

Report to Norwich highways agency committee
23 October 2014
Report of Head of city development services
Subject Review of visitor parking permits

Item
5

Purpose

To agree changes to the current on-street visitor permit parking scheme, following the review requested in November 2012 and the consultation that took place in September 2014.

Recommendation

Members are recommended to:

1. Note the consultation responses.
2. Agree to replace the current visitor parking scheme with
 - a) A new short stay visitor permit offering 4 hours of parking costing £19 per annum (free to low income households)
 - b) Day permit scratchcards priced at £1 each and sold in multiples of 10, up to a maximum of 60 per household per year.
3. Agree the terms and conditions for the new visitor permit scheme as set out in appendix 4.
4. Ask the Head of city development services to implement the new visitor permit arrangements when the new permit issuing software goes live early in 2015.

Corporate and service priorities

The report helps to meet the corporate priority and the service plan priority to implement the Local Transport Plan and Norwich Area Transportation Strategy.

Financial implications

All aspects of civil parking enforcement in Norwich aim to be self-financing. The changes to the visitor permit scheme seek to remove the need for visitor permits to be subsidised by other parking activities within the city.

Ward/s: Many

Cabinet member: Cllr Stonard, cabinet member for environment, development and transport.

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Background documents

Consultation responses

Report

Background

1. In recent years resident, business, community carer and statutory parking permits have been reviewed and changes made to make them more effective and less prone to misuse. Visitor parking permits are the final type to be reviewed.
2. In July this committee agreed to consult to replacing the existing visitor parking permit with a 2 hour short stay parking permit priced at £19 per annum (free to people on certain means tested benefits) and 60 day permit scratchcards priced at £1 for the city centre and 50p for the outer areas.

Consultation

3. A full page article was published in the September edition of Citizen magazine , outlining the proposed changes to the visitor permit parking scheme, providing a link to the report that NHAC considered and inviting comment. As the Committee requested, residents were particularly asked about circumstances where they felt that the new scheme might not account of their needs, such as the need for long term care. The article is reproduced in appendix 1
4. Although the consultation formally closed on the 26 September, all comments received by the 3 October have been included in the response summary
5. Overall, 239 responses to the consultation were received, with 27 supporting and 155 objecting either wholly or in part. The remaining 57 either did not express an opinion, suggested changes or raised issues beyond the permit review. The table in Appendix 2 is a précis of the range of comments and concerns raised. 18 respondents, mainly objectors, misunderstood the scheme, and thought it was either the two hour permit only. 60 scratchcards only or 60 two-hour scratchcards. Those issues raised by a larger number of people are discussed below, in descending order of the number of times they were raised.

Issues raised

The 2 hour time limit does not allow for sufficient visiting time / insufficient numbers of visits catered for

6. Overall, 131 comments were received about the adequacy of the number of visits that individual households would be able to have under the new scheme. The most requested change (65 respondents) was for an increase in the number of hours that the short stay visitor permit was valid for, with most residents suggesting that extending this to three or four hours would be adequate to meet their needs (although some suggested 6-8 hours). This was a particular issue for more elderly residents, who were concerned that a two-hour visit would not meet their day to day needs for friends and relatives to visit for an adequate time and would curtail their social contact. Many people raised concerns that the period would be insufficient for cleaners, hairdressers, or gardeners to be able to undertake their duties, and consequently, a significant amount of day permits would be required, reducing their availability for people to stay

Current scheme should be enforced properly

7. The Committee will be aware for previous reports that enforcement of the current visitor scheme is so time consuming, that the Council simply cannot justify the levels of resources to do it. In order to demonstrate misuse, Civil enforcement officers (CEOs) have to patrol a particular location at least twice a day, for more than a fortnight, and then have to write to the permit holder and give them the opportunity to explain its use. If an explanation is not forthcoming, or is inadequate, the only resort that the CEOs have is to rescind the permit. There are numerous occasions where multiple sets of visits are required, but even though CEOs and residents are convinced that misuse is taking place, it is still not always possible to prove it conclusively.
8. Almost every other parking contravention can be dealt with in a single, or at most two visits and those failing to comply with parking restrictions are then liable for a penalty charge notice.
9. Consequently, the cost of enforcing the current would take a very substantial part of the enforcement time of the civil enforcement team. It is estimated that in order to police the current scheme at anything like an adequate level would require a dedicated team and nearly double the operational costs of the permit scheme. As the intention is that the scheme should be self-sustaining financially this would mean a doubling of all permit charges, or quadrupling the cost of the visitor permit, currently priced at £31.

