Housing Car Park Resident Permit Digital **Terms and Conditions**

Who can get a parking permit?

Housing parking permits are available to residents who live in homes that are associated with an off street car park. Please check My Norwich for further eligibility details.

Permit Usage:

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.

The driver of a vehicle must not allow that vehicle to wait in a marked disabled bay unless the vehicle displays a valid disabled badge and a parking permit for that resident car park. Signage is not required in Disabled Badge bays provided the disabled bay markings are clear and visible.

Vehicles may wait in Resident car parks providing they display a valid permit for that parking place and designed with no more than 15 seats and which weighs no more than 2 tonnes unladen weight.

The driver must not wait in a parking place other than completely within the markings of a single bay.

A vehicle must not be parked in such a way as to obstruct another vehicle, garage entrance, dropped kerb or other area requiring access. Vehicles must not park on yellow lines in front of garages, even if there is a permit sign in place.

A permit is not considered valid if the vehicle does not have valid tax. If a vehicle is SORN'd the permit will be deemed invalid.

The issue of a parking permit does not entitle the holder to reservation of any individual parking space except in the case of a parking permit allowing a vehicle to wait within a garage.

A vehicle may wait in the resident's car park in Douro Place and Charles Square without displaying a permit, provided the period does not exceed thirty minutes.

Vehicles may wait in any resident car park for up to 10 minutes to allow the driver to board or alight and/load unload personal luggage or to collect a visitors permit. This includes Taxis waiting to collect.

Removal vehicles in the act of moving are exempt from restrictions and prohibitions on resident car parks. Although they are not permitted to overnight park.

Resident car park restrictions and prohibitions do not apply to marked vehicles being used by the Police, Fire Brigade, Ambulance, Royal Mail and Vehicle recovery services (RAC and AA) in the execution of their duties

Commercial vehicles delivering to resident addresses are permitted to load and unload with respect of observation there must be 10 minutes of casual observation and evidence to support that loading/unloading was not being undertaken. Officers will bear in mind deliveries include reasonable time to locate an address and completion of relevant paperwork.

Statutory undertaking such as Water/Gas/Electricity/Telecommunications may wait in any resident car park whilst being used for necessary works such as laying, erection, alteration or repair of sewers, pipes/ apparatus for supplying gas, water, electricity and telecom equipment.

Dispensations and on street permits are not considered valid authorisation to wait. Vehicles will be deemed to be parked in contravention if displaying these permits/vouchers and expecting exemption to the car park prohibitions and restrictions. Apart from those car park conditions that apply in item 3.

A maximum number of three PCNs shall be issued to a vehicle in any one week parked continuously in one place at a particular site and in contravention. Vehicles found in this condition are to be reported to a Team Leader who will brief other Officers on the vehicle status until the matter is resolved. Further issuing of PCNs will be on the authority of the Parking Manager or agent.

Any vehicle identified by attachment of a seven-day notice is undergoing an abandoned vehicle enquiry and will be ignored for enforcement purposes. However, report these incidents for briefing purposes.

Foreign registered vehicles are not exempt from parking regulations. Officers should issue such vehicles a PCN if parked in contravention.

Grassed areas on housing land will be enforced as double yellow lines if signage is present.

A motorcycle may wait in any resident car park without displaying a permit.

Refunds, exchanges, lost or damaged permits

If you change your vehicle you will need apply for a vehicle change permit via the Mi Permit system, you will need to provide proof of new vehicle ownership at your address. Changes incur an administration fee which can be found on our website.

If you move to another council property where there is a housing scheme car park, you will need to apply for a permit as a new applicant.

Permit validity

Permits are only valid for use in the residents' car park it is issued for.

Entry signs to the car park and signs near each permit parking bay will identify the housing car park.

How Your permit must be used

Resident Housing permits are virtual, however, holding a virtual permit 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.

How long does it take to process a permit application?

Applications are regularly reviewed but may take up to 72 hours to process.

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 Residents

Is the permit specific to a particular vehicle?

Yes – This will be a virtual permit linked to your registered vehicle registration.

What proof is required to enable the issue of permits?

You must provide two documents, one proof of residency & one proof of vehicle ownership.

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

- Bank statement
- Household bill
- Mortgage agreement
- Tenancy agreement
- Norwich City Council rent card.

Proof of vehicle ownership (must show address of property for which permit is requested)

- Valid insurance schedule
- Valid insurance cover note
- Vehicle registration certificate (V5 C, available from the DVLA)
- Official bill of sale

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

The current housing resident permit is a virtual permit issued through the Mi Permit system, which details the vehicle registration number on which the permit is valid, and the car park in which it can be used. Eligible households can have one permit.

What type of vehicle can they be used on?

Vehicles may wait in Resident car parks providing they display a valid permit for that parking place and designed with no more than 15 seats and which weighs no more than 2 tonnes unladen weight.

How each permit can be used:

- Permits can be used by residents to park in your designated Resident Housing car Park only in accordance with the rules listed at the start of this document, listed under 'Permit usage'

- Users must park in marked bays only
- Parked vehicles must not cause an obstruction.
- Vehicles displaying Permits must be moved if requested by a police officer, civil enforcement officer or Parking Operations.
- A Permit does not guarantee a space to park.
- Parking Operations reserves the right not to honour any fraudulently used permit.