

Resident and Visitor Permit Terms and Conditions

Who can get a parking permit?

Any resident of an eligible property. **Please be aware that many more recently constructed properties are not eligible for permits.**

These include most properties built since 2000 within the city centre (and all those in the central 'Castle' area), and all properties within any permit parking area built since July 2004, unless they have been built with their own permit scheme.

If your permit scheme was introduced after July 2004, only properties that were occupied at implementation are entitled to permits. Conversions and subdivisions of older properties are considered to be 'recently constructed'.

The date of occupation is taken to be the day on which the property was registered for Council Tax purposes.

Please be aware that...

The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.

Refunds, exchanges, lost or damaged permits

Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements.

An allowance will be made in the event that you change your vehicle or move to an alternative address within a permit entitlement against the issue of the replacement permit, subject to an administration charge of £16.

If your permit is lost or damaged, please let us know. Replacement permits cost £16.

Permit validity

A permit or scratch card is only valid in on-street permit parking spaces of the parking zone for which it is issued. Signs near each permit parking bay will identify the parking zone.

A permit or scratch card does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.

A parking permit is not valid for use across a dropped kerb for pedestrian or cycle use at any time or to a private driveway or garage without the express consent of the user of that drive or garage.

Displaying a permit or being in possession of a virtual permit does not override any other restrictions (eg. car club bays, limited waiting bays, single/double yellow lines)

Conditions of use of the visitor permit clock

- The clock is for use by, and on behalf of, a permit holder only.
- It must be displayed with a valid parking permit, issued for use with the clock in the windscreen, or side window, and must be visible, together with the permit at all times.
- When in use, it must be set to the time of arrival (the nearest next 5 minutes).

The use of a visitor permit will be invalid if:

- a false time of arrival is displayed on the clock
- the clock is not displayed with the associated permit
- the time on the clock is reset after parking
- the time limit of the permit is exceeded (this is four hours)
- the vehicle is reparked within the permit zone within four hours

How long does it take to process a permit application?

For virtual permits please allow up to 2 working days for your application to be processed subject to the correct documentation being provided.

For all other permits please allow up to 5 working days from the receipt of your application and the correct documentation being provided to be processed and permit(s) posted to you.

Paper permits are sent by 1st class post.

Please note: When making an online permit application, your payment is accepted on the basis that appropriate proof documents have been attached to your application.

Renewal reminders

Our reminder service is provided as a courtesy only, normally 30 days prior to expiry. We strongly recommend that you make a note of when your permits expire as it remains the responsibility of the permit holder to check the expiry date of their permit and renew accordingly.

Parking Permits for your Own Vehicle

Who can get a resident permit?

Any resident of an eligible property, who owns or keeps a car.

Is the permit specific to a particular vehicle?

Yes

What proof is required to enable the issue of a permit?

1. Residency – resident must provide proof of residency (dated within three months)

- Bank statement
- Council tax
- Household bill
- Mortgage agreement
- Tenancy agreement

2. Proof of vehicle ownership (must show address of property for which permit is requested along with vehicle registration number)

- Vehicle registration certificate (V5C, available from the DVLA)
- Valid insurance schedule
- Valid insurance cover note
- Official bill of sale

The council will accept scanned or photographed copies of original documents that can be submitted electronically, as well as hard copies of the original documents.

Please note: When making an online permit application, your payment is accepted on the basis that appropriate proof documents have been attached to your application. If we have to ask you to provide additional proofs the permit will not become valid until after these have been checked and confirmed as acceptable.

What is the nature of the permit and how many can I have?

The current resident permit is a virtual permit which details the vehicle registration number on which the permit is valid, and the zone in which it can be used.

Eligible households in the city centre can have one permit; those in the outer areas can generally have two, although some properties are restricted to one only. The Fellowes Plain development is a 'Visitor only' permit parking scheme.

What type of vehicle they can be used on?

Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length.

How each permit can be used?

Vehicle specific permits will exist as a virtual permit. If a vehicle isn't displaying a visitor's or other on street permit for the zone or housing car park in which it's parked our civil enforcement team will scan the registration plate to determine if a virtual permit exists for the vehicle in question.

A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.

How long does it take to process a permit application?

For virtual permits please allow up to 2 working days for your application to be processed subject to the correct documentation being provided.

For all other permits please allow up to 5 working days from the receipt of your application and the correct documentation being provided to be processed and permit(s) posted to you.

Please note: When making an online permit application, your payment is accepted on the basis that appropriate proof documents have been attached to your application.

Parking Permits for your Visitors

Is the permit specific to a particular vehicle?

No, but the permit must only be used on a vehicle being used by someone who is staying in or visiting your home or is in your company other than in your place of employment or education.

What proof is required to enable the issue of permits?

Residency – resident must provide proof of residency (dated within three months)

- Bank statement
- Council Tax Bill
- Household bill
- Mortgage agreement
- Tenancy agreement

The council will accept scanned or photographed copies of original documents that can be submitted electronically, as well as hard copies of the original documents.

What is the nature of the permit and how many can I have?

The visitor permit scheme offers a 'short stay' permit, with a clock allowing visits for up to four hours, plus a system based on scratch cards, each valid for one day only for longer visits.

Up to 60 'one-day' scratch cards can be issued per eligible household (in minimum quantities of ten in the city centre, and twenty elsewhere) per rolling calendar year. Visitor permits and scratch cards are zone specific.

What type of vehicle can they be used on?

Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length.

How each permit can be used:

- The 'short stay' permit must be displayed, with the clock, set to the time of arrival, and allows up to four hours parking and cannot be reused on the same vehicle within the zone within four hours.
- The scratch card must be completed with the date of use fully exposed.
- The permit or scratch card must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle.
- A permit or scratch card does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.
- Permits are only valid for use on the dates shown on the permit.

- Scratch cards are only valid for use on the date exposed, and up to 10am on the following day. Scratch cards beyond their expiry date are no longer valid. You may use more than one scratch card at once if you have more than one visitor. A scratch card will be invalid if more than one day, month or date is exposed.

SCRATCH CARD INSTRUCTIONS FOR USE

1. Ensure you are parked in the correct Zone which is detailed on the permit
2. Validate the permit by scratching one panel from each of the following sections;
 - a. Date
 - b. Month
 - c. Year
 - d. Hour
 - e. Minutes (to next 5)
 - f. AM or PM

The time on the permit should be demonstrated in hours and minutes.
3. To park longer than the time stated on the face where allowed, use additional permits. Validate any additional permits to start from the expiry time of the previous permit, and then display all permits side by side.
4. Place the permit faceup so it can be clearly seen from outside of the vehicle preferably on the kerb-side of the dashboard.
5. The issue of a permit does not guarantee the holder a parking space, nor does it render the Council subject to any liability in respect of any loss or damage to any vehicle in a parking place or the contents or fittings of any such vehicle.
6. The permit is issued and shall be used in accordance with the terms of the relevant Formal Order.
7. This permit remains the property of the Borough Council of King's Lynn & West Norfolk.

CONDITIONS FOR USE

The permit may only be used in accordance with the terms & conditions under which it was issued. Failure to comply with the published conditions may invalidate this permit.

A Penalty Charge Notice maybe issued if you;

1. Overstay the time purchased.
2. Fail to display a validated permit.
3. Encroach into any adjacent bay.
4. Park in any Zone/Location that you are not entitled to.
5. Fail to display the permit correctly so it can be clearly seen from the vehicle.
6. Use the permit outside the terms, under which it was issued.

No refunds or exchanges will be given on the purchase of this permit.