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		Review date	October 2021
		Version No.	V.1

North East Lincolnshire Council

Residents Parking Guidance

Guidance on the introduction of Residents Parking Schemes

Document History			
Date	Amendments made	By Whom (name/job title)	Stakeholders Approval (Name, Job title / Organisation)
26/09/18	APPROVED	Cabinet	

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1. Introduction

This document replaces the Residents Parking Policy March 2013.

This document has been developed to provide a consistent framework for implementing, amending or removing Residents Parking Schemes (RPS) in North East Lincolnshire residential areas and sets out a clear set of guidance under which schemes will be considered and operate whilst taking into consideration the various needs of the resident's and other road users across the Borough.

This Residents Parking Policy should be read in conjunction with the North East Lincolnshire Council Traffic Regulation Order (TRO) Guidance.

2. Parking Restrictions in Residential Areas

There are many locations where the demand for on-street parking exceeds the available on-street capacity. The public do not have the statutory right to park on the highway. The only legal right is to pass and re-pass on the highway. However, it is often a requirement to introduce parking restrictions such as Residents Parking Schemes, to more effectively manage on street parking and to discourage commuter or visitor parking in residential areas.

The most suitable solution to managing on street parking will be guided in part by whether the excess demand is from residents or from non-residents (e.g. commuters, shoppers).

3. What is a Residents Parking Scheme

A Residents Parking Scheme (RPS) provides a means by which parking places or restrictions can be introduced for use by permit holders, to give parking priority to residents rather than to commuters and visitors to the area. For the majority of locations, any on street parking issues tend to be, on a Monday – Friday or Monday - Saturday.

North East Lincolnshire Council's preferred method of introducing permit parking for residents is through a 'Controlled Parking Zone' (CPZ).

A CPZ is used to restrict parking on a wider area and will comprise of a number of adjacent streets, which would form a catchment area for defined area(s) of parking.

Each CPZ is given a unique reference and parking is only allowed for a limited time unless you have a permit. In order to make full use of the available on-street parking and for effective operation, any permit holder for a specified CPZ may park anywhere within that Zone with the exception of on any part of any road which may covered by additional restrictions (e.g. double yellow lines). The CPZ may also include streets that do not allow any parking.

Residents Parking Scheme:

A Residents Parking Scheme (RPS) is the same as a CPZ however is usually only applied to an individual street.

A CPZ or an RPS is implemented by means of a Traffic Regulation Order (TRO). The TRO restricts parking but exempts permit holders.

The purchase of a permit will not guarantee a parking space and a designated space will not be reserved immediately outside of your property.

4. Displacement

The introduction of any restrictions in one street is likely to have an impact on parking in adjacent streets, and could potentially encourage non permit holders to park on these adjacent streets.

Displacement is where vehicles that currently park in an unrestricted location may move to park on other adjacent streets, when an RPS or CPZ is introduced.

As a result and in order to address the potential future parking issues that this may cause for residents in those adjacent streets, the initial design of an RPS will consider the introduction of a scheme over a wider area to minimise the impact of displacement.

All streets within the proposed zone will be consulted within the stated time parameters on consultation on the proposals and invited to partake in the scheme. Following consultation, those streets that were incorporated, through consideration of displacement, into the potential RPS or CPZ, which express a wish not to participate in any form of scheme, will be excluded from the proposals.

However, subject to legal and due process, a scheme will still be progressed for those streets that initially requested a scheme.

5. Applying for a Residents Parking Scheme

North East Lincolnshire Council will only investigate the implementation of an RPS on the submission of the 'Residents Parking Scheme Application Form' which can be found on line at <https://www.nelincs.gov.uk/roads-parking-transport/parking/residents-parking-scheme/>

The application form must demonstrate that there is a significant level of support and absence of clear opposition from residents within the zone/street who would wish to be included in any scheme.

In addition, the applicant is required to submit evidence that their local Ward Councillor (s) and Town or Parish Council (where applicable) are aware of their request. This evidence should be an email/ written correspondence informing of the application.

