

## **Permits – Terms and Conditions (revised) - 18<sup>th</sup> September 2015**

- You must allow a **minimum** of 5 full working days in order to process your on-line application/request.
- Permits will be posted via **2<sup>nd</sup> class mail**. **NCC is not responsible for any items lost in the post.**
- **Residents permits are now limited to two permits per property and are issued on a first come first served basis.**
- Visitor permits are limited to **one** per property, are for the sole use of visitors and are not a substitute for a residents permit. Misuse may result in a Penalty Charge Notice being issued and the permit may be revoked. **An annual fee of £35.00 now applies.**
- Business permits are limited to a maximum of **two** per business.
- Temporary permits are limited to a maximum of **one per applicant and is now valid for 3 months** and if suitable documentation is provided before expiry then the temporary permit will be exchanged for a full residents permit (valid for 12 months from the date the temporary permit was issued).
- New applications only – proof of both residency and vehicle ownership is required prior to Northamptonshire County Council processing your application. **Failure to supply the necessary documentation within 14 days will result in the offer being withdrawn.**
- **Proof of Residency and Vehicle Ownership are no longer required for permit renewals BEFORE the expiry date.** However, by completing the renewal application you are confirming that you are still resident and the vehicle is registered at the property.
- Permits must be displayed in the vehicle ensuring all the written details on the permit are **clearly visible** through the windscreen at all times. **Failure to comply may result in a Penalty Charge Notice being issued. Paid for permits do not become valid until displayed in the vehicle.**
- Renewal reminders will be issued BY EMAIL where possible (not temporary permits).
- Permits cannot be issued if:
  - A vehicle exceeds 1525kg unladen weight or 3500kg gross weight
  - Exceeds 5.5 metres in length or 2 metres in width
  - Incomplete documents are received
  - Maximum number of permits have been issued (e.g. one visitor permit already registered at the property)
- Replacement permits – an administrative cost of £7.50 will be charged (lost, stolen, damaged or undelivered etc) – Penalty Charge Notices will be issued to any vehicle displaying a permit already reported as such. In order to minimise potential fraudulent use of the scheme, limitations on duplicate/replacement requests may apply.
- Change of vehicle – proof will be required to show that the applicant is the registered keeper of the vehicle. However, the old permit **must** be returned prior to processing the request. Failure to return the permit will result in the request being treated as a new application, the normal documents will be required and the usual fee charged. **DO NOT WAIT UNTIL YOU ARE DUE TO RECEIVE YOUR NEW VEHICLE BEFORE ARRANGING THE CHANGES TO YOUR PERMIT.**
- If a card payment is charged back or a cheque dishonoured at any time then the permit becomes invalid from the notification date from the credit/debit card company/bank and a Penalty Charge Notice may be issued to a vehicle displaying the invalid permit.
- Payments accepted via cheque, postal order (postal applications) credit and debit card (**on-line applications**) (Visa, Mastercard, Switch/Maestro and Solo) **Please do NOT send cash.**
- The Council reserves the right to check the particulars of any permit application at any time and may withdraw a permit if deemed ineligible.