It is a moneymaking scheme for the Council / another tax

10. It has always been the published intention to make the permit scheme financially neutral, and only charge for permits at a level that covers the operational costs of the scheme. It costs nearly £10 just to issue a permit. For many years, the permit parking scheme has been heavily subsidised from other parking revenue sources, but with the changes in the scheme over the past 18 months (and the review of permit prices and the eligibility for free permits in particular) officers are confident that this financial year, for the first time, the permit scheme will break even.
11. The costs of issuing the new visitor permits scheme will be higher than the current one, and it is likely that the Council will make a loss on the scratchcards, unless these are issued in batches of 10 to cover administration costs. However there should be significant savings in enforcement staff time, which should improve enforcement generally, including of the revised scheme

Current scheme works well and is not misused

12. The evidence (supported both by the level of complaint of misuse that we receive, and the experience of the CEOs) does not support this view. Some of the respondents to the consultation demonstrated this by citing examples of how they were abusing the scheme, for example using their visitor permit on a second car in the city centre.
13. During the day, many permit areas do have space, so the misuse of visitor permits does may not be apparent to local residents. However using visitor parking permits for commuter parking undermines the Norwich Area Transportation Strategy which

aims to encourage trips by other modes of transport, particularly the commute to work.

Current scheme is misused

14. Almost as many respondents said that the scheme was misused as said it was not. The evidence does support the view that the current scheme is subject to significant misuse

60 scratchcards is not enough

15. In developing the proposed scheme, officers looked at the visitor schemes run by 14 other local authorities, many of whom use the 'scratchcards' system. These details are shown in appendix 3. Six of these authorities operate schemes that offer more than 60 permits a year, but the rest have fewer or none. Only Ipswich offers a similar scheme to the one proposed here, which includes both day permits and a 'short stay' system, but that provides for up to 50 'day' scratchcards with a '1 hour' short stay permit.

New scheme will increase costs for residents

16. The maximum cost to residents of the proposed scheme would be £79 in the City Centre, and £49 elsewhere. This is more than the current cost of the visitor permit (£31) but as residents would have access to either the short stay permit or the scratchcards or both, the actual cost is likely to be less than this for many residents, particularly those in parts of the outer area, where permit parking only operates between 8.00am and 6.30, Mon-Sat and around the UEA where it operates 10am to 4pm Monday to Friday. Here, many residents may only need a few day permits. or the short stay permit, which would actually work out cheaper. The 'pay by length' residents permit is based on the principle of the more you use, the more you pay, and it seems reasonable that a similar principle should be established for visitor parking.

How are long term care needs catered for?

17. A long stay permit, similar in characteristic to the current visitor permit, will be available for those who require attendance over extended periods if their application is supported by an appropriate health professional. This would be issued free of charge. This would be in addition to the usual visitor permit entitlement. Care workers will be eligible for the 2-hour permit that has already been agreed, so that care staff making multiple short visits are already catered for.

New scheme is open to misuse/ unenforceable

18. It is possible that the proposed day permits could be open to misuse. The scratchcards will have a market value, and it is the case that the CEOs will have to assume that a validly displayed scratchcard is in use legitimately. This is why it is imperative that the correct balance between the cost of a scratchcard and their availability is carefully balanced. Allowing residents too few permits would obviously adversely affect them, but providing too many, and at a price that was competitive with other parking options will lead to misuse.
19. The short stay permit is easily enforceable, and the CEOs already enforce short stay parking areas. CEOs will additionally need to note the time that the clock is set, as

this cannot be changed, but this is already done with Blue Badge Holders who park in permit areas.

20. It is the view of officers, and the parking enforcement staff that the proposed scheme will be a significant improvement over the current scheme in terms of enforcement.

Residents should have been consulted on the changes / Consultation not good enough

21. A full page article was published in Citizen, which is delivered to every household in Norwich (over 64000 addresses) during the first week in September. This meant that not just current permit holders were given the opportunity to comment of the proposed changes. Citizen is also available online. In addition, information was available on the Councils website on the Permit Parking pages, and there were articles in the local press. Officers are also aware that there has been significant discussion on social media sites.
22. Officers are therefore confident that there has been widespread knowledge of the consultation. There has been sufficient a response, including from those people who apparently didn't know about the consultation to gauge opinion, and respond to residents' concerns.

