

# **Parking Permits Terms and Conditions of Issue & Use.**

V 1.0 2020

## Introduction

This document sets out the County Council's Terms and Conditions of issue and use relating to parking permits currently provided by the Council. The Council reserves the right to withdraw or cease issuing any permit type or introduce a new permit as and when required.

- Section 1 - General Terms
- Section 2 - Permit Parking
- Section 3 - Trade Permits (formerly dispensations)

### 1. General Terms

- This document sets out the information required to request each of the permit types available, and the way in which they should be used.
- Charges apply for the consideration, administration and issuing of permits. These charges vary by permit type and are reviewed on a regular basis by the Council's Cabinet. Current fees and charges can be viewed in Appendix B of the current consolidation order on our website.
- Obtaining any item described in this document through false or inaccurate information or using a permit in a way not prescribed within these Terms and Conditions may result in the immediate cancellation of the permit. DCC will retain any money paid and refunds will not normally be given.
- In making an application for any of the permits offered by DCC, the applicant authorises DCC to make any further checks as DCC sees fit to validate the data provided. Applicants may be asked to supply documentary proof of residency, business use or ownership of vehicles
- Any person making a false statement for the purpose of obtaining a residential zone parking permit shall be guilty of an offence (Section 115 (2) Road Traffic Regulation Act 1984).
- DCC reserves the right to refuse an application or renewal of any permit described in this document if there has previously been a fraudulent application made or repeated misuse of a permit by the applicant.
- In applying for any permit described in this document, an applicant accepts our terms and conditions.
- DCC reserves the right to update this document and vary the terms, conditions and charges from time to time or as required due to legislative changes and amendments of any Traffic Regulating Orders.
- All permits issued by DCC whether issued as a physical permit or permission granted by means of a virtual permit remain the property of DCC.
- A physical permit should be returned to DCC when no longer required.

- Annual permits are valid for one year from the date of issue and can be renewed online or by telephone. Permits are only valid for use in the zone, road or location specified on the permit.
- Customers needing to alter a permit during its valid period are required to notify the council in writing of the change of vehicle registration number and provide photographic or physical evidence that the permit to be replaced can no longer be used. i.e. a photo of a cut up permit or returned by post.
- We can only accept permit change requests or requests for permits to be cancelled from the person whose name appears on the permit and is believed to be the permit holder.
- You should not be using more than one active resident permit at any time. If a vehicle is observed to be displaying more than one active permit for different zones, the Council may consider the first permit issued invalidated by the most recently issued permit and issue a Penalty Charge Notice.

*The expiry date and sequential numbering of the permit will identify which permit was issued first.*

- Devon County Council (DCC) will act as a “data controller” for any personal data that you provide to us. As such, we will ensure that the data given us is processed in line with our organisation’s Data Protection Policies and in line with your rights under the Data Protection Act 2018 and the EU General Data Protection Regulations. We will not pass your personal information to external individuals or organisations unless there is a legal obligation to do so. To find out more about how DCC will use your personal data, you can read our Penalty Charge Notice Privacy Notice online at [www.devon.gov.uk/roadsandtransport/parking/](http://www.devon.gov.uk/roadsandtransport/parking/)

## **2. Parking Permits**

### **2.1 Devon County Council offers the following permit types.**

- Resident Permit
- Visitor Permit
- Business Permit
- Business Charity Permit
- Essential Visitor Permit
- Guest House Permit
- Stover Country Park Season Ticket
- Grand Western Canal Season Ticket
- Annual Trade Permit
- Annual Trade Permit (Landlord or agent)
- Daily/Weekly Trade Permit
- Doctor/vet permits
- Care Worker Permits
- Park & Cycle Permits
- Parking Waivers

The terms and conditions of issue and use vary, and are set out in the following sections.

Charges apply and can be found in Appendix B of the current Traffic Regulation Order.

## 2.2 Resident Permit Terms and Conditions

1. A maximum of 2 resident permits can be issued to a household, except to the households in the following schemes;
  - Budleigh Salterton A, Exeter S1 and Salcombe can only buy 1 permit
  - Salcombe 2<sup>nd</sup> home owner permits are valid between 1<sup>st</sup> November and 31<sup>st</sup> March
  - Appledore (The Quay & Torridge Road), Sidmouth A, Burlescombe Sampford Peverell. Bonafide residents have no specified limit, although the issuing authority reserve the right to limit the amount of permits issued and the permit must be used subject to the conditions on the application form.
2. A complete list of eligible towns and roads can be found in Appendix A of the current traffic regulation order and on our open data pages. Both are available online on DCC's parking web pages.
3. A property's continued eligibility to qualify for permits where a property is redeveloped after a scheme has been implemented and started is at the discretion of the Council.
4. Parking Permits are issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they remain the property of the Council.
5. Resident zone permits may only be used by the named person it is issued to, who can provide upon demand evidence of ownership or tenancy of the address, along with evidence of car ownership or permitted use of the registration number stated on the permit.
6. You **MUST** be a resident of the property to hold a resident's permit. Resident's permits are not issued to landlords or property owners.
7. Any person making a false statement for the purpose of obtaining a residential zone parking permit shall be guilty of an offence (Section 115 (2) Road Traffic Regulation Act 1984).
8. A resident's permit shall include the following information which must be visible and displayed in the relevant position;
  - a) the registration number of the resident's vehicle (or a variation agreed by the issuing authority)
  - b) the expiry date of the permit
  - c) the zone in which it is valid for use
  - d) an authentication that it was issued by the issuing authority
9. Physical printed parking permits **MUST** be displayed in the front windscreen of the vehicle when parked so that all the printed details can be clearly seen and read by a Civil Enforcement Officer or Police Officer. Failure to clearly display a valid permit will result in a Penalty Charge Notice being served.
10. A permit does not guarantee a parking space outside the property. The vehicle is only permitted to park on a road in the area or zone indicated on the permit.

