

Report to Norwich highways agency committee
27 September 2012
Report of Head of city development services
Subject Review of non-residential on street parking permits

Item

6

Purpose

To review all types of non residential on street parking permit including types, eligibility criteria and tariffs.

Recommendation

1. To agree the following changes to the non residential on street permit types and permit eligibility;
 - Withdraw the current Statutory Q, community care Q and business permits
 - Introduce four new permits;
 - a zone specific short stay business permit (maximum stay 2 hours)
 - a multi zone specific short stay business permit (maximum stay 2 hours)
 - a zone specific, vehicle specific long stay business permit
 - a zone specific property renovation permit
 - Allow all business located within the outer area controlled parking zones to purchase;
 - a maximum of two long stay zone specific, vehicle specific permits
 - one short stay zone specific business permit
 - additional short stay permits, either zone specific or multi zone, justified on the basis of operational need
 - Allow any business or caring organisation that operates within a controlled parking zone to purchase short stay business permits, either zone specific or multi zone, justified on the basis of operational need
 - Allow any person or company to purchase a property renovation permit for any property they own outside of the city centre but cannot occupy due to renovations being undertaken. Permit to be used only by persons present at the property when the vehicle is parked. Maximum permit duration 6 months
2. To agree the following charges for non-residential on street permits

Permit Type		6 month	12 month	18 month
Business	Short stay zone specific	£70	£130	£190
	Short stay any zone	£100	£190	£280
	Long stay	£70	£130	£190
	Guest House	£70	£130	£190
	Property renovation	£70	Not available	

3. To agree that a no refund policy should be introduced for permits, but an allowance for any unexpired monthly fee will be made against a new permit in the case of a vehicle change.
4. To ask the head of city development services to arrange the necessary statutory processes to introduce these changes to non-residential on street parking permits
5. To ask the head of city development services to arrange the necessary statutory processes to ensure that the definitions and articles for all controlled parking zones are standardised.
6. To agree the terms and conditions of use for short stay and long stay business permit as set out in Appendix 3

Corporate and service priorities

The report helps to meet the corporate priority of a safe and clean city and the service plan priority managing on street parking controls.

Financial implications

The permit parking scheme will cover the costs of the proposed changes

Ward/s: Several

Cabinet member: Councillor Bremner – Environment and development

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Background documents

None

Report

Background

1. The November 2011 NHAC meeting received a report responding to the concerns raised by the residents of Ashby Street about the problems they experienced in their street with the number of vehicles displaying business permits that parked there. The report also highlighted other concerns about the operation of the permit parking scheme. Members resolved to ask officers to undertake a review of the permit parking scheme, with particular focus on the following areas;
 - The nature of the permits offered. There are currently many different types of permits, and some do not meet the appropriate needs of the communities that they are supposed to serve
 - The operational criteria for the various permit types, and where necessary, amendment to the relevant Traffic Regulation Orders to ensure that enforcement is both practical and consistent
 - Entitlement to free permits. There are substantial numbers of permits issued free of charge, but the current practice does not reflect actual need, and is not consistent with national practice. Current practice with respect of free permits to 'alternative fuel' vehicles is also in need of review due to rapid advances in vehicle technology.
 - Pricing policy, the relationship of costs of permits to the benefit derived, and the cost of administration - The current pricing policy is not transparent, and the costs of short duration permits in particular does not reflect the costs in issuing them
 - Internal administration – the costs and practicalities of implementing changes without substantial alteration to current IT systems
 - Exemptions and exceptions – clarification of the criteria for issuing permits on compassionate grounds, and for particular issues relating to anomalies in the issuing of permits to 'new build' properties (for example the conversion back from flats to a single dwelling)
 - Efficacy of permit parking controls to achieve transport policy outcomes of the Norwich Area Transportation Strategy to promote sustainable transport.
2. The review of permits has been separated into 3 distinct areas, non residential permits, residents own permits and residents' visitor permits. This report concentrates on the non-residential permits. Future reports will consider the resident and visitor permits.

