



GUIDANCE NOTES CONTROLLED PARKING ZONE (CPZ) CONTRACTORS SCRATCHCARD PERMIT APPLICATION

Permits are available to Contractors working within the CPZ, where it is essential that their vehicle is close-by in order for them to access heavy tools and other bulky equipment throughout the day.

1 - How do I fill in the form?

Please **write clearly in black ink, block capitals** and remember to tick all the relevant boxes. These notes will help you fill in the form correctly. We will return your form to you if you have not filled it in properly or have not enclosed copies of the relevant original documents. Original documents must be produced if applying in person at the Customer Service Centre. Should we need to return your form this will cause a delay in issuing your permit.

Please note that photocopies of documents are acceptable when sending your application through the post, however, we reserve the right to view original documents upon request.

2 - Applications by post

You can post your form to the address below. Remember to enclose copies of all the relevant original documents with your form.

Permits
PO Box 299
Beverley
East Riding of Yorkshire
HU17 6FH

Please enclose payment with your form. If you are paying by cheque, please write your name and address on the back of the cheque and make it payable to “ERYC” (East Riding of Yorkshire Council) **Do not send cash in the post.** For current price of permits please visit our website at www.eastridingparkingservices.co.uk or call us on 01482 395411.

We aim to process postal applications within 7 working days, but you should allow at least 10 working days to make sure you receive your permit before your current one runs out. You can renew your permit any time in the month before it runs out. We only send permits to the address on the application form. A record is kept of all permit applications received. We will return your permit and documents to you by normal post.

If your application form is not filled in correctly or you have not enclosed the relevant documents, we will return the form and documents to you by post.

3 - Applications in person

You can return your application form in person to your local Customer Service Centre (CSC) who will take payment and issue you with your scratchcard permits. Payment should be made by cash, postal orders, cheque (made payable to ERYC) or by credit or debit card (not American Express or Diners Card).

Your application will be referred to the Permits Office.

Opening hours: Customer Service Centres

Monday to Thursday – 9:00 am to 5:00 pm

Friday – 9:00 am to 4:30 pm

Please be advised that the Cashier's Office closes at 4:30 pm, Monday to Thursday, and 4:00pm on Friday.

4 - What should I do if I need help?

If you have any questions or need help filling in this form please contact the Parking Operations Office on 01482 395411. We may record these calls for training purposes.

Reporting fraudulent permit holders:

If you think that someone is using a Contractors Parking Permit they are not entitled to, please call 01482 395411. We will keep your details confidential.

5 - How many vehicles are eligible for a permit?

A maximum of 3 vehicles registrations can be entered on to one contractor's scratchcard. However, only the vehicle displaying the permit is eligible to use it at any given time.

6 - Where can I park with a permit?

If you have a valid scratchcard, you can park in any area of the Zone displaying "Except Resident Permit Holders" signs. The parking spaces vary in length from road to road and are not normally divided up into vehicle spaces. This permit does not give an exemption to any other parking restrictions.

You are not allowed to reserve a specific parking bay.

Having a parking permit does not guarantee that you will have a parking space.

7 - When can I park with a permit?

Each area/town will be subject to specific regulations.

Unless individual signs say otherwise, the controls on resident parking bays apply during the times shown on the parking signs.

8 - Where do I put my permit?

You must secure your permit on the passenger side of the vehicle's windscreen so that all the details are clearly visible. You are responsible for making sure that the permit can be seen clearly at all times.

9 - Suspending parking bays

We may have to suspend resident parking bays for a number of reasons, for example, for road works or large delivery vehicles. If we do this, we will normally give three working days' notice (unless it is an emergency). The suspensions will begin from 8.00 am and you will not be able to park in the bay or bays that are affected. When this happens we will put up a sign telling you when the suspension starts and ends. Please remember it is your responsibility to check your vehicle before 8.00 am to make sure parking is not suspended.

10 - Changing my address

If you change your address please inform us so that we can update our records.

11 - Change of business name

If you change your business name while your permit is valid, you may use the permit but you need to inform us so that we can update our records. You must produce one item to prove that you have changed the name, (eg. a letter heading showing the company name/logo etc).

12 - Changing my vehicle permanently

If you change your vehicle **you must not alter your existing permit**. You must return your current permit.

13 - Changing my vehicle temporarily

We do not give permits to borrowed or shared vehicles except when your vehicle is off the road because of an accident or major repair, or if it has been stolen. In these cases we will give you a permit for a temporary replacement vehicle that is not registered in your name. You must produce your original permit with a letter from the garage or insurance company to confirm the damage or major repair. If you have borrowed the vehicle, you will also need to provide all relevant documentation.

Note: You must display both the temporary permit and your normal permit in the temporary vehicle.

14 - Lost, stolen or destroyed permits

Lost or destroyed

If your permit has been lost or destroyed you will be charged the original fee for a replacement permit.

Stolen

If your permit or vehicle has been stolen and you provide a crime reference number, we will waive the fee and issue a replacement for you. If you do not have a crime reference number, we will treat this as a lost permit and you will be charged the original fee for the replacement permit.

15 - Returning a permit

If you no longer need your permit, or are no longer eligible for a permit, you must return it to us at the address in Section 2 above. If you do not return the permit, you will be breaking the rules of the CPZ Parking Scheme and committing an offence.

16 - Refunds

Refunds will not be given under any circumstances.

Please read each point below carefully.

You will be required to sign to say you have read and understood and agree to abide by these guidance notes when completing the Contractor's Scratchcard Permit Application Form.

Warning: It is an offence to give false or misleading information. If you do, we may prosecute.

- I confirm that the address shown in Section B on this form is my business address.
- I confirm that I keep and use the vehicle with the registration number given in Section C of the form. If I stop keeping and using the vehicle, I will return my permit immediately.
- I understand that trailers or caravans may not be used to reserve a space, nor space reserved by any other means.
- I understand and accept that you may ask to visit my business before or after issuing a permit to make sure I have given the correct address. If I refuse, I understand it is likely that you will not give me a permit or will withdraw my permit.
- I understand and accept that you may prosecute me if I have given any information on this form which I know is wrong or untrue.
- I understand that you will use the personal information I have given in line with the Data Protection Act 1998. Parking Operations will use the information I have given to issue contractor parking permits. I accept that you will pass this information to other Council Departments and the DVLA, for this and related purposes.
- I understand that you have to protect the public funds you handle, so you may use the information I have provided on this form to prevent and detect fraud. You may share this information with other bodies who handle public funds for these purposes only.
- The Council will return your documents via the Royal Mail with your permit. Should you not wish the Council to do so then you must attend the Council Offices personally to produce these documents. The risk of loss of documents remains with you should you wish for the Council to use the Royal Mail.