



## **PARKING PERMITS – TERMS AND CONDITIONS (REVISED) – 19<sup>th</sup> FEBRUARY 2019**

A new parking permit system was introduced on Tuesday 19<sup>th</sup> February 2019. An account will need to be set up initially and once registered you will be able to manage your permits, make changes and upload documents in various formats (including photos on smart phones).

Certain permit types will now have the option of continuing with a physical (paper) permit or having a virtual permit where there will be no additional fees for changing details (change of vehicle etc.).

**You will not be able to renew your existing permit and will need to apply for a brand new permit once you have registered an account on-line.**

Existing paper permits will remain valid until the expiry date shown on the permit – there is no need to replace it until it expires. You then have the choice (in most cases) to apply for either a physical (paper) or virtual (electronic) permit via the on-line system

<https://permits.paysmarti.co.uk/acct/northamptonshire>

### **Notification regarding the processing of any personal data supplied**

**Data Controller** – Northamptonshire County Council; **Data Protection Officer contact** –

[DPO@northamptonshire.gov.uk](mailto:DPO@northamptonshire.gov.uk); **Purpose for processing** – to administer the Council's permit, waiver, suspension facility; **Legal basis for processing** – your data will be processed on the legal basis of Contract and Public Task; **Data Sharing** – the personal data collected may be shared with our authorised Contractors, bodies responsible for auditing or administering public funds, prevention and detection of fraud and in accordance with the Privacy Policy; **Data Retention** – this data will be retained for the purpose of audit and financial reporting requirements in accordance with our retention policies; **Your Rights** – You have the several rights, full details can be found within the Privacy Notice You also have the right to complain to the regulator; <https://ico.org.uk>; **For more information see:**

<http://www3.northamptonshire.gov.uk/councilservices/northamptonshire-highways/parking/Pages/apply-for-a-parking-permit.aspx>

### **PHYSICAL PERMITS (PAPER PERMITS)**

- PERMITS ARE ONLY VALID IN THE ZONE SHOWING ON THE PERMIT. THE PERMIT ZONE LETTER RECORDED ON THE PERMIT **MUST** MATCH THE ZONE LETTER SHOWING ON THE PERMIT SIGN. YOU ARE **NOT** PERMITTED TO PARK IN ANY OTHER ZONE.
- You must allow a **minimum** of 14 working days for all postal applications.
- Permits will be posted via **2<sup>nd</sup> class mail**. **NCC is not responsible for any items lost in the post.**
- Permits must be displayed in the vehicle ensuring all the written details on the permit are **clearly visible** through the windscreen at all times so that ALL of the particulars can be clearly seen by the enforcement officers. **Failure to comply may result in a Penalty Charge Notice (PCN) being issued. ALL NOTES LEFT IN A VEHICLE WILL NOT BE CONSIDERED BY OUR OFFICERS as you are expected to always display a valid permit when parking in a permit zone.**
- Paid for permits do not become valid until properly displayed in the vehicle as per the above.

- **Do NOT affix the visitor permit in a vehicle as a more permanent arrangement as this implies the permit is being used not for its intended purpose i.e. by visitors to your property.**
- Replacement permits – an administrative cost of £7.50 will be charged (lost, stolen, damaged or undelivered etc.) – PCN's 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 – an administrative cost of £7.50 will be charged. Proof will be required to show that the applicant is the registered keeper of the vehicle (new keeper slip, insurance schedule or proof of purchase/sale) 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.**
- Refunds will not be issued as the initial costs are administrative fees for the issue of the permit.

### **VIRTUAL PERMITS (ELECTRONIC)**

- PERMITS ARE ONLY VALID IN THE ZONE APPLIED FOR. YOU ARE **NOT** PERMITTED TO PARK IN ANY OTHER ZONE.
- You must allow a **minimum** of 5 working days to process all on-line applications.
- Change of vehicle/details – no administrative fees will be charged. Proof will be required to show that the applicant is the registered keeper of the vehicle (new keeper slip, insurance schedule or proof of purchase/sale). **DO NOT WAIT UNTIL YOU ARE DUE TO RECEIVE YOUR NEW VEHICLE BEFORE ARRANGING THE CHANGES TO YOUR PERMIT.**
- Refunds will not be issued as the initial costs are administrative fees for the processing of the application.
- Permits do not become valid until payments has been received and a confirmation email is sent.
- If your permit type allows for more than one vehicle to be registered, it remains your responsibility to assign the permit to the correct vehicle registration and failure to comply may result in the issuance of a PCN.

### **WAIVERS/DISPENSATIONS**

- WAIVERS/DISPENSATIONS ARE ONLY VALID IN THE LOCATION APPLIED FOR. YOU ARE **NOT** PERMITTED TO PARK IN ANY OTHER LOCATION.
- You should allow a **minimum** of 5 working days to process all on-line applications.
- For emergencies/urgent requests, please telephone 0845 680 0153\* selecting Option 3. A credit or debit card will be required.
- Waivers/dispensations are limited to a maximum of **two vehicles** per location unless there is an emergency or at the discretion of Parking Services. There is a further limit of **one vehicle** per location within town centres.
- Refunds will not be issued as the initial costs are administrative fees for the processing of the application.

## **GENERAL**

- Resident's permits are limited to **two** permits per property and are issued on a first come first served basis AND only valid for the vehicle registration as quoted on the permit/record.
- 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 PCN being issued and the permit may be revoked.
- Business permits are limited to a maximum of **two** per business.
- Temporary permits are limited to a maximum of **one** per applicant and is 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).
- Proof of both residency and vehicle ownership is required as a first time user of the new system prior to Northamptonshire County Council processing your application. **Failure to supply the necessary documentation within 14 days will result in the offer being withdrawn.**
- Renewals – You will not be able to renew your existing permit as a first time user of the new system. Instead you will need to register an account on-line and apply for a brand new permit. Following that, proof of Residency and Vehicle Ownership will no longer be required for future 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.
- Renewal reminders (Residents, Visitor & Business permits only) will be issued **BY EMAIL** 30 days prior to expiry.
- A permit does NOT guarantee you a space to park in a particular street, however it does allow your vehicle to park in the allotted parking zone but not on any yellow lines, footways, verges or time limited bays for longer than permitted.
- Permits cannot be issued if:
  - A vehicle exceeds 1525kg unladen weight or 3500kg gross weight, 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)
- 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 card company/bank and a PCN may be issued to a vehicle displaying/holding an invalid permit – a letter to the holder is not generally required as their own bank will have confirmed the failed payment.
- 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.

*\*calls cost 4 pence per minute, plus your phone company's access charge.*