Childcare issues

23. Some working parents raised concerns over the implications for child care. Some working parents rely on a family member or friend who drives to their home to look after their child(ren). Some parents were also concerned that friends and family would not be able to visit them every day to help out in the home.
24. Officers recognise that this is an issue, but the small number of respondents on this issue (particularly as several raised this as a general rather than a specific concern as part of wider criticism, and in two cases, the issue was raised both by the parent and the carer) makes it difficult to provide a definitive solution. Officers are therefore suggesting that any issues are dealt with on a case by case basis, subject to appropriate checks, and (for example) where a parent or relative regularly visits, they are given a vehicle specific permit, and that additional day permits could be offered in other circumstances. These exceptions would be agreed by the head of city development services

Changes should be targeted to areas with misuse problems

25. Complaints about misuse of the visitor permit scheme are widespread, across the entire permit parking area, although it is recognised that there are particular hot spots such as close to the football ground, rail station and main employment areas. It would not be practical to have different visitor permit schemes for different areas.

Residents should not have to pay the price for other misuse

26. Residents are already inconvenienced, sometimes considerably, by the use of permit spaces by those who are abusing the system. The Council regularly receives complaints about lack of parking, and this has also been raised as an issue in the report. The scheme aims to ensure that genuine users of the permit scheme gave reasonable access to it at all times.

Other Issues

27. Issues raised by a few residents are discussed in appendix 4

Equality Impact Assessment

28. During the review of the permit parking scheme, potential negative impacts on elderly and disabled residents were identified and have been built into the permit review. The 'Short Stay' Visitor permit is to be offered free of charge to all those on certain means tested benefits, whilst additional visitor arrangements for those with extended care needs will overcome any issues for those people which may include some elderly and disabled residents. The proposed changes to the scheme minimise any adverse impact on older residents by allowing extended visits on the 'short stay' permit, which can, of course, be used sequentially for a number of visitors, and in association with a scratchcard, if that is what the resident wishes to do.

Suggested amendments to the scheme

29. There are over 10,000 visitor permits issued in Norwich for the on-street permit scheme, and these account for a significant proportion of all complaints about illegal parking, and the most complaints about permit misuse. The 239 responses that were received to the consultation equates to just 2% of all permit holders. It is therefore recommended that the principles of the proposed new visitor scheme should be accepted, but that the scheme is amended to overcome some of the concerns raised

30. The 2-hour period for the short stay permit was originally suggested, as this would cater for brief visits, whilst preventing use for extended shopping or leisure use of a permit (for example, attending a football match) that is primarily intended for visits to the residents home. However, 65 respondents (including both objectors and supporters of the proposals) made cases outlining reasons why such a short period was overly restrictive, and would eat into the limited number of 'day' permits. Consequently it is recommended that the period available on the 'short stay' permit is increased from 2 to 4 hours, but members do need to be aware that this will be less effective in combatting the current issues experienced around the football club on match days, or in the City centre, where the permit is used for leisure and shopping visits to avoid parking charges.

31. Introducing this change will mean that in most of the outer areas of the City, where the zones operate between 8 and 6.30, Monday to Saturday only, extended overnight visits will be available with the use of the short stay permit. Consequently, it is felt that there is no longer a justification for a reduced price for the day permits in these locations, and a standard charge across all the permit areas of £1 per day should be implemented, together with a minimum purchase of 10 scratchcards at a time. At any price or quantity lower than this, the Council will make a loss every time it issues scratchcards to residents, not taking account of any enforcement costs

32. The scheme as now recommended will still be amongst the most cost effective and flexible visitor scheme in the Country, offering unlimited almost half day visits throughout the year, and more day permits than most comparable schemes.

Conclusions

33. It is proposed that the 4 hour visitor permit and the 60 day scratch card permits are adopted. This would be operated in the following way

The 'short stay' permit

34. Residents will be expected to display the permit along with a 'clock' in a similar manner to the Blue Badge parking scheme. The clock would be set to the time of arrival, and will have a four hour limit. Resetting the clock, or moving the vehicle within the zone and resetting the clock will render the resident liable to a penalty charge notice. In Zones that operate between 8.00am and 6.30 pm, overnight visits could be accommodated between either 2.30pm and 8.00am the following day (setting the clock to 2.30), or between 6.30pm and midday the following day (by setting the clock to 8 o'clock) The permit will cost £19pa, but will be available for any period between 1 and 18 months, depending on the resident's requirements. The charge for it will be made up from a £10 admin fee and a 75p per month charge.