The Traffic team will acknowledge receipt of the application form and provide a unique scheme reference number to the applicant within 5 working days of receipt.

6. Assessment and Prioritisation

To ensure that all requests for a new or amended RPS are assessed in a fair and consistent manner, any request will be investigated, an initial assessment undertaken and the applicant, Ward Councillor(s) and Town/Parish Councils (if applicable) informed of the assessment outcome and timescale for delivery within 12 weeks of receipt by the Traffic Team.

The initial assessment process includes:-

- Site visit, desktop assessment and initial investigation into the feasibility of a scheme.
The feasibility study will consider:-
 - Is there sufficient on-street parking capacity for a scheme to be practical
 - The average occupancy levels during weekdays and Saturdays and the peak resident parking levels.
 - The impact on the local community (e.g. any impacts on road safety, waste collection
 - If any alternative measures may be more appropriate, such as alternative restrictions
 - Whether a prospective scheme would be an extension to an existing RPS or a new Zone
- Requests will be prioritised on the following basis:-
 - Date of Application
 - A significant number of residents have demonstrated that they are in favour of a scheme

Where an RPS is deemed to provide an appropriate solution, this will be added to the TRO forward programme. Where all other factors have an equal weighting, those requests for an RPS that are received the earliest will be taken forward with a higher priority.

7. Annual Forward Programme

The Traffic Regulation Order (TRO) Guidance document contains further information on the TRO Programme.

8. Residents Parking Scheme Design

The design of an RPS has to take into account the location and the wider impact of any introduced scheme on the community.

If North East Lincolnshire Council considers that the implementation of an RPS may be an appropriate solution to the parking issues identified by local residents, the scheme will be designed, considering the following main factors :-

- **Displacement**

Where any scheme includes streets that have not submitted an RPS request or have not been included on the initial request, but which are considered may be impacted on by displacement, a survey will be undertaken within the displacement area to:

- Inform residents of the initial request for the introduction of an RPS and also of the area under consideration including any streets where it is felt displacement may have an impact,
- Seek feedback on the availability of off street parking, the number of vehicles at the property, the times and extent of parking difficulties, support for the introduction of a scheme and willingness to purchase a permit.
- Ensure residents are aware of the permit charges that would apply

- **Narrow Streets**

The criteria for Narrow Streets, contained in the TRO Guidance document, will apply to the design of any RPS.

- **Hours/ Days of Operation**

The standard operating period for an RPS/CPZ is Monday to Friday, 8am – 6pm, although some variations of restriction periods may be required within schemes to reflect more localised parking issues and wider community needs.

- **Limited Waiting Periods**

A scheme design will take into account the needs of the wider community. Any new RPS may require a balance of different restrictions including:

- Permit Parking (for permit holders to park)
- Limited Waiting (short stay parking for non-permit holders)
- No Waiting at Any Time (double yellow line)
- No Waiting during a specific period (single yellow line)
- Prohibition of loading restrictions

In addition, a review of any current restrictions will be undertaken.

- **Traffic Signing and Road Markings**

All signing and on street markings must be in accordance with the Traffic Signs Regulations and General Directions 2016.

For CPZ's, signs are erected on the entry to the zone to inform drivers of the restriction period and the majority of Zones will have marked parking bays on the carriageway. Within CPZ's all kerbside space has to be restricted.

The above criteria are a guide only. However, it is important to consider a scheme on its own merit and the above may be adjusted to suit any specific requirements of a particular location.

- **Additional restrictions**
As part of the scheme design, it may be necessary to introduce further restrictions at specific locations within a road or street which are not considered suitable for parking, such as narrow lengths of roads or to protect visibility at junctions.
- **Management and Enforcement**
Any scheme must be able to fund its ongoing management and enforcement, without any additional cost to the Council i.e. the scheme must pay for itself through the purchase of sufficient permits.

9. Key Stages and Timescales in Implementing an RPS

The making of a permanent TRO is subject to the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996. These Regulations impose various statutory requirements on a Local Authority prior to making an order and it is the Local Authority's responsibility to ensure a fair process is undertaken that complies with these requirements when introducing a TRO.