11. Altering or changing a permit will render it invalid, and it will be considered as invalid if used in any other vehicle other than that specified on the front of the permit.
12. It is the permit holders' responsibility to inform the Council of any changes of address or changes to car registration details as soon as possible.
13. All permits are non-transferrable. NO refunds will be given for part used, damaged or invalidated permits.
14. It is the driver's responsibility to ensure that their vehicle is parked safely and wholly within the confines of a marked parking place. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
15. The vehicle MUST be moved on the instructions of a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
16. All vehicles MUST have a valid MOT, insurance certificate and Road Fund Licence to use a Residents Parking Permit in an on-street parking place.

### 2.3 Visitor Permit Scratch Card Books - Terms and Conditions

1. A maximum of two books of 30 scratch card visitor permits are allowed, except for the following schemes where there is no provision for visitor permits:
  - Appledore, Budleigh Salterton, Burlescombe & Sampford Peverell, Dartmouth, Kingsbridge, Kingswear, Marldon, Salcombe, Sidmouth, Tavistock.
  - Exeter S1(Sandy Park) 1 book permitted.
2. A visitor permit shall include the following information that must be visible when displayed in the relevant position throughout the time for which that permit is valid;
  - a) be marked identifying the permit is for use by a visitor
  - b) the town or zone in which it is valid for use
  - c) an authentication that it was issued by the issuing authority
3. You **MUST** scratch off one MONTH, one DAY and one DATE and then **MUST** write the vehicle registration number in and the address being visited in the boxes provided for the visitor permit to be valid.
4. Parking permits **MUST** be displayed in the front windscreen of the vehicle when parked so that all the printed details can be clearly seen and read by a Civil Enforcement Officer or Police Officer. Failure to clearly display a valid permit will result in a Penalty Charge Notice being served.
5. The permit does not guarantee a parking space outside the property. The vehicle is only permitted to park on a road in the area or zone indicated on the permit.
6. Altering or changing a permit will render it invalid, and it will be considered as invalid if used in any other vehicle other than that specified on the front of the permit.
7. It is your responsibility to inform the Council of any changes of address, so the permit can be cancelled or changes to car registration details as soon as possible.
8. All permits are non-transferrable. **NO** refunds will be given for part used, damaged or invalidated permits.
9. It is the driver's responsibility to ensure that their vehicle is parked safely and wholly within the confines of a marked parking place. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
10. The vehicle **MUST** be moved on the instructions of a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
11. All vehicles **MUST** have a valid MOT, insurance certificate and Road Fund Licence to use a Residents Parking Permit in an on-street parking place.
12. The Council reserves the right not to issue parking permits where the vehicle or person involved has unresolved or unpaid Penalty Charge Notices.

13. Parking Permits are issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they will remain the property of the Council.

## **2.4 Business or Charity Business Permit - Terms and Conditions.**

1. A maximum of 3 Business permits are allowed, except for the following schemes where there is no provision for business permits:
  - Appledore, Budleigh Salterton, Burlescombe & Sampford Peverell, Dartmouth, Kingsbridge, Kingswear, Marldon, Salcombe, Seaton, Sidmouth, Tavistock.
2. Not all businesses operating from within a resident's scheme will qualify to buy business permits.
3. Business permits cannot be used primarily for commuting purposes. The vehicle must also be used on a regular basis for business activities. E.g. routine daily deliveries – florist, food or medical delivery service vans.
4. Parking Permits are issued at the sole discretion of the Council and may be withdrawn or cancelled (with notice) at any time by the Council if these terms & conditions are not met.
5. Business permits may only be used by the named person for whom it is issued, for a vehicle registered at the business address and to where it is sent.
6. Any person making a false statement for the purpose of obtaining a residential zone parking permit shall be guilty of an offence (Section 115 (2) Road Traffic Regulation Act 1984).
7. A business permit or charity business permit shall include the following information that **MUST** be visible when displayed in the relevant position so that all the printed details can be clearly seen and read by a Civil Enforcement Officer or Police Officer;
  - a) the registration of the vehicle (or a variation agreed by the issuing authority)
  - b) the expiry date of the permit
  - c) the zone in which it is valid for use
  - d) an authentication that it was issued by the issuing authority

Failure to clearly display a valid permit will result in a Penalty Charge Notice being served

8. The permit does not guarantee a parking space outside the property. The vehicle is only permitted to park on a road in the area or zone indicated on the permit.
9. Altering or changing a permit will render it invalid, and it will be considered as invalid if used in any other vehicle other than that specified on the front of the permit.

10. It is your responsibility to inform the Council of any changes of address, so the permit can be cancelled or changes to car registration details as soon as possible.
11. All permits are non-transferrable. NO refunds will be given for part used, damaged or invalidated permits.
12. It is the driver's responsibility to ensure that their vehicle is parked safely and wholly within the confines of a marked parking place. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
13. The vehicle MUST be moved on the instructions of a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
14. All vehicles MUST have a valid MOT, insurance certificate and Road Fund Licence to use a Residents Parking Permit in an on-street parking place.
15. The Council reserves the right not to issue parking permits where the vehicle or person involved has unresolved or unpaid Penalty Charge Notices.