Existing non-residential permits

Business permits

3. Currently business and hotel & guest house permits are only issued to companies or organisations that are located outside of the city centre controlled parking zone for use only in their zone, in this report zones outside the city centre are described as the 'outer area'.

4. Permit holders of Statutory Q, Community Q or dispensations who are located across the city may use these permits in any permit parking bays in any zone with the exception of the city centre Castle zone, where there are no permit bays.. For a map of controlled parking zones see Appendix 1.
5. Currently there are just over 400 business permits issued across all the outer zones. There is no entitlement to business permits in the city centre. Businesses are entitled to three permits each, with the exception of Queens Road businesses, which are restricted to 2. These permits are non-vehicle specific, and are intended to be used for operational purposes, including client visits to the premises. They are not intended for all day commuter parking.
6. While the abuse of business permits is not thought to be widespread, there are local 'hot spots' where residents believe that permits are being abused. However, as was explained at your November meeting, in common with any non-specific permit, it is very hard to prove abuse.

Statutory 'Q' and Community 'Q' permits

7. Currently there are 356 Community 'Q' permits issued and 88 Statutory 'Q' permits
8. These permits were introduced to ensure that statutory undertakers (Statutory Q) and health or social care workers (Community Q) had the opportunity to visit residents in need, whether or not the resident had the benefit of a visitor permit. Whilst the conditions of use are that they can only use by workers whilst in the home of a resident in a CPZ, in practice they are routinely used for other purposes, with organisations taking significant lengths of parking on single streets for extended periods of time. Even though it is sometimes clear that the permit is not being used as required, it is almost impossible to prove on an individual basis when this is occurring.
9. Since the introduction of the revised dispensation scheme, there has been an increased level of requests for Statutory Q permits from businesses that have legitimate business reasons for being in the zones, such as letting agents and domestic appliance repair personnel, but usually these only require a short visit.
10. Other Councils offering a similar service to businesses charge around £500 - £1000 a year for the service, and most do not make any specific provision for caring services, requiring the use of other parking facilities or the visitor permit scheme. See appendix 2.
11. There is clearly a need for both businesses and care organisations to access clients' premises for visits from time to time, but currently permits are being used for many purposes, often all day, and clustered around particular premises. In addition, the current system restricts access to this type of permit, making legitimate short business visits difficult. Most domestic visits, whether for care, advice, or service are unlikely to be for more than an hour or two, and longer visits can be catered for either by the households own visitor, or in the case of traders, via the use of dispensations. In addition, some businesses need clients to visit their own premises.
12. The current pricing of the permits does not reflect the value of that they offer.

Proposed permit types

13. It is suggested that the current Statutory Q, Community Q and business permits are withdrawn.
14. To cater for the needs of organisations that need to work within CPZs, or businesses within CPZs that need to receive visitors it is suggested that a new short stay business permit is created. This will not be vehicle specific and will allow vehicles to be parked for a maximum of 2 hours in any permit parking bay. This limit will be enforced by way of a clock, similar to that used by blue badge holders. Two types will be available, one for a specific zone, and one for the all CPZs and priced at a level to reflect the real benefit of the product (prices set to at least current business permit levels for the single zone permit, and higher for the multi-zone version), and to focus organisations on acquiring only the permits that they actually need. They will be offered to be offered to any organisation offering care, or domestic services or (in the case of the single zone permit) having business premises within the zone.
15. For businesses located within an outer area CPZ that require long stay parking for operational vehicles it is suggested that a long stay business permit that is vehicle specific is created. The long stay permit is designed for vehicles specific to the business such as a delivery van, or individual staff vehicles. Whilst such a change would not prevent businesses from using the permit for all day parking, it would ensure that the permit was justified by the business prior to issuing on the basis of operational need, and as it would be vehicle specific, it could only be used by a specified vehicle.
16. As the short stay business permit is being recommended, then it is also suggested that the number of long stay business' permits per business set at a maximum of two per business.