North East Lincolnshire Council follows national best practice by carrying out informal 'pre consultation' with those residents and businesses which will be directly affected, on any proposed new TRO, prior to the formal advertising of the proposed order.

From starting the pre consultation to implementation, it currently takes approximately 40 weeks to bring a Residents Parking Scheme into operation that has clear support amongst residents. As a matter of course business owners will be consulted as well as Ward Councillors. More complex or contentious RPS may take longer.

The key stages listed below do not take into account the 12 week assessment, prioritising and programming period as outlined in Sections 6 and 7, with Stage 1 starting after these have taken place.

Stage	Description	Indicative timescale*	Statutory Requirement
SCHEME DEVELOPMENT & CONSULTATION		12 WEEKS	
1	Develop a preferred scheme and seek initial feedback from Ward Councillors	6 weeks	N
2	Letter drop with plan of proposals issued to residents and businesses directly affected to seek feedback.	3 weeks	N
3	Review the feedback received. Advise Ward Councillors, residents and businesses of the outcome.	3 weeks	N
DEMOCRATIC PROCESS		10 WEEKS	
4	Submit a report to the Portfolio Holder requesting approval to make a TRO for the preferred scheme	10 weeks	N

LEGAL PROCESS		18 WEEKS	
5	Draft the Traffic Regulation Order (TRO) for the preferred scheme and send to NELC Legal for review	4 weeks	Y
6	Advertise the Notice of Intent to make the TRO	1 weeks	Y
7	Statutory 21 day advertising period for formal objections to the proposed Order to be received.	3 weeks	Y
8	Review of formal objections received during the statutory 21 day period in conjunction with the NELC Legal team.	4 weeks	Y
9	If no objections are received, seal and make the TRO	1 week	Y
10	Advertise the Notice of Making of the TRO (within 14 days of sealing the Order)	1 week	Y
11	Install the required traffic signing and road markings on site. (Subject to availability of a suitable Road Marking Contractor)	4 weeks.	Y
PERMIT APPLICATION			
12.	Invite Residents to apply for permits (In conjunction with Stage 10)	1 week	N
13.	Process permit applications (In conjunction with Stage 11)	4 weeks	N
SCHEME OPERATIONAL		40 weeks	

10. Communication

Communication on the progress of TRO's will be undertaken at regular intervals during the process identified in Paragraph 9.

This will include, but not be limited to:-

- Publication of the annual TRO Forward Programme following approval by the Portfolio Holder
- Early engagement with Ward Councillors / Town / Parish Councils at Stage 1
- Email to Ward Councillors, applicant and Town/ Parish Councils on commencement of each stage of the process.
- Monthly TRO programme update to Members summarising the current position.

11. Review of Existing RPS

Once operational, Residents Parking Schemes will be reviewed annually to ensure that there continues to be a significant uptake of the scheme to ensure its financial viability.

The Council will look at the number of permits issued for an individual scheme against the potential available carriageway space. If the number of issued permits falls below 50% the

scheme will be referred to the relevant Portfolio Holder for consideration, following which North East Lincolnshire Council may consider the scheme to be no longer financially viable and remove the scheme or open the scheme to residents in adjacent streets.

12. Removing an RPS

In some cases, residents within an existing RPS may decide that it no longer serves the purpose for which it was implemented and they want the parking restrictions removed.

Any request to remove an existing scheme must demonstrate that there is a significant level of support and absence of clear opposition from residents within the zone/street and that the Ward Councillor(s), Town or Parish Council (if applicable) are aware of the request

North East Lincolnshire Council will then carry out an investigation to see what impact removing the RPS will have on the wider area. This will include a resident's survey to all properties within the scheme.

13. Blue Badge Holders

Blue badge holders are only permitted to park on any yellow line restrictions within the RPS, for up to 3 hours. The badge and time clock must be displayed.

Blue badge holders who are resident within the scheme must purchase a Resident Parking Permit to park within the designated residents parking area.

