

Resident Visitor Voucher permit Terms and Conditions

Eligibility
For the prevention and detection of fraud, the Council may carry out automated checks to establish that applicants reside at an address provided - including checks against Electoral Roll and Council Tax data
You must be aged 18 or over to be eligible for a permit
Evidence
If your residency is not confirmed by automated checks of Electoral Roll and Council Tax data, you will be required to submit proof of residency - a digital copy of one of the following documents as evidence of your address: 1.A signed assured shorthold tenancy or the letter of completion from your solicitor in which they confirm the property is for your residency only 2.Letter from HM Revenues or Department of Work and Pensions, signed and recently dated 3.A signed Housing Association or Council Tenancy Agreement 4.Driving License photo identity card showing updated address within the Controlled Parking Zone (CPZ)
To be eligible for our concessionary visitor permits, you will also need to confirm if you are aged 65 or over, or registered disabled and provide proof to reflect this. This could be a copy of the following: <ul style="list-style-type: none"> ■ Age criteria: <ul style="list-style-type: none"> ◦Birth certificate ◦Drivers license ■ Disability criteria: <ul style="list-style-type: none"> ◦Disabled Persons Freedom Pass or Blue Badge ◦Letter from Department for Work and Pensions that states that the residents are in receipt of Disability Living Allowance, Personal Independence Payment or Attendance Allowance. ◦For those registered blind (severely sight impaired), we would need to see a copy of the CVI certificate.
Where and when required, it is the responsibility of the applicant/account holder to upload or provide the documents requested during the account and/or permit application process.
General
Failure to follow these terms and conditions may result in parking enforcement action and the cancellation of your permit
Force Majeure: Parking permit validity will not be affected by a Force Majeure Event - that which is beyond the reasonable control of the Council including but not limited to strikes, lock-outs or other industrial disputes (whether involving the workforce of the Owner or any other party), failure of a utility service or transport network, act of god, war, riot, civil commotion, malicious damage, compliance with any law or any governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, pandemic, storm or default of suppliers or subcontractors.
In line with the Council's fraud protection policy the Council may also share this information with other bodies responsible for auditing or administering public funds for fraud prevention and detection purposes

Permit holders must ensure their account and contact details are up to date, that all the information provided is correct, and must renew any permit(s) on time.
Permits are not transferable between permit holders and the Council reserves the right to take the strongest possible action against anyone found to be buying on behalf of, selling to, or offering permits (including visitor parking permits) for sale to any third party. This action includes the permanent suspension of, or deletion of, a permit or permit account.
The Council reserve the right to amend the terms and conditions at any time.
The Council will carry out random checks and you may be required to submit further supporting information about your entitlement to a permit at any time
The Council will issue a virtual permit where and whenever possible.
Virtual and paper permits purchased from the Council remain the property of the Council at all times.
When applying for, renewing or maintaining your permit account, you confirm that you understand and accept the Council's current terms and conditions
Where a permit has been cancelled for a breach of the terms and conditions, the Council will take reasonable steps to notify the customer prior to the cancellation of the permit - but where these steps have been exhausted the customer may not receive prior notification of cancellation of the permit
Parking places / bays
A permit does not guarantee a parking space.
Parking places may be suspended by any person duly authorised by the Council or the police.
Permits are not valid in shared use bays, Pay by Phone Only Bays, Business Only Bays and any other specific use bays.
The permit holder must not park in a parking place where signs indicate it is suspended. The Council will endeavour to provide advance warning of a suspension. However, if an emergency arises, the suspension may be put in place without notification. Therefore, it is important that the permit holder checks their vehicle daily.
The resident visitor permit entitles a vehicle to park in resident or permit holder only bays within the CPZ in which they reside.
The vehicle must be parked within the bay markings.
Permit tariffs
Permits are priced in accordance with the Council's prevailing fees and charges.
Postal submissions
Where submitting documents by post to support a permit application, you must include the permit reference number provided
Refunds
Permits are non-refundable
Usage
Residents and visitors are responsible for checking the hours of the CPZ
You may only have 2 daily visitor permits in use at any time. Use of any more than 2 daily visitor permits at a time automatically invalidates the 3rd and subsequent permits in use. The 3rd and subsequent use will be determined by the start time of the permits in use. If more than 2 permits are active at any time, then we may issue a PCN to vehicle displaying the 3rd and subsequent permits.

Vehicle
The Council will carry out automated checks to verify vehicle data, including engine size, type, emissions data and vehicle dimensions.
The vehicle must not exceed 2.27 metres in height and 5.25 metres in length.
You are responsible for ensuring that the times and date of permit use, and the associated vehicle registration mark(s) you assign to the permit are correct for each use of a permit