Landlord permits

17. Landlords have previously been issued business permits, based on which zones they have properties in. Whilst only a few of these permits have been issued in each zone, they are often in use for extended periods, which is at odds with the expectation that they would be used for tenant visits.
18. Property landlords will now be expected to use the short stay business permits, and they will be able to choose the zone specific or any zone version.
19. To cater for the needs of landlords or private individuals who are renovating property within a CPZ it is suggested that a new permit will be made available; the single zone 'property renovation permit' (any vehicle) available for six months only, and non renewable. It will be available for non-city centre zones only.

Hotel and Guest house permits

20. Only 23 of these are issued which are zone specific, non time limited and can be used by any vehicle. They are intended for guests staying in local hotels outside of the city centre. The very small number has not given rise to any issues, and there is no need for any change

Permit tariffs

21. The costs of the existing permits are

- Community Q permits £26 a year
- Statutory Q, Business permits and Hotel & Guesthouse permits £114 a year

22. The way tariffs have been set in the past, particularly when looking at the differentials between 6, 12 and 18 month permits is not transparent. To rectify this it is suggested future permit charges will be calculated based on the administrative cost of the permit, a monthly parking charge dependent on vehicle type.

23. For all permits, including residential permits, the administration charge should be set at £10. It is proposed that the monthly fee for proposed short stay single zone business permit, the hotel and guest house permit and the property renovation fee be set at £10, and the multi-zone short stay business permit set at £15. This table below sets out the proposed 6, 12 and 18 month prices of all non residential permits

Permit Type		6 month	12 month	18 month
Business	Short stay zone specific	£70	£130	£190
	Short stay any zone	£100	£190	£280
	Long stay	£70	£130	£190
	Guest House	£70	£130	£190
	Property renovation	£70	Not available	

Refunds

24. As it is proposed to offer all types of permit for periods of 6, 12 and 18 months. And given the excessive cost of administering refunds, a 'No Refund' policy is recommended, although an allowance for existing permit value will be made against any replacement (for example in the event of a vehicle change).

Housekeeping

Traffic regulation orders

25. The various CPZs around the City were introduced over an extended period, and consequently, as experience of implementing and operating the schemes improved, there are inconsistencies between the various orders. Although these are mostly not significant, some permit types are theoretically not available in some Zones (although in practice they are issued) and the precise terms under which permits are issued differs slightly, depending on the area. In addition, definitions within the Orders vary. These anomalies need to be removed

26. In addition, permits are offered under a combination of rules, which are either a matter of policy and practice, or are contained within the Traffic regulation Order, and there is no consistency between definitions in the TROs

27. Consequently, there is a need to refine our existing TROs to ensure constituency across all of the Controlled Parking Zones and it is proposed that the definitions and articles in all individual CPZ orders are standardised. These will cover;

- the broad permit types (Residents, Visitor, Business, Dispensation)
- which properties are or are not included in the scheme
- in which type of parking bay the permits are valid

28. The TROs will refer to permits issued in accordance with the published terms and conditions agreed by the city and county councils. These terms and conditions will cover the following;

- who is entitled to each type of permit
- what proof is required to enable the issue of a permit
- how each permit can be used
- what type of vehicle they can be used on
- what the nature of the permit is (e.g. paper/ virtual electronic permit)
- with the exception of residents parking permits, how many permits of each type can be issued to any organisation and any exceptions