14. Permit Application Process

Residents wishing to purchase a permit must read the Residents Parking Policy – Permit Scheme Terms & Conditions and complete the application form (Appendix x) found online at

www.nelincs.gov.uk/roads-parking-transport/parking/residents-parking-scheme

Completed application forms, with all supporting documents must be sent to:-

Parking Services, PO Box 493, Grimsby, DN31 1HU or

Email carparkingissues@nelincs.gov.uk attaching all supporting documents.

Residents Parking Scheme Application Form

Request for Resident Parking Scheme to be:

- Introduced
- Revoked



Area in which investigation is to be carried out (*Insert street(s) wishing to participate*):

Total Number of Properties in Street/Area: _____
 Total Number of Properties with no access to an off-street parking facility (forecourt, drive, garage etc.): _____

Property Address	Do you support the introduction of a Residents Parking Scheme	How many permits would you need to purchase?	Signature
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Yes <input type="checkbox"/> No <input type="checkbox"/>		

Date: 18 October, 18	Originator: DA	Rev. by: LO	Version 3.0
TITLE:	Residents Parking Policy – Permit Scheme Terms & Conditions		

Purpose

This document outlines the Terms & Conditions relating to residential parking permits.

Permit Duration

Once issued permits will be valid for a 12 month period.

All new applications and renewal requests should be submitted no less than 5 working days of the date of commencement or expiry. We cannot accept any responsibility for Penalty Charge Notices incurred as a result of late application.

Should an applicant be a new home owner or new tenant and as a result not be able to provide all of the eligibility documents applicable to the permit for which they apply (as specified on the application form) a temporary permit may be issued for a limited time (typically 4 weeks) to allow the applicant sufficient time in which to provide them (also see ‘Temporary Permit’ below).

Permit Type

Permits will be issued virtually by way of an E-permit. The E-permit will be issued by creating a virtual record of the applicants vehicle registration mark (VRM) so that it can be identified as a vehicle exempt to the residential parking restrictions. This record will be uploaded to the handheld devices used by Civil Enforcement Officers for the term of the permit. As the E-permit is for a specified VRM there is a requirement that permit holders notify Parking Services prior to any change of VRM , even if only temporarily. Should this be a permanent change a copy of the new V5C document must be provided to Parking Services once the permit holder has received this document from the DVLA.

Occasionally, when exceptional circumstances apply we may issue a hard copy permit. This would then need to be clearly displayed in the vehicle so that a Civil Enforcement Officer may read all of its details.

Permit Quantity

There is no limit to the number of permit applications that may be submitted per eligible property.

Please be advised, there may be times when no carriageway space is available due to an influx in visitors, tradesperson’s, vehicles parked in contravention, etc. Therefore, we must state that the issue of a residents parking permit does not guarantee the availability of a parking space outside an individuals’ property, nor in the designated scheme area.

Temporary Permit

We understand that when moving into a property it may not always be possible to complete an application as not all of the required documents are available. Therefore, new tenants / house owners may be issued a temporary permit for approximately four weeks to allow additional time to provide a complete application. To qualify for a temporary permit the applicant should

provide a copy of either the tenancy agreement or a letter from a Solicitor confirming the house purchase. The relevant payment applicable to the permit for which they apply should also be made. A permit for the full term will then be issued upon receipt of a full application pack including the required documents specified therein. If for any unforeseen circumstances the application is then declined, a full refund will be given.

Visitor Permits

Visitor permits also contain an expiry date although this may vary. This is typically in excess of 12 months, these are issued in batches of 8 permits and it is anticipated that these will be used prior to expiry. Each permit is single use and is valid for one single date. We cannot replace/refund any unused or expired visitor permits.

These permits are only valid in the zone specified and may not be transferred for use in other zones.

Tradespeople

Although we appreciate that a residential parking scheme is implemented in locations where there is a desire to protect on-street parking availability for residents to park their private vehicles, occasionally residents may require work to be carried out on the property and therefore a provision must be made for the associated vehicles in the form of a Trade Parking Waiver.