## **2.5 Essential Visitor Permit - Terms and Conditions**

1. One essential visitor permit is available to residents who are reliant on family or friends for regular support to continue to live in their home or to provide childcare for a child under school age, except for the following schemes where there is no provision for an essential visitor permit:
  - Appledore, Budleigh Salterton, Kingsbridge, Marldon, Sidmouth, Tavistock.
2. Parking Permits are issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met. It remains the property of the Council.
3. An essential visitor permit may only be used for short term parking by a family member, friend or relative, or service provider who does not live at the address but provides essential support or services to the named resident permit holder and assists them with living independently or child care for working parents.
4. You MUST be a resident of the property to hold an essential visitor permit.
5. Any person making a false statement for the purpose of obtaining a residential zone parking permit shall be guilty of an offence (Section 115 (2) Road Traffic Regulation Act 1984).
6. An essential visitor permit shall include the following information that must be visible when displayed in the relevant position so that all the printed details can be clearly seen and read by a Civil Enforcement Officer or Police Officer;
  - a) An authentication that the permit has been issued by the issuing authority
  - b) The town name and zone in which the permit is valid for use

7. Failure to clearly display a valid permit will result in a Penalty Charge Notice being served. It should be returned to the permit holder when leaving the premises.
8. The permit does not guarantee a parking space outside the property. The vehicle is only permitted to park on a road in the area or zone indicated on the permit.
9. Altering or changing a permit will render it invalid, and it will be considered as invalid if used in any other vehicle other than that specified on the front of the permit.
10. It is your responsibility to inform the Council of any changes of address, so the permit can be cancelled.
11. All permits are non-transferrable. NO refunds will be given for part used, damaged or invalidated permits.
12. It is the driver's responsibility to ensure that their vehicle is parked safely and wholly within the confines of a marked parking place. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
13. The vehicle MUST be moved on the instructions of a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
14. All vehicles MUST have a valid MOT, insurance certificate and Road Fund Licence to use a Residents Parking Permit in an on-street parking place.

## **2.6 Guest House Permit - Terms and Conditions**

1. There is no upper limit on the number of books of guest house permits a qualifying guest house/hotel in Exeter can purchase although the issuing authority reserves the right to limit the number of permit books issued. Each book contains 20 permits.
2. Parking Permits are issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they remain the property of the Council.
3. A guest house/hotel visitor permit for shall include the following information that must be visible when displayed in the relevant position;
  - a) be marked identifying the permit for use by guests of a guest house or hotel
  - b) The name of the guest house or hotel it was issued to
  - c) The registration of the guest's vehicle
  - d) The day and date on which the vehicle has been initially parked
  - e) The zone in which it is valid for use
  - f) An authentication that it was issued by the issuing authority
  - g) A counterfoil to include details of the guest's vehicle
4. Guest House Permits must be completed fully in INK and then displayed in the front windscreen of the vehicle when parked so that all the required details can

be clearly seen and read by a Civil Enforcement Officer or Police Officer. Failure to clearly display a valid permit will result in a Penalty Charge Notice being issued.

5. Parking permits MUST be displayed in the front windscreen of the vehicle when parked so that all the required details can be clearly seen and read by a Civil Enforcement Officer or Police Officer. Failure to clearly display a valid permit on the windscreen or dashboard will result in a Penalty Charge Notice being issued.
6. The permit does not guarantee a parking space outside the property. The vehicle is only permitted to park on a road in the area or zone indicated on the permit.
7. Altering or changing a permit will render it invalid, and it will be considered as invalid if used in any other vehicle other than that specified on the front of the permit.
8. It is your responsibility to inform the Council of any changes of address, so the permit can be cancelled or changes to car registration details as soon as possible.
9. All permits are non-transferrable. Not available for re-sale. NO refunds will be given for part used, damaged or invalidated permits.
10. It is the driver's responsibility to ensure that their vehicle is parked safely and wholly within the confines of a marked parking place. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
11. The vehicle MUST be moved on the instructions of a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
12. All vehicles MUST have a valid MOT, insurance certificate and Road Fund Licence to use a Residents Parking Permit in an on-street parking place.

## **2.7 Grand Western Canal or Stover Country Park Season Tickets - Terms and Conditions**

1. Annual car park season tickets are available to anyone completing an application and paying the permit fee. The permit is only valid when correctly parked within a space in the car park stated on the permit.
2. Parking Permits are issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they remain the property of the Council.
3. Parking permits MUST be displayed in the front windscreen of the vehicle when parked so that all the printed details can be clearly seen and read by a Civil Enforcement Officer or Police Officer. Failure to clearly display a valid permit will result in a Penalty Charge Notice being served.

4. Altering or changing a permit will render it invalid, and it will be considered as invalid if used in any other vehicle other than that specified on the front of the permit.
5. It is your responsibility to inform the Council of any changes to car registration details as soon as possible.
6. All permits are non-transferrable. NO refunds will be given for part used, damaged or invalidated permits.
7. It is the driver's responsibility to ensure that their vehicle is parked safely and wholly within the confines of a marked parking place. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
8. The vehicle MUST be moved on the instructions of a Park ranger, Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
9. All vehicles MUST have a valid MOT, insurance certificate and Road Fund Licence to use a Residents Parking Permit in an on-street parking place.
10. The Council reserves the right not to issue parking permits where the vehicle or person involved has unresolved or unpaid Penalty Charge Notices

## **2.8 Doctor or Vet Permits - Terms and Conditions**

1. A doctors practice, that requires a person employed by and is using a vehicle for the purpose associated with that practice and whose practice address has been provided a doctors parking bay described within a part of schedule 13, may apply to the issuing authority for a doctors parking permit subject to compliance with the current terms and conditions of use of such permits. The application shall include all the information required by the issuing authority and shall be accompanied by the appropriate remittance.
2. A vets practice, that requires a person employed by and is using a vehicle for the purpose associated with the practice and whose veterinary practice address has been provided a vets parking bay described within a part of schedule 13, may apply to the issuing authority for a vets parking permit subject to compliance with the current terms and conditions of use of such permits. The application shall include all the information required by the issuing authority and shall be accompanied by the appropriate remittance.
3. A doctor's permit or vet's permit shall include the following information that MUST be visible when displayed in the relevant position whilst parked in an authorized doctor or vet permit bay;
  - a) the registration of the vehicle (or a variation agreed by the issuing authority)
  - b) the expiry date of the permit
  - c) the location in which it is valid for use
  - d) an authentication that it was issued by the issuing authority
4. Failure to clearly display a valid permit will result in a Penalty Charge Notice being served.