The 'day' permit

35. The day permit will be a scratchcard overprinted on a standard blank. This will ensure that costs to residents are kept to a minimum

- scratchcards will be validated at the point of sale printed by the Council with the zone, address of the holder, a serial number and an expiry date. They will be personal to the purchaser, and traceable in the event of theft or loss
- printing costs will be minimised by removing the requirement to hold any more than one form of scratchcard for the visitor system
- pre-printed stock of scratchcards will not expire, avoiding waste
- every permit issued will have the same validity period, irrespective of the time of year issued

36. Residents will be expected to complete the card by scratching off the day, date and month, and completing a box showing the registration number of the vehicle on which the permit is used. The scratchcard will be valid on that day, and up until 10.00am the following morning, to allow overnight stays without the need to use two scratchcards

37. Scratchcards will be issued over a rolling year, thus in any twelve month period, up to sixty permits can be purchased

Have your say on visitor permits

We've been reviewing our visitor permit parking scheme and now we want to know what you think about the proposed changes.

In our public consultation last year about the parking permit system as a whole, a lot of people voiced concerns over the misuse of visitor permits.

In many parts of the city this has led to reports of there being insufficient on-street parking spaces for residents.

With this in mind, we have responded with proposals for a new scheme that we feel should help address these issues.

At the end of July, our highways committee approved the following proposed changes to be put forward for consultation:

- A new short-stay, visitor permit offering two hours of parking for visitors (operated by a 'clock'). This would be offered free to households on certain means-tested benefits.
- Up to 60 'pay-as-you-go' day-permit scratch cards per household, per year.

Based on 'spot' surveys, we estimate a typical customer would use a short-stay permit, plus between 10 and 20-day permits per year. Some might choose not to buy visitor permits at all and just buy a few day-permit scratch cards.

The committee felt this system should cover most people's needs.

However the consultation provides a chance for residents to identify circumstances that might fall outside of this provision.

Details on how to comment are below. In particular councillors would like to hear from people with carers who visit their homes and whether this scheme would fit in with their needs.

How to comment

A full report on the proposals is available to download at www.norwich.gov.uk/permits. Alternatively, please call 0344 980 3333 to request a hard copy.

You can share your thoughts on the proposals by emailing transport@norwich.gov.uk, writing to us at City Hall, St Peters Street, Norwich NR2 1NH or by calling the number above.

All comments must be received by 5pm on Friday 26 September.

The outcome of the consultation is due to be reported at the highways committee meeting in October.

Any changes to the visitor permit scheme are likely to be put in place at the beginning of next year.

What are the proposed new costs?

Short-stay visitor permit:

£19	12 months
£14.50	6 months
£23.50	18 months

Pay-as-you-go scratch cards:

£1 a day in city centre controlled parking zones,
50p a day in outer area controlled parking zones.

Appendix 2 – Consultation responses

Comments received	Number making comment	Officer Response
2 hours not long enough/ longer short stay period would be better	65	See Report paragraphs 6 & 30
Proposal are too restrictive - more visitors/visits need to be catered for	47	See Report paragraphs 6, 15 & 30
Current scheme should be enforced properly	39	See Report paragraphs 7, 8 & 9
It's a moneymaking scheme for the Council/another tax	26	See Report paragraphs 10 & 11
Current scheme works well and is not misused	22	See Report paragraphs 12 & 13
Permit misuse is a significant problem	21	See Report paragraphs 14
60 scratchcards is not enough	19	See Report paragraph 15
New scheme will cost too much	17	See Report paragraph 16
Misunderstood proposals. Thinks scheme is just a 2 hour permit	13	Noted
What happens if you need long term care	12	See Report paragraph 17
New scheme is open to misuse/ unenforceable	11	See Report paragraphs 18, 19 & 20
Residents should have been consulted on the changes/ Consultation not good enough	9	See Report paragraphs 21 & 22
Childcare issues	8	See Report paragraphs 23 & 24
Changes should be targeted to areas with misuse problems	7	See Report paragraph 25
Residents shouldn't be penalised for misuse by others	7	See report paragraph 26
Would Like 24 hour permit parking	6	This is outside the scope of this project
Problem is there is not enough parking/ Council should provide more parking	6	It is not possible to increase the level of parking provision, as this is determined by the extent of the existing streets. Reducing the current levels of misuse of the permit parking schemes, such as through the changes recommended, should free up additional parking for residents.
Acknowledge problem, but this is not a solution	5	Officers have looked at a number of solutions, and believe that the hybrid scheme proposed offers the best compromise between residents needs and enforceability for their benefit

