload file'** button.
- Upload the applicable pages of your **Residential Tenancy Agreement**. If you upload the wrong document, click the **'Trash bin'** icon to remove it.
- Click **'Continue'** once the document is uploaded.



Step 9: Review and submit

- Carefully **review all the details** on the 'Review and submit' page.
- **Read and agree to the declaration** by clicking the tick box.
- Click **'Submit permit request'**.



Step 9: Check your email

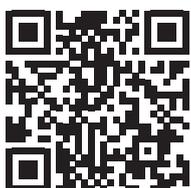
- You'll receive an email with the outcome of your application.
- **Approved:** If all details are correct, your permit will be automatically approved.
- **Rejected:** The email will explain the reason for rejection.

Important note

Although all permits are automatically approved, all tenant permit applications are reviewed by Council. You may receive a follow-up email regarding your application, potentially advising of cancellation if the provided documentation is insufficient or further information is required. Follow the instructions in the email to resolve any issues.

Need to fix a rejected application?

- Go to the **'Home'** page or click the **'Account'** icon and select **'Manage existing permits'**.
- Click on the rejected permit to see the reason.
- **Cancel the rejected permit** and submit a **new application** with the correct information.



More information

Learn more about Smart Parking in Port Stephens at pscouncil.info/smartparking. If you need further assistance, please submit an online enquiry via our website or contact us on **4988 0255** and press 3 to speak to our support team.



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COUNCIL