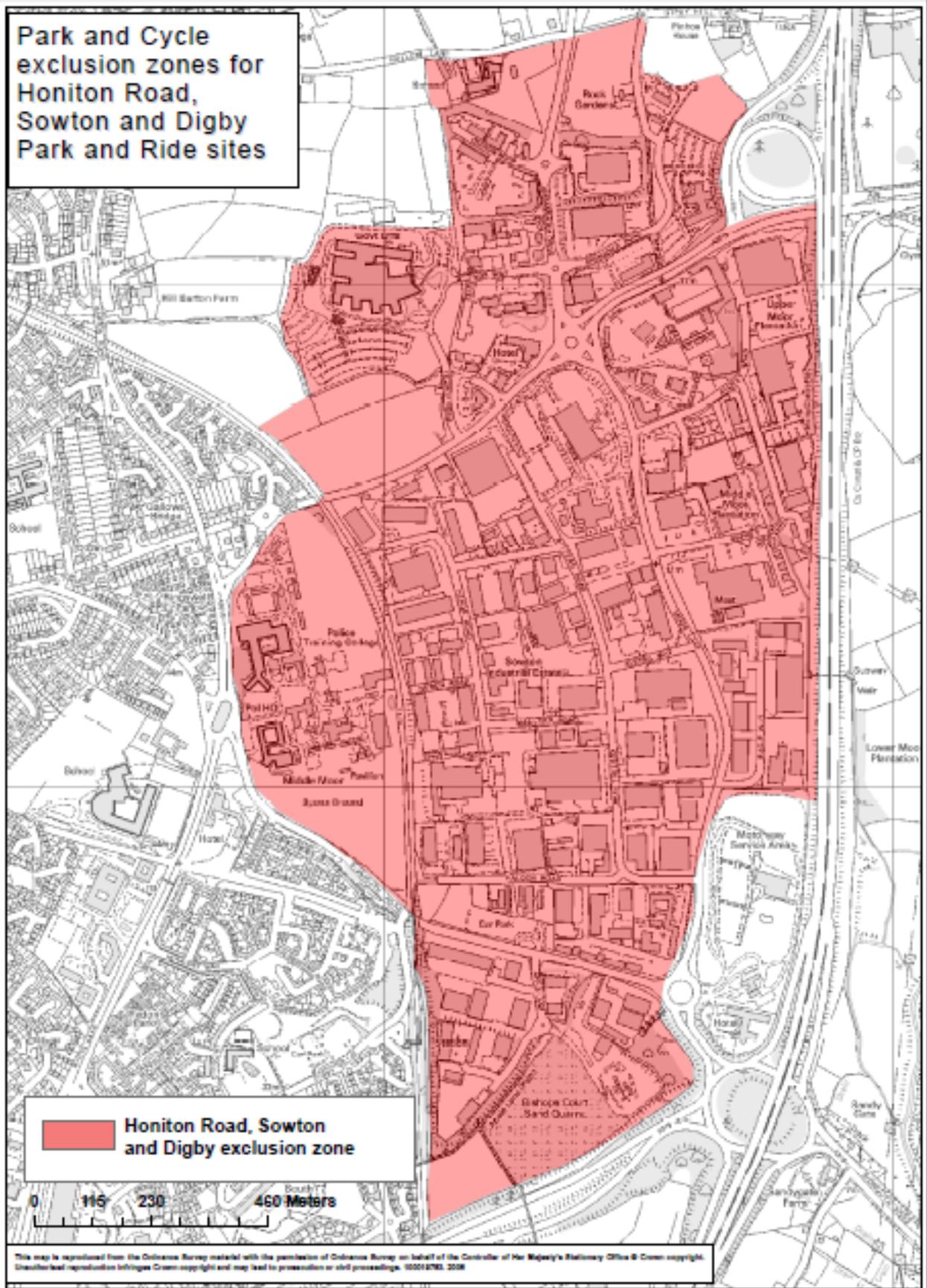
5. Parking Permits are issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they remain the property of the Council.
6. New applicants are required to pay the fee stated in Appendix B of the fees and charges for each new allocated parking space required. An annual fee per space as stated in Appendix B then follows each year.
7. The number of permits issued to a surgery or practice is set by the individual surgery or practice managers/partners. There is no upper limit set by the Council, however the Council reserves the right not to provide permits where it believes the number of permits issued exceed the surgery or practice's critical clinical needs.
8. The Council also reserves the right to remove a marked bay if the surgery or practice closes or relocates to new premises and not to issue permits where permit use is being abused.
9. It is the driver's responsibility to ensure that their vehicle is parked safely and wholly within the confines of the marked parking place. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
10. The vehicle MUST be moved on the instructions of a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
11. All vehicles MUST have a valid MOT, insurance certificate and Road Fund Licence to use a Residents Parking Permit in an on-street parking place.
12. The Council reserves the right not to issue parking permits where the vehicle or person involved has unresolved or unpaid Penalty Charge Notices.