Appendix 2 – Consultation responses

Comments received	Number making comment	Officer Response
Impossible to work out how many permits to buy	5	Residents will be able to buy any number of permits (in blocks of ten) up to a maximum of sixty in any 12 month period on a rolling basis. As with any 'pay as you go' service, residents will get used to the scheme once it has bedded in.
Lack of parking space is not a problem	5	Lack of parking is something that the council receives a lot of complaints about
Misunderstood scheme. Thinks it is 60 two-hour permits	4	See report for clarification
Might not have a scratchcard when I need one	4	Scratchcards will be valid for 12 months from the date of purchase, so residents will be able to keep sufficient available for unforeseen circumstances without risk of them expiring
Proposal discriminates in favour of those with off street parking	4	Proposal will help to ensure that on-street parking is available for genuine users. This is a benefit to those with no off-street parking
People will pave over their front gardens	4	It is unlikely that the cost of the new scheme would make such action financially viable, and it is sufficiently flexible to cater for most needs. In any case in many permit areas, front gardens are too small, or non-existent
Proposed day permits are too cheap	3	There needs to be a balance between the cost of the day permit and the number issued so that residents use them for the purpose intended, rather than selling them. Permits will be traceable.
Want permit parking area to be extended	3	Outside the scope of this project
Could permit not be time restricted in the evenings	2	The time limit needs to apply for the hours of operation of the controlled parking zone
Real problem is business permits	2	Misuse of resident's permits is a significantly greater problem, and is spread throughout the permit areas. Business permit misuse should be addressed by the new business scheme,
Recognise new scheme would allow multiple visits	2	This is a benefit of scratchcards. Residents will be able to have more than one visitor by car at a time (but this will use their allowance faster)
Scheme has only been introduced to make it easier for the Council to enforce	2	This is acknowledged in the report
Area shouldn't be a permit parking Zone	2	This is outside the scope of this project, but permit parking is only introduced in areas where a majority of residents request it
It's a tax on having friends	2	It is a way of sharing limited parking fairly between residents.

Appendix 2 – Consultation responses

Comments received	Number making comment	Officer Response
Council shouldn't give out Visitor permits at all, they take up too much space	2	This is not a realistic option, particularly as many people in permit parking areas do not own a car, and this would be unfair to them
Short Stay Visitor permit should be free	2	The permit scheme is intended to cover its operating costs. Free permits could only be issued by increasing the price of other permits, and in any case, many household do not use a visitor permit
Will cause problems running a business from home	2	Revisions to scheme should address this issue
Ashby Street has no problem with visitor permits. Its business permits	2	The Council has received reports of visitor permit misuse from Ashby Street residents
Won't be able to use visitor permit to park own car	2	No. This is permit misuse
Unfair to charge more in the City Centre	2	This has been amended
Short stay permit should be valid all evening and overnight	3	See report
System will not deal with Football parking problem	2	It is up to residents how they use their permits. The proposed system will not prevent them from using their permits so that friends can go to the match
Changes should not happen until parking congestion is resolved	2	The changes are intended to improve the availability of parking for genuine users
What about contractors?	1	There is a separate scheme for contractors
Misunderstood scheme. Thinks its just one-day scratchcards	1	Noted
Issue is just commuters	1	Issue is not just commuters, it is any use of the permit by non-visitors, including use on one's own vehicle. There are numerous examples of misuse that are not commuters
Short stay permit is a waste of time	1	The combination of short stay permits and day scratchcards offer flexibility to residents
System will cost more to run	1	System will cost more to administer, but less to enforce
I pay for a space. It should be available 365 days a year	1	Permit parking cannot guarantee a parking space for anyone. It is there to ensure that only those entitled to use it, can.
New scheme won't resolve anything	1	See Report
No-one should get free permits	1	Free permits are only given on the basis of financial need
Visitor permit misuse only a small part of the problem	1	Several aspects of the permit parking scheme have been reviewed in recent years to overcome other issues