A Trade Parking Waiver allows temporary parking, where parking restrictions normally apply. In most cases a vehicle will not be required in order to carry out the work as tools and equipment can be easily loaded/unloaded and then the vehicle moved to an unrestricted location. However, in instances when the vehicle is required for an extended period (For example, if the vehicle is being used as a workshop) it may be deemed necessary to apply for a Trade Parking Waiver. These should be applied for by the Tradesperson as they will be better equipped to demonstrate their needs. Waivers should not be applied for out of convenience or to avoid a parking charge. NELC reserve the right to refuse an application. For further information on Trade Parking Waivers visit:

<https://www.nelincs.gov.uk/roads-parking-transport/parking/trade-parking-waiver/>

In instances when a Trade vehicle wishes to park in proximity to a property within a residential parking zone in excess of one day it may be more appropriate to apply for 'Visitor Permits' to achieve this. These can be acquired by the resident. However, the Tradesperson may also apply for these if they can verify the work to Parking Services by way of documentary evidence such as a copy of the job sheet or quote.

Carers

Occasionally residents who reside within a residential parking zone may require a level of care within their home. This could range from an informal arrangement with a family member to a visit from a health professional.

As such the scheme offers free permits to carers. In all instances any application made for a permit should be completed by the carer or care provider rather than the resident. The onus is on the carer / care provider as there may be multiple carers from different providers visiting a single property so we must establish their individual needs. Further to this it will better help us understand the type of permit to be issued. Typically these would be E-permits assigned to specified vehicles but in

some instances where this is not possible (as the vehicle is never the same) a hard copy permit may be considered.

Support will be based on an individual's needs. This could vary from expert personalised services to helping with day-to-day tasks for those who otherwise would struggle to manage alone. In some instances it may not be essential that the vehicle be parked in proximity to the residence in order to administer care. As such the carer should demonstrate the requirement for a permit by way of a letter from a Care Organisation, Doctor or Social Service Provider on headed paper detailing the address visited and brief details as to why a permit should be issued to help us verify the requirement for a permit.

As it is unlikely a carer applying for a permit will reside within the scheme area, no proof of residence or V5C documents are required as part of the application pack.

Once the circumstances have been considered and an application has been approved the appropriate permit will then be issued. Any decisions made hold no precedent and the circumstances will be annually reviewed upon application. We reserve the right to refuse a permit application should we deem a permit is not necessary under the circumstances.

Motorcycles

There is no requirement to obtain a permit for a Motorcycle. Motorcycles can park for free within North East Lincolnshire and are therefore exempt.

Business Premises

Where a business premises is located within a Residents Parking zone then the following will apply:

- If a business owner or a staff member reside within the business and have a vehicle registered to that property they may apply for a permit at the standard rate (£45.00).
- Should the business owner or a staff member wish to obtain a permit as they have a vehicle registered at the property for business purposes but they do not themselves reside at the business address they may apply for a permit at the business rate (£150.00).
- If a business owner or a staff member do not reside nor have a vehicle registered at the business address they will not be able to apply for a permit. As such alternative parking provision should be sought. The scheme is designed to protect the parking provision for residents.
Guest Houses, Hotels, B&B's, etc.
- Should a permit be required for a guest residing in the establishment for a period less than 6 months this can best be achieved by acquiring visitor permits.
- Should a permit be required for a guest residing in the establishment for a period more than 6 months and this can be demonstrated by way of a tenancy agreement and they have a vehicle registered at the property they can apply for a permit at the standard rate (£45.00).

Commercial Vehicles

Commercial vehicles will not be eligible for a residents permit unless it can be shown that the vehicle is registered to a qualifying address and that the vehicle is less than 3,500kg MGW. This can be evidenced by way of a V5C document (log book). Discretion may be shown if a resident is required by the vehicles owner to have the vehicle at their home address for the purpose of emergency call outs or work purposes.