## 2.9 Park And Cycle - Terms and Conditions

1. Park and Cycle permits allow commuters who use the Park and Ride sites at Honiton Road, Sowton & Digby and Matford whose onward journey is outside of the exclusion zone or into the City to park for free in designated spaces park and cycle spaces in the park and ride car parks.
2. Permits are issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they remain the property of the Council.
3. Permits will not be issued for any addresses in the exclusion zones for Honiton Road, Sowton & Digby and Matford shown in the plans below.
4. A park and cycle permit shall include the following information which must be visible and displayed in the relevant position;
  - a) the registration number of the permit holder's vehicle (or a variation agreed by the issuing authority)
  - b) the expiry date of the permit
  - c) the park and ride site name in which it is valid for use
  - d) an authentication that it was issued by the issuing authority
5. Parking permits MUST be displayed in the front windscreen of the vehicle when parked so that all the printed details can be clearly seen and read by a Civil Enforcement Officer. Failure to clearly display a valid permit may result in a Penalty Charge Notice being served.
6. Altering or changing a permit will render it invalid, and it will be considered as invalid if used in any other vehicle other than that specified on the front of the permit.
7. It is your responsibility to inform the Council of any changes to car registration details or change of address as soon as possible and return the permit for a replacement.
8. All permits are non-transferrable. Faded, damaged or lost permits will be replaced upon receipt of an application for a duplicate permit.
9. It is the driver's responsibility to ensure that their vehicle is parked safely and wholly within the confines of a marked parking place. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
10. All vehicles MUST have a valid MOT, insurance certificate and Road Fund Licence to use a parking space.



**Park and Cycle  
exclusion zones for  
Honiton Road,  
Sowton and Digby  
Park and Ride sites**



**Honiton Road, Sowton  
and Digby exclusion zone**

0 115 230 460 Meters

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## 2.10 Care & Health Worker permits

Care worker permits are provided to care workers to assist them with the delivery of peripatetic services, supporting or enabling their clients or patients to continue to live independently in their own homes.

This permit is not available for care staff who work at a residential nursing or care home for the duration of their shift or contracted hours.

These permits make provisions for the permit holder to use parking places in permit controlled areas and yellow line restrictions across Devon whilst delivering domestic care, medical care, health and well-being care or support services to a patient or client at the patient or client's home address.

This permit cannot be used by the permit holder at any other location than at a patient's or client's address, whilst delivering medical treatment or support services to their patient or client.

This permit is not valid for use in any off-street public car park operated by the local district or city council or any private resident only car parking area.

The permit must not be used by the holder to attend employer meetings or whilst picking up supplies from their base of operation, or for shopping on behalf of client's or personal reasons.

All applications are considered on their individual merits. Permits are issued solely at the discretion of the Council, remain the property of DCC.

The service provider, company, employer, organisation or Trust must ensure that all employees provided with a permit to use whilst working are made fully aware of the terms and conditions of use of permit at the time of issue.

A failure by a permit user to fully comply with all the terms and conditions of use of that permit may result in the issue of a Penalty Charge Notice, and repeated misuse of that permit may result in its withdrawal.

Fees and charges for the consideration, administration, issue of permits can be found in Appendix B of the current traffic regulation order. Charges are subject to annual reviews as directed and agreed by the County Council's Cabinet.

Devon County Council (DCC) will act as a "data controller" for any personal data that you provide to us. As such, we will ensure that the data given us is processed in line with our organisation's Data Protection Policies and in line with your rights under the Data Protection Act 2018 and the EU General Data Protection Regulations. We will not pass your personal information to external individuals or organisations unless there is a legal obligation to do so. To find out more about how DCC will use your personal data, you can read our Penalty Charge Notice Privacy Notice online at [www.devon.gov.uk/roadsandtransport/parking/](http://www.devon.gov.uk/roadsandtransport/parking/)

## 2.11 Care & Health Worker Permit - Terms and Conditions

1. Any Permit is issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they remain the property of the Council.
2. Permits may only be used by the named person to whom it is issued, for the vehicle identified in the application and who are required to work peripatetically to deliver essential services, domestic care, medical care, health and well-being care or support services to a patient or client to enable that patient or client to continue to live independently in their own home.
3. The permit does not guarantee a parking space and cannot be used by care workers who are not required by their employers to work peripatetically and are based at a single location for the duration of a work shift or day.
4. Any person making a false statement for the purpose of obtaining a parking permit shall be guilty of an offence (Section 115 (2) Road Traffic Regulation Act 1984).
5. The issuing authority may contact the service provider's office number to seek verification that the purpose for which the parking permit was issued is taking place. Where verification cannot be obtained a Civil Enforcement Officer may consider the parking permit invalid and issue a Penalty Charge Notice.
6. Permits are **valid for use in a resident permit holder parking space/area in pay & display spaces** and exempt the permit holder from any stated time limit imposed on a parking place for the day when used in a **limited waiting parking place**.
7. Permits may be used on a **single or double yellow lines and restricted zones**, where there is no alternative parking space available provided that there are no kerb markings indicating a ban on loading, or where entry signage indicates a prohibition to motor vehicles is in effect, nor where the road has been closed and/or parking places are suspended from use as indicated by no waiting signs or no waiting cones.
8. The time clock permit provided by the issuing authority must be set showing time of arrival when parking and be displayed facing up on the vehicle dashboard or fascia immediately behind the windscreen, so that the principal details are clearly visible from outside of the vehicle throughout the period of parking.
9. A period of up to 1 hour is allowed from the stated time of arrival on the time clock when used for parking on a single or double yellow line. If used in a parking space the period allowed is extended for the duration of the carers visit in their client or patients home.
10. Failure to display and correctly set the time of arrival on the time clock whilst working may result in the issue of a Penalty Charge Notice
11. This permit type is **NOT valid on any No Parking, No Loading or No Stopping restriction**.

