

## Residents Visitor Parking Permit Scheme Terms and Conditions

<p>Who Can get this?</p>	<p>Any resident of an eligible property. <b>Please be aware that many more recently constructed properties are not eligible for permits.</b> These include most properties built since 2000 within the City Centre (and all those in the central 'Castle' area), and all properties within any permit parking area built since July 2004, unless they have been built with their own permit scheme. If your permit scheme was introduced after July 2004, only properties that were occupied at implementation are entitled to permits. Conversions and subdivisions of older properties are considered to be 'recently constructed'. The date of occupation is taken to be the day on which the property was registered for Council Tax purposes</p>
<p>Is the permit specific to a particular vehicle?</p>	<p>No, but the permit must only be used on a vehicle being used by someone who is staying in or visiting your home or is in your company other than in your place of employment or education.</p>
<p>What proof is required to enable the issue of permits</p>	<p><b>Residency – Resident must provide proof of residency (dated within three months)</b></p> <ul style="list-style-type: none"> <li>• Bank statement</li> <li>• Household bill</li> <li>• Mortgage agreement</li> <li>• Tenancy agreement</li> <li>• Norwich City Council rent card.</li> </ul> <p>The Council will accept scanned or photographed copies of original document that can be submitted electronically, as well as hard copies of the original documents. The Council might be able to determine vehicle registration and household occupancy if you are not able to provide documentation. There will be an additional fee for this service, whether we are able to confirm the details or not</p>
<p>What the nature of the permit is and how many can I have</p>	<p>The Visitor permit Scheme offers a 'Short Stay' permit, with a clock allowing visits for up to four hours, plus a system based on Scratchcards, each valid for one day only for longer visits. Up to 60 'one-day' Scratchcards can be issued per eligible household (in minimum quantities of ten in the City Centre, and twenty elsewhere). Visitor permits and Scratchcards are Zone Specific.</p>
<p>What type of vehicle they can be used</p>	<p>Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or</p>

on	which exceed six metres in length
How each permit can be used	<ul style="list-style-type: none"> <li>• The 'short stay' permit must be displayed, with the clock, set to the time of arrival, and allows up to four hours parking and cannot be used on the same vehicle within the zone within four hours</li> <li>• The Scratchcard must be completed with the date of use fully exposed</li> <li>• The permit or Scratchcard must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle.</li> <li>• A permit or Scratchcard does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.</li> <li>• Permits are only valid for use on the dates shown on the permit.</li> <li>• Scratchcards are only valid for use on the date exposed, and up to 10.00 am on the following day. Scratchcards beyond their expiry date are no longer valid. You may use more than one Scratchcard at once if you have more than one visitor. A Scratchcard will be invalid if more than one day, month or date is exposed.</li>   <li>• A permit or Scratchcard is only valid in on-street permit parking spaces of the parking zone it is issued for. Signs near each permit parking bay will identify the parking zone.</li> </ul> <p>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.</p>
Refunds and exchanges	Permits and Scratchcards are non- refundable, so please ensure you only purchase sufficient to meet your reasonably immediate needs. Scratchcards will normally be valid for around one year from date of purchase.

## Use of the Clock

### Conditions of use of the Clock

- The clock is for use by and on behalf of a permit holder only
- It must be displayed with a valid parking permit, issued for use with the clock in the windscreen, or side window, and must be visible, together with the permit at all times
- When in use, must be set to the time of arrival (the nearest next 15 minutes).

The use of a permit will be invalid if:

- A false time of arrival is displayed on the clock
- The clock is not displayed with the associated permit
- The time on the clock is reset after parking
- The time limit of the permit is exceeded (*this is four hours*)
- The vehicle is parked within the permit zone within four hours