Vehicles Registered Abroad

If a vehicle is registered to an applicant residing within a location subject to residents parking restrictions but the vehicle is registered abroad the resident may still apply for a permit at the standard rate. However, if after 6 months the vehicle has not been registered with the DVLA at the address qualifying for the permit then the permit may be revoked and no refund will be given.

We will not accept applications for foreign vehicles when these are not registered to the applicant (for example, registered to a company abroad).

At the point of application we will accept a copy of the registration document and/or evidence of motor insurance to verify the vehicle is not registered in the U.K. The applicant will then be responsible for providing a V5C document within the first 6 months from the date of permit issue.

Company Vehicles

If a resident has a company vehicle they may apply for a permit at the standard rate should they be able to demonstrate by way of a letter from the company that the resident is the keeper of the vehicle and that it will predominately be kept at the residents address. The letter should be written on Company headed paper and be signed by a Company Director. A letter from the company will be required upon each renewal application.

Reminders

Reminders may be sent out in some instances. However, we cannot guarantee this service. We therefore cannot accept responsibility for any Penalty Charge Notices issued from failure to apply for or renew a permit. The responsibility lies with the applicant to apply in a timely manner.

Payments

Permits will not be issued prior to receipt of payment. Payment must be made in full at the time of application. There is no provision for payment by instalments and no concessions available for those in receipt of benefits.

Change of Vehicle / Refunds

Parking Services should be notified at least 48 hours in advance wherever possible, of any change to vehicle registration details held, to enable the permit to be transferred to the new vehicle.

Should a permit be issued and then the applicant no longer requires the permit as they no longer own a vehicle, they may retain their permit entitlement until such a time that they acquire a new vehicle so long as said vehicle is acquired prior to their permit expiry date. In the event that the permit is not transferred to a new vehicle prior to its expiry no refund will be given for the period that the permit was not in use.

Once a permit has been issued, should the applicant no longer require the permit as they no longer reside at an eligible property they must notify Parking Services. The permit will be revoked and no refund will be given.

Applications – Ineligible Property

We occasionally receive applications from individuals who reside outside of or adjacent to a scheme area. The eligible properties where residents may apply for a permit will be predetermined before a scheme commences. It is not advisable to extend the scheme to those living outside of the scheme area.

This is to ensure that a scheme does not become over prescribed.

In some instances there may be exceptional mitigating circumstances that warrant scheme inclusion. Therefore we reserve the right for discretion when considering these applications. Any decisions made hold no precedent and the circumstances of the applicant will be continually reviewed.

Data Protection

North East Lincolnshire Council in partnership with ENGIE collects and processes your personal data for the purpose of managing and enforcing the residential parking scheme areas. We will process your personal data at all times in accordance with the Data Protection Act / General Data Protection Regulation. To see our Full Privacy Notice please visit our website: <http://www.nelincs.gov.uk/privacy>



RESIDENTS PARKING PERMIT

APPLICATION FORM

Zone: (Please tick one of the boxes below)

College Street Somersby Street / Fildes Street

Elm Road / Elm Avenue Glebe Road

Please read & understand all sections prior to completing & submitting your application form.

Section 1 Your details (must be completed)

Applicant's details:

Title

Name

Business name
(If applicable)

Postal address:

Property number/name

Street

Town

Postcode

Telephone

E-mail

(By giving us your contact details, you are consenting to us contacting you regarding your application)

I am: (Please tick)

Applying for the first time

Renewing my existing permit

Section 2 Your vehicle details (must be completed)

Registration Number	
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Section 3 Permit types, fees & payment information

Please indicate the type of permit you require and attach copies of your supporting documents, as requested. For more information on what we will accept see 'Proof of residence' in Section 4, Paragraph 1.

If applying for more than one permit please complete one application form per permit required.