12. Permits **MUST NOT be used for commuting or personal purposes**. It is only valid when used at your patient's or client's address whilst delivering essential services, domestic care, medical care, health and well-being care or support services to a patient or client at the patient or client's home address.
13. Improper use of a permit may result in that permit being cancelled and the user being excluded from future issue.
14. It is your responsibility to inform the Council of any changes to details submitted on the application form as soon as possible. A replacement annual permit will be issued free of charge on return of the original permit.
15. If a permit is lost or becomes illegible due to user damage, a new permit can be issued at full charge valid for 12 months from its date of issue. No refunds will be given for part used, damaged or invalidated permits.
16. It is the driver's responsibility to ensure that their vehicle is parked safely. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
17. The vehicle **MUST** be moved if instructed to by a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.

### 3. Trade Permits & Parking Waivers for Contractors, Tradespersons or Landlord/Agent Permits.

These permits formerly known as dispensations make provisions for the holder to use parking places in permit controlled areas across Devon. When used in accordance with their terms and conditions the permit may also be used by the permit holder as an exemption to stated maximum stated waiting time in limited waiting restrictions.

The permit can only be issued for a vehicle essential to the safe working practices of the permit holder at the work site of the permit holder or where there is no onsite storage for tools and equipment.

This would usually be to carry out planned works at a property where it is essential for the works being undertaken to park a vehicle as close to the property to do the work as reasonably possible, and where there will be minimal impact on other road users, pedestrians and local businesses.

The permit **cannot be used to commute to a job site and use on street parking spaces for the convenience of the permit holder**. Improper use of a permit will result in permits being cancelled and the user being excluded from future issue.

There are 4 permit types available to contractors or tradespersons or landlords or agents:

- Annual Trade,
- Short stay scratch cards,
- Daily trade permits,
- Parking Waivers

Anyone wishing to purchase annual trade or short stay permits are required to pre-register their details with the Council for validation before any permits can be bought.

**The annual trade permit** allows the permit holder to use any authorised parking place at or close to a specified address, e.g. residents permit spaces, permit holders exempted spaces. This permit also provides an exemption to the maximum stated time if used in a limited waiting space, when used in compliance of the terms and conditions.

It can also be used by landlords, estate or letting agents to allow access to properties they own or represent **for viewings, inventory or supervising maintenance**.

These permits should not be used within a one mile radius of the address to which it was issued.

**The short stay permit** (scratch cards) allows the holder to use the resident permit spaces, limited waiting spaces and pay and display spaces, for a period of up to 3 hours. More than one scratch card be used to extend the parking period.

Daily trade permits and parking waivers can be applied for without pre- registering but are not valid for use at an applicant's business or home address.

**Daily Trade Permit** : 1 day or 1 week (7 calendar days) : –

Allows the permit holder to use any authorised parking place at or close to a specified address, e.g. residents permit spaces, permit holders exempted spaces. This permit

also provides an exemption to the maximum stated time if used in a limited waiting space, when used in compliance of the terms and conditions.

**Parking Waiver** : 1 day or up 1 Week (7 calendar days) : -

Provides the permit holder with an exemption to wait where otherwise prohibited on no waiting, no loading or no stopping restrictions at or close to a specified address for a specified period of time, e.g. single or double yellow lines, restricted or pedestrianised zones\*, when used in compliance of the terms and conditions.

Customers needing a daily trade permit or parking waiver for planned works must apply at least two working days before the date and time the work is due to start. Any declined applications will be refunded.

At point of application it is the responsibility of the permit holder to:

1. identify what the restriction type is that they intend to use at the work site address and then;
2. select the correct permit or parking waiver appropriate to that location to buy and use, then;
3. complete the application page in full and pay online.

If found to be parked in an area for which the permit type bought is not valid, a penalty charge notice may be issued.

Where a daily trade permit or parking waiver is issued in a physical form the permit must be displayed on the dashboard of the vehicle for which it has been issued and stated on the permit. Failing to display the permit may result on a penalty charge notice being issued.

You **MUST** complete in full the contact details card supplied with an annual trade permit or section on a scratch card permit and display that card on your dashboard with your permit.

The issuing authority may contact a permit holder or driver of a vehicle to verify that the purpose for which the parking permit was issued is taking place. Where verification cannot be obtained a Civil Enforcement Officer may consider the parking permit invalid and issue a Penalty Charge Notice.

Emergency situations involving gas, electric, water, sewerage, roofing or building collapse are exempt as they are unplanned events.

All applications are considered on their individual merits. Permits are issued solely at the discretion of the Council, remain the property of DCC and numbers issued may be limited depending on the location required.

Where motor vehicle access is prohibited during specified times, e.g. 10am – 4pm we cannot approve a parking waiver for use during the hours that the motor vehicle ban applies. A parking waiver does not exempt the holder from any moving traffic restrictions.

Fees and charges for the consideration, administration, issue of permits can be found in Appendix B of the current traffic regulation order. Charges are subject to annual reviews as directed and agreed by the County Council's Cabinet.

Devon County Council (DCC) will act as a “data controller” for any personal data that you provide to us. As such, we will ensure that the data given us is processed in line with our organisation’s Data Protection Policies and in line with your rights under the Data Protection Act 2018 and the EU General Data Protection Regulations. We will not pass your personal information to external individuals or organisations unless there is a legal obligation to do so. To find out more about how DCC will use your personal data, you can read our Penalty Charge Notice Privacy Notice online at [www.devon.gov.uk/roadsandtransport/parking/](http://www.devon.gov.uk/roadsandtransport/parking/)