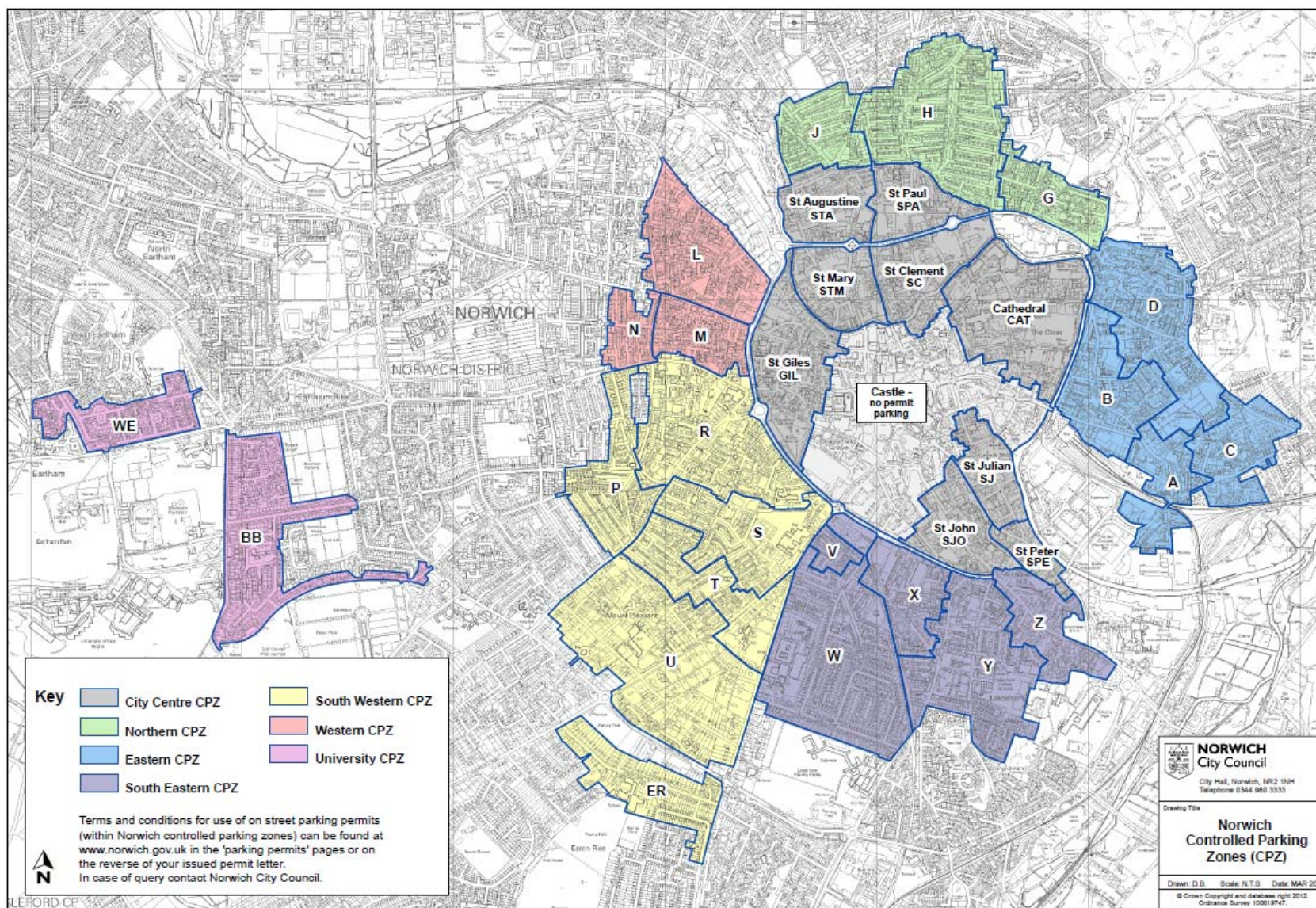
29. Attached as appendix 3 are the suggested terms and conditions for all the non-residential permits that are proposed.

Conclusions

30. Members should be aware that even with the new scheme in place, some abuse of the system may still occur. At the recommended tariffs, permit parking, still represents exceptional value for money by comparison with private sector parking provision.

31. The full impact of the changes will not become apparent for 18 months after the launch of the new scheme, as existing permits will continue to be valid. It may, therefore be necessary to review the scheme again at that time, to ensure that it is operating satisfactorily.

Appendix 1 – Map of controlled parking zones



Appendix 2 - Other Local Authority comparators prices per annum, unless otherwise stated