Type of Permit you require	Cost	Supporting documents required
<input type="checkbox"/> Private Residents Permit	£45.00	1. Proof of residence (detailed in Section 4) 2. Copy of V5C (log book)
<input type="checkbox"/> Business Permit	£150.00	1. Copy of V5C (log book)
<input type="checkbox"/> Disabled Resident	Free of charge	1. Proof of residence (detailed in Section 4) 2. Copy of your blue badge (both sides) 3. Copy of V5C (log book)
<input type="checkbox"/> Carers Permit	Free of charge	1. Letter from Care Organisation, Doctor or Social Service Provider on headed paper detailing the address visited to verify the requirement for a permit to be issued. Application should be completed by the Carer/s requiring a permit. No Proof of Residence or V5C documents required.
<input type="checkbox"/> Daily Visitor Permits (book of 8)	£16.00	1. If you are a resident please provide proof of residence (detailed in Section 4) OR 2. If you are a Tradesperson please provide proof of work. For example, a copy of job sheet or quotation.
Motorcycles	N/A	No application/permit required

Payment:

Please contact 01472 326290 (option 2) with your Debit / Credit Card details ready and ask for a Reference Number.

Card Payment Reference Number:

For office use only:

Issuing date

Start date

Expiry date

Section 4 Information concerning acceptable documents

1. Proof of residence

Copies of the following documents need to be submitted with your completed application form:

- **Council Tax Bill** (or Recent Utility Bill if property is rented), showing your name and the address you are applying for (Utility Bills should be dated within the last 3 months).
- **Tenancy Agreement** (if property is rented), showing your name and the address you are applying for.

2. Proof of vehicle eligibility

- **Vehicle Registration Document** (V5C - Log Book), showing the vehicle registration mark, your name (or the business name if applying for a vehicle registered to a business located within a scheme area) and the address you are applying for. **Alternatively**, if the vehicle is a company vehicle and therefore not registered at an eligible address, a letter must be provided from the company, stating that you are keeping the vehicle at the address stated above. The letter should be on Company headed paper and include the vehicle registration mark.

Please note: We understand that when moving into a property you may not immediately have all of the required documents to complete your application. Therefore, new tenants / house owners may be issued a temporary permit for approximately four weeks to allow additional time to provide these. Should you wish to acquire a temporary permit please provide a copy of your tenancy agreement or a copy of the letter from your Solicitor confirming the house purchase. You will also be required to make a payment for your permit. A permit for the full term will then be issued upon receipt of a full application pack including the required documents applicable to the permit for which you apply. Due to unforeseen circumstances should your application be declined, a full refund will be given.

Section 5 Applicant responsibilities

1. Once your application has been processed, we will contact you and inform you on the outcome. It is important to note that **you are not entitled to park your vehicle in the location you are applying for prior to the issue of your permit** (e.g. because you have made a payment and/or you have submitted and application form). The issue of the permit is subject to eligibility, evident by the application form, supporting documentation and payment. You must also allow time for the permit to be processed in full (see below).

2. It is your responsibility to renew your permit, minimum 5 working days prior to its expiry date. We also recommend allowing at least 5 working days when applying for the first time. If your application is for a permit in a newly implemented residential parking scheme area you may wish to allow additional processing time.

3. Should you change your vehicle or use a hire car, you will need to advise Parking Services, minimum 2 working days in advance, to enable a replacement/temporary E-permit to be arranged.

Please note: Failure to comply with the above may result in the issue of a Penalty Charge Notice. Please also take a moment to read the Terms & Conditions document prior to submitting an application.

Section 6 Contact Details and Complaint Procedure

You may contact Parking Services by telephoning 01472 326290, option 2 and making a service request. During weekdays, an officer will contact you within 48 hours of your request. Alternatively, e-mail us at: carparkingissues@nelincs.gov.uk

In order to improve, Parking Services welcomes feedback. We want to hear about your experience with the services. If you are happy / unhappy about anything in relation to service delivery, then please contact us give us the opportunity of addressing your issue first.

If you have an issue that you feel requires escalation, then please visit www.nelincs.gov.uk and refer to the corporate complaints procedure.

Post your application form, together with all supporting documents required, to: **Parking Services, PO Box 493, Grimsby, DN31 1HU**

or

Email your application form, attaching all supporting documents required, to: carparkingissues@nelincs.gov.uk