### 3.1 Annual Trade Permit (Landlord / Agent) - Terms and Conditions

1. Any Permit is issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they remain the property of the Council.
2. Annual permits may only be used by the named person to whom it is issued, for the vehicle identified in the application.
3. Any person making a false statement for the purpose of obtaining a residential zone parking permit shall be guilty of an offence (Section 115 (2) Road Traffic Regulation Act 1984).
4. An annual permit shall include the following information that must be visible and displayed in the relevant position;
  - a) the registration of the vehicle
  - b) the expiry date of the permit
  - c) a contact telephone number for the driver of the vehicle
  - d) a description of the works being undertaken
  - e) an authentication that it was issued by the issuing authority
5. The permit must be used in conjunction with the dry wipe contact details card provided by the issuing authority. Failure to display both the permit and a completed contact card whilst working may result in the issue of a Penalty Charge Notice.
6. The contact details card **must** be completed so that all the required details are clearly written and correct. Once completed both elements must be displayed together facing up on the vehicle dashboard or fascia immediately behind the windscreen, so that the principal details are clearly visible from outside of the vehicle throughout the period of parking.
7. The issuing authority may contact a permit holder or driver of the vehicle to verify that the purpose for which the parking permit was issued is taking place. Where verification cannot be obtained a Civil Enforcement Officer may consider the parking permit invalid and issue a Penalty Charge Notice.
8. Permits **MUST NOT be used for commuting or personal purposes** and should not be used within a one mile radius of the address for which it was issued. It is only valid when used at your client’s premises whilst undertaking the stated works at the stated address on the contact details card provided by the Council for your authorised commercial activities may not be used within a one mile radius of the address for which it was issued.

9. Improper use of a permit may result in permits being cancelled and the user being excluded from future issue.
10. Annual permits are **valid for use in a resident permit holder parking space/area, and where resident permit holders are exempt in pay & display spaces.**
11. A permit does not guarantee a parking space.
12. An annual permit also provides an exemption to the permit holder from complying with any stated time limit imposed on a parking place for the day when used in a **limited waiting parking place.**
13. This permit type is **NOT valid on any No Parking, No Waiting, No Loading or No Stopping restriction**, nor where the road has been closed and/or parking places are suspended from use as indicated by no waiting signs or no waiting cones.
14. Altering or changing a permit will render it invalid, and it will be considered invalid if used in any other vehicle other than that specified on the front of the permit.
15. It is your responsibility to inform the Council of any changes to details submitted on the application form as soon as possible. A replacement annual permit will be issued free of charge on return of the original permit.
16. If a permit is lost or becomes illegible due to damage, a new permit will be issued at full charge valid for 12 months from its date of issue. All permits are non-transferrable. No refunds will be given for part used, damaged or invalidated permits.
17. It is the driver's responsibility to ensure that their vehicle is parked safely. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner.
18. The vehicle **MUST** be moved if instructed to by a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.

### **3.2 Short Stay Scratch Card Permit books - Terms and Conditions**

1. Any Permit is issued at the sole discretion of the Council and may be withdrawn (with notice) at any time by the Council if these terms & conditions are not met, as they remain the property of the Council.
2. Short Stay permits may only be used by the named person to whom it is issued, for the vehicle identified in the application.
3. Any person making a false statement for the purpose of obtaining a residential zone parking permit shall be guilty of an offence (Section 115 (2) Road Traffic Regulation Act 1984).
4. A short stay permit shall include the following information that must be visible and displayed in the relevant position;

- a) the registration of the vehicle
  - b) the day, date & time when the vehicle has been initially parked
  - c) a contact telephone number for the driver of the vehicle
  - d) a description of the works being undertaken
  - e) an authentication that it was issued by the issuing authority
5. Short stay permits **MUST** be completed in full. You must correctly scratch off the day, date, time sections of the permit and complete in **INK** the contact details, work address and work types.
  6. It may only be used by the person to whom it was issued, or an employee of the person to whom it was issued for business purposes.
  7. Failure to respond to a call from a CEO to confirm your whereabouts may result in a parking fine being issued.
  8. Permits **cannot be used for commuting or personal purposes**, and must only be used for commercial activities. Improper use of a permit may result in permits being cancelled and the user being excluded from future issue.
  9. Short Stay permits can be used in **resident permit holder parking spaces or areas**, and in **on street pay & display** spaces.
  10. A correctly completed short stay permit may also be used to exempt the permit holder from complying with the stated time limit imposed on a parking place for the day if used in a **limited waiting parking place**.
  11. A permit does not guarantee a parking space.
  12. This permit type is **NOT valid** on any **No Parking, No Waiting, No Loading or No Stopping** restriction, nor where the road has been closed and/or parking places are suspended from use as indicated by signs or no waiting cones.
  13. Failure to correctly scratch off the day, date, time sections of the permit and completing in ink the contact details, address and work types will render it invalid, and it will be considered invalid if used in any other vehicle other than that written in ink on the front of the permit.
  14. It is your responsibility to inform the Council of any changes to details submitted on the application form as soon as possible.
  15. All permits are non-transferrable. No refunds will be given for part used, damaged or invalidated permits.
  16. It is the driver's responsibility to ensure that their vehicle is parked safely. The vehicle should not be parked wholly or partly on a footpath or verge or in a hazardous manner. The vehicle **MUST** be moved if instructed to by a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.