Local Authority	StatutoryQ permit	Carers permit	Business permit	Hotel permit	Landlord permit	Dispensation
Norwich (Permits currently issued)	Evidence of essential need required £114 per year	Caring professions £26 per year	3 per business, not city centre £114 per year (not vehicle specific)	3 (up to 5bedrooms) pus one for each additional 5, not city centre £114 per year	Six month 'refurb' permit £60 per year	£5 each 5 for £20 Valid one day
Cambridge	Not issued	Medical permits issued to residents free of charge on evidence of need	Prices vary by zone: £78 - £121.50 per year. Only available if no off street parking is available.	Not issued	Not issued	Waivers and suspensions of waiting restrictions agreed on an adhoc basis; £35 charge
Winchester	Not issued	Not issued	Customer only in most locations 1- 4 hours limited waiting £50. two of 25 Zones have staff permits - £300	Only for establishments of less than 6 bedrooms £25	Zones 1-3 only £350 All Zones £1000	Parking waiver: £7 per day (maximum of 1 week offered)

Appendix 2 - Other Local Authority comparators prices per annum, unless otherwise stated

Local Authority	StatutoryQ permit	Carers permit	Business permit	Hotel permit	Landlord permit	Dispensation
Brighton and Hove	<p>'Essential permit' issued for work to keep the city running'</p> <p>stay will be no longer than 20 minutes or 1 hour for a council dispensation</p> <p>£30 per year</p>	<p>Professional Carer -Valid for up to one hour only</p> <p>£25 per year</p> <p>Personal carer no charge, certified necessary by Doctor</p>	<p>Single zone permit. 2 per business proof that vehicle is required in course of business £85 for quarter or £300 per year. Multizone 'Trader permit' £160 per quarter £600 per year. School permits issued for teaching staff: £40 per quarter or £115 per year. Window cleaners do not require parking permits: TRO exemption.</p>	<p>Only available in two specific zones</p> <p>£3 – 7.50 each per day of use</p>	Not issued	<p>£10 per day</p> <p>Only issued for specific streets near to client's property where work is being done that day</p>
Bath	Not issued	Professions only £60	<p>(not centre)</p> <p>Max 2 per business first permit £110</p> <p>Second permit £165</p>	Not issued	Not issued	Varies with Zone - £4 to £29 per day, but charged by the hour (e-system)

Appendix 2 - Other Local Authority comparators prices per annum, unless otherwise stated

Local Authority	StatutoryQ permit	Carers permit	Business permit	Hotel permit	Landlord permit	Dispensation
Chester	Not issued	Attendance permit only available if no residents permit issued £12	Business permits not available in the residents controlled parking zones	Not issued	Not issued	Not issued
York If vehicle is less than 2.7m or is a low emission vehicle (up to 120g/km) or is Electric or LPG powered, a discount of 50% is offered	For mobile trades: single zone permit: £130 per year. For a multizone permit: £500 per year.	Attendance permit – No charge Community carer £46.50 Day Rate £23 for a book of 20	£90 per quarter or £360 per year	£90 per quarter or 360 per year.	£35 per quarter; single use zone permits only. Annual £140	Property permits issued to builders. £100 per 3 quarter or £2.50 per day . Discount of 50% for shorter vehicles
St Albans	Must use visitor permits or on-street P&D	Must use visitor permits, but these are made available to organisations	£500 (operational use must be demonstrated – restricted availability, vehicle specific £250 per year 2 hour permit	Not issued	Not issued	£144 per year for 2 hour dispensation £288 for all day dispensation

Appendix 2 - Other Local Authority comparators prices per annum, unless otherwise stated

Local Authority	StatutoryQ permit	Carers permit	Business permit	Hotel permit	Landlord permit	Dispensation
Canterbury	Not issued	Not issued	£355 – operational use must be demonstrated, max 2 per business – vehicle specific	Not issued	Not issued	Not issued
Oxford	Not issued	Not issued	Operational and vehicle specific £100 per year	Not issued	Not issued	Contractor permit offered: £16 for up to 7 days parking for essential building work.
Bristol	Not issued	Not issued Residents may apply for additional visitors permits for their care needs.	£100 per year for 1 st vehicle and £200 per year for second– maximum of two 2 per business Customer permits offered: maximum of 5 per business: £100 per year each	Not issued	Not issued	Not issued. Waiting restrictions may be suspended for essential work: £52 charge

Appendix 3 – Terms and conditions of use non residential permits

Business long stay parking permit

Who can get this?	A business occupying premises within a permit parking area outside the City Centre (i.e. Zones A-Z and WE, BB and ER) registered for business rates at the time of permit issuance .
Is the permit specific to a particular vehicle?	Yes
What proof is required to enable the issue of a permit	Occupancy - the business must provide written proof that it occupies business premises within a relevant permit parking area The business must confirm that the registered vehicle is required for operational purposes of the business (and provide an explanation of the reason that the vehicle is required for this purpose), and provide the registration number
What the nature of the permit is and how many can I have	The Business long stay parking permit is a paper permit which details the vehicle registration number on which the permit is valid, and the zone in which it can be used. Each eligible business may have up to two permits of this type if the operational need is justified.
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<p>Long stay parking is offered on the basis of the operational need of the business, it is not for commuter parking.</p> <p>The permit must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle.</p> <p>A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</p> <p>Permits are only valid for use on the dates shown on the permit.</p> <p>The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</p> <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	Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements. An allowance will be made in the event that you change your vehicle or move to an alternative address within a Permit entitlement against the issue of the replacement permit, subject to an administration charge of £10

Appendix 3 – Terms and conditions of use non residential permits

Business Short Stay Zone Specific Parking Permit

Who can get this?	A business occupying premises within a permit parking area outside the City Centre (i.e. Zones A-Z and WE, BB and ER) registered for business rates at the time of permit issuance.
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of a permit	Occupancy - the Business must provide written proof that it occupies business premises within a relevant permit parking area
What the nature of the permit is and how many can I have	The current Business short stay parking permit is a paper permit which details the Zone in which it is valid and must be displayed with a clock showing the time of arrival and is valid for two hours parking. Any vehicle on which the permit is displayed cannot return to the permit parking area, and park for two hours after its use (although the permit can be used by another vehicle in the interim period). Each eligible business can have two permits of this type
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<p>The permit must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle with the time clock set to the time of arrival.</p> <p>A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</p> <p>Permits are only valid for use on the dates shown on the permit.</p> <p>The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</p> <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	Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements. Lost permits can only be replaced where the permit is identifiable and is subject to an administration charge of £10.

Appendix 3 – Terms and conditions of use non residential permits

Business Multi-zone Short Stay Parking Permit

Who can get this?	A business or trader, A Local Authority or any organisation or individual (whether charitable or not) that can demonstrate the need to visit customers or clients on a regular basis within the permit parking areas . This permit may be used in all zones with the exception of the Castle city centre sub zone.
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of a permit	Confirmation of the requirement to regularly visit clients/customers who are resident in the Controlled Parking Zones, and a justification as to why alternative options (such as the use of the clients own permit, the dispensation scheme, or the use of existing on-street short stay provision) is not appropriate
What the nature of the permit is and how many can I have	The Business Multi-zone Short Stay Parking Permit is a paper permit which details the Zones in which it is valid and must be displayed with a clock showing the time of arrival and is valid for two hours parking. Any vehicle on which the permit is displayed cannot return to the permit parking area for four hours after its use (although the permit can be used by another vehicle in the interim period). Organisations and businesses must demonstrate the need for the number of permits that they apply for
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<p>The permit must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle, with the time clock set to the time of arrival..</p> <p>A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</p> <p>Permits are only valid for use on the dates shown on the permit.</p> <p>The permit is only valid in on-street permit parking spaces of the parking zones it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</p> <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	Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements. Lost permits can only be replaced where the permit is identifiable and is subject to an administration charge of £10.

Appendix 3 – Terms and conditions of use non residential permits

Hotel & Guesthouse Parking Permit

Who can get this?	Hotels and Guest Houses occupying premises within a permit parking area outside the City Centre (i.e. Zones A-Z and WE, BB and ER) registered for business rates at the time of permit issuance.
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of a permit	Occupancy and rooms- the Business must provide written proof that it occupies business premises within a relevant permit parking area and evidence of the number of lettable bedrooms.
What the nature of the permit is and how many can I have	The Hotel & guesthouse single-zone parking permit is a paper permit which details the Zones in which it is valid. Up to three permits are available for the first five letting bedrooms, and then one permit for each set of up to five additional bedrooms
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<p>The permit must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle, with the time clock set to the time of arrival..</p> <p>A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</p> <p>Permits are only valid for use on the dates shown on the permit.</p> <p>The permit is only valid in on-street permit parking spaces of the parking zones it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</p> <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	Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements. Lost permits can only be replaced where the permit is identifiable and is subject to an administration charge of £10.