### 3.3 Daily Trade Permits (Printed or Virtual) - Terms and Conditions

1. A daily trade permit, (1 day or 1 week) will only be issued for a vehicle essential to the safe working practices of the permit holder at the work site of the permit holder or where there is no onsite storage for tools and equipment. Permits **cannot be used for commuting to a work site or personal purposes** and must only be used for the work stated by the applicant at the time of their application. Improper use of a permit may result in a permit being cancelled and the user being excluded from future issues of permits.
2. The permit shall include the following information;
  - a) the registration of the vehicle
  - b) the day, date & time it is valid
  - c) the location where the permit is valid
  - d) a contact telephone number for the driver of the vehicle
  - e) a description of the works being undertaken
  - f) an authentication that it was issued by the issuing authority
3. Where a paper permit is issued, that permit must be displayed in the relevant position in the vehicle which it is issued for and clearly show the relevant details above. It should be easily read by a Civil Enforcement Officer or Police Officer.
4. The permit does not guarantee a parking space at a specific location or on a specific part of the public highway. The vehicle is only permitted to park at or as near as practical to the works address authorised by the Council.
5. A daily trade permit *may* be issued to provide for the use of any authorised resident permit holder parking place or pay and display spaces at, or as near as practical (within eyesight) of the works address whilst undertaking work on the date(s) as authorised by the Council and stated on or recorded against the permit.
6. A daily trade permit *may* also be issued to provide an exemption to allow parking in limited waiting parking places outside of, or as near as practical (within eyesight) of the works address whilst undertaking work on the date(s) as authorised by the Council and stated on or recorded against the permit.
7. The vehicle **MUST** be moved if instructed to do so by a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
8. It is the permit holder's responsibility to ensure that the vehicle is parked safely and considerately. The vehicle should not cause an obstruction or hazard risk to other road users or pedestrians and should not be parked (wholly or partly) on the verge or footway.
9. Materials or goods must not be deposited on the footway or carriageway except when loading or unloading is occurring and must be moved on the instructions of a Police Officer, Civil Enforcement Officer, a Council Officer or a Utility Company Contractor during their contracted works.
10. The permit will not be valid if used in any other vehicle other than that originally stated by the applicant and a Penalty Charge Notice will be issued. If there is a change of vehicle details due to a vehicle breakdown, the Council must be informed by telephone immediately to discuss appropriate alternative actions.

11. The permit will be deemed invalid if it is changed or altered in any way. No refunds will be given for part used, damaged or invalidated permits.
12. A Penalty Charge Notice will always be issued where the terms and conditions of use of the permit are not complied with.
13. All vehicles issued with a works exemption permit must have a valid MOT certificate, current road fund licence and hold the relevant insurance certificate.
14. Devon County Council reserves the right not to issue any permit where the vehicle involved has outstanding Penalty Charge Notices issued to it.
15. All permits are issued solely at the discretion of the Council and remain the property of the Council and may be withdrawn at any time by the Council with notice given to the applicant.

### **3.3 Parking Waivers (Printed or Virtual) - Terms and Conditions**

1. A parking waiver, (1 day or 1 week) will only be issued for a vehicle essential to the safe working practices of the permit holder at the work site of the permit holder or where there is no onsite storage for tools and equipment.
2. A parking waiver does not exempt the holder from complying with any signed prohibitions of vehicle access or movement during the stated times. Doing so is an offence under the Road Traffic Act and may risk a Police issued Fixed Penalty Notice and penalty points on the driver's licence
3. Parking waivers **cannot be used for commuting to a work site or personal purposes** and must only be used for the work stated by the applicant at the time of their application. Improper use of a permit may result in a permit being cancelled and the user being excluded from future issues of permits.
4. The waiver shall include the following information;
  - a. the registration of the vehicle
  - b. the day, date & time it is valid
  - c. the location where the permit is valid
  - d. a contact telephone number for the driver of the vehicle
  - e. a description of the works being undertaken
  - f. an authentication that it was issued by the issuing authority
5. Where a physical waiver is issued, that waiver document must be displayed in the relevant position in the vehicle which it is issued for and clearly show the relevant details above. It should be easily read by a Civil Enforcement Officer or Police Officer.
6. The waiver **does not guarantee** a parking space at a specific location or on a specific part of the public highway. The vehicle is only permitted to park at or as near as practical to the works address authorised by the Council.
7. A parking waiver when used in accordance with these terms and conditions provides the permit holder or driver of the vehicle with an exemption to allow parking on no waiting, no loading or no stopping restrictions, or in controlled or

pedestrianised zones outside of, or as near as practical (within eyesight) of the works address whilst undertaking work on the date(s) as authorised by the Council and stated on or recorded against the permit.

8. A parking waiver **does not exempt** the holder from complying with any signed prohibitions of vehicle access or movement during the stated times. Doing so is an offence under the Road Traffic Act and may risk a Police issued Fixed Penalty Notice and penalty points on the driver's licence.
9. The vehicle **MUST** be moved if instructed to do so by a Police Officer, Civil Enforcement Officer, Council Officer or Utility Company Contractor in pursuit of their duties.
10. It is the waiver user's responsibility to ensure that the vehicle is parked safely and considerately. The vehicle should not cause an obstruction or hazard risk to other road users or pedestrians and should not be parked (wholly or partly) on the verge or footway.
11. Materials or goods must not be deposited on the footway or carriageway except when loading or unloading is occurring and must be moved on the instructions of a Police Officer, Civil Enforcement Officer, a Council Officer or a Utility Company Contractor during their contracted works.
12. The waiver will not be valid if used in any other vehicle other than that originally stated and a Penalty Charge Notice will be issued.
13. If there is a change of vehicle details due to a vehicle breakdown, the Council must be informed by telephone immediately to discuss appropriate alternative actions.
14. The waiver will be deemed invalid if it is changed or altered in any way. No refunds will be given for part used, damaged or invalidated permits.
15. A Penalty Charge Notice will always be issued where the terms and conditions of use of the permit are not complied with.
16. All vehicles issued with a parking waiver must have a valid MOT certificate, current road fund licence and hold the relevant insurance certificate.
17. Devon County Council reserves the right not to issue any permits or waivers where the vehicle involved has outstanding Penalty Charge Notices issued to it.
18. All permits and waivers are issued solely at the discretion of the Council and remain the property of the Council and may be withdrawn at any time by the Council with notice given to the applicant.