Appendix 3 – Terms and conditions of use non residential permits

Property renovation Parking Permit

Who can get this?	Individuals or companies who are undertaking property renovation work on a property in any controlled parking zone outside the city centre (i.e. Zones A-Z and WE, BB and ER) and are not residing at the property.
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of a permit	Written evidence of the proposed property renovation work e.g. surveyors statement or builders estimate or work. and documentation of ownership or contract for work: Auction documentation, Property deeds, Client letter etc
What the nature of the permit is and how many can I have	The Property renovation single-zone parking permit is a paper permit which details the zone in which it is valid. The permit holder must be predominantly present at the property to which it is issued.
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<p>The permit must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle, with the time clock set to the time of arrival..</p> <p>A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</p> <p>Permits are only valid for use on the dates shown on the permit.</p> <p>The permit is only valid in on-street permit parking spaces of the parking zones it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</p> <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	Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements. Lost permits can only be replaced where the permit is identifiable and is subject to an administration charge of £10.

Appendix 3 – Terms and conditions of use non residential permits

Dispensations

Who can get this?	Businesses or organisations who need regular access to their vehicle to park in areas where waiting restrictions are in place.
Is the permit specific to a particular vehicle?	No, but the Dispensation must be completed to include details of the vehicle on which it is placed
What proof is required to enable the issue of a permit	Dispensations are only valid when placed on a vehicle that is required to be in the vicinity of premises
What the nature of the permit is and how many can I have	Up to 20 single dispensations or four books of dispensations may be purchased per company in any seven-day period although in some exceptional circumstances it may be possible to provide more. You can only use up to three Dispensations at any one location on any day and this includes use of the Vouchers by any subcontractors on the site. For use in multiple locations on the same day the location details may be completed as 'various'
What type of vehicle they can be used on	<p>Parking dispensations may only be used by:</p> <p>commercial vehicles and lorries <u>with or without livery</u></p> <p>private cars, estate cars, estate vans and vans (with windows and seats beyond the driver) must be liveried (i.e. will require permanent vinyl markings to the bodywork or glazing or removable magnetic signs on the body or removable sign attached the roof)</p> <p>No more than three vehicles at any one location at any time (Including sub-contractors)</p>
How each permit can be used	<p>The voucher must be completed and displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle</p> <p>Regular access to vehicle (for example, once every 20 minutes) is required to warrant reasonable use.</p> <p>Dispensations can be used to park in limited waiting bays and on-street pay and display bays as well as in permit parking bays and on yellow lines outside the time of any loading restriction. Any parking in pedestrian areas must be agreed in advance with the city council. Dispensations cannot be used in housing car parks.</p> <p>These dispensations (also known as parking waivers, vouchers or scratch cards) are valid for one vehicle for a one day only (this means the dispensations may be used from midnight to midnight ; not a rolling 24 hour period). If you have more than one vehicle in use more than one dispensation will be needed. There are a limited number of exemptions which remove the requirement to obtain a dispensation.</p>

Appendix 3 – Terms and conditions of use non residential permits

	<p>Parked vehicles must not cause an obstruction.</p> <p>Vehicles displaying dispensations must be moved if a police officer, civil enforcement officer or Norwich City Council officer requests.</p> <p>A dispensation does not guarantee a space to park.</p> <p>The city council reserves the right not to honour any fraudulently used voucher.</p> <p>The voucher is only valid for use on the dates shown on the permit.</p> <p>The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</p> <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	<p>Dispensations are non-refundable and are subject to an expiry date. Please ensure that you only purchase sufficient for your reasonably immediate needs</p>

Appendix 3 – Terms and conditions of use non residential permits

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 vehicle is returned to the parking bay within two hours of departure
- The time limit of the permit is exceeded (*this is normally two hours*)