Appendix 2 – Consultation responses

Comments received	Number making comment	Officer Response
Too many visitor permits are issued	1	Permits are issued on the basis of residency.
Agrees with proposed scheme, but current permit should be kept	1	This would make the current situation worse.
Keep existing scheme for residents with only one permit	1	Most residents do only have one permit, so this would make little difference
Only give one permit per household, either a Visitor, or for own car	1	This would be far more restrictive than the scheme currently proposed
Uses current permit to park borrowed car	1	This would require an arrangement to be made with the Council if it is a regular occurrence
If you have two visitors at once, the scratchcards will run out	1	It will be up to residents to determine when to use a scratchcard. Currently, residents cannot have two visitors at once
Day permit should be valid until 4pm the following day	1	Day permit will be valid until 10.00am the following day
Are existing short stay spaces being removed	1	There is no proposal to remove any short stay spaces
Just a way of giving residents parking tickets	1	Parking tickets are only issued where people misuse the parking regulations,
There is no misuse on Victoria Street	1	We have received complaints about Visitor Permit misuse on Victoria street
No permit misuse on Cecil Road	1	We have received complaints about Visitor Permit misuse on Cecil Road
As it's not possible to prove misuse easily, system shouldn't be changed	1	It is possible. It is just extremely time consuming and expensive.
No misuse of system in Bracondale	1	We have received complaints about Visitor Permit misuse on Bracondale
What about long-stay visitors?	1	As now, very long stay visits will have to be arranged with the Council
Petition filled in by resident calling on neighbours	1	There are no signatures on this petition, but it suggests that residents want neither the scratchcards, nor the short stay permits

Appendix 3 – Other local authority visitor permit schemes (October 2013 unless stated)

Local Authority	Type of scheme	Cost
Norwich (Current scheme)	'Any vehicle' permit - One per Household 'Special Occasion day permits – max 15 per year	Visitor permit - £31 Day permits - £1 each
Norwich (proposed scheme)	Any Vehicle '4 hour' short stay permit Day permits	Short stay permit £19 pa Day permits £1 (max 60 per year)
Brighton and Hove	Single day scheme only	25-50 per year (dependent on location) £1.60 or £2.60
Cambridge	Vehicle specific 5 day permit. All other visitors have to use short stay provision	£8 for a five day permit – vehicle must be stated. Max 12 per year
Winchester	Single day scheme only	Books of ten (max 2 books per year) £1 per permit
Bath	Single day scheme only	Max 100 per year £1 per permit – also hourly charged e-system
Chester	Day permits and 2 hour vouchers	Day permits book 10 for £9 2 hour permits book 20 for £6 Max one book per month
York	Day permit scheme	£5 per book of 5 day permits. Max 200 permits a year

Appendix 3 – Other local authority visitor permit schemes (October 2013 unless stated)

Local Authority	Type of scheme	Cost
St Albans	Day permits and 4-hour vouchers	35p each - Up to 4hrs 70p -All day books of 10 vouchers -max 11 per year
Canterbury	Day scheme only	£4 per day – max 65 per year
Edinburgh	None – off street and on street P&D only	
Oxford	Day scheme only	First 25 free, second 25 - £16 max 50 per year
Bristol	Day scheme only	50 free, then £1 each. Max 100 pa
Ipswich	1-hour 'clock' permit with day vouchers	£1 per day voucher – max 50 per year 1- hour clock permit – included with initial own vehicle permit application (£35)
Kensington and Chelsea	None – off street and on street P&D only	
Manchester	None – off street and on street P&D only	

Residents Visitor Parking Permit Scheme

Who can get this?	<p>Any resident of an eligible property, but please be aware that the entitlement is per household. Please also be aware that many more recently constructed properties are not eligible for permits. 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. A household is a single property that is registered in its own right for Council Tax purposes</p>
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of permits	<p>1.Residency – Resident must provide proof of residency (dated within three months)</p> <p>Bank statement.</p> <p>Household bill.</p> <p>Mortgage agreement.</p> <p>Tenancy agreement.</p> <p>Norwich City Council rent card.</p> <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 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>

Appendix 4 – Terms and conditions

What the nature of the permit is and how many can I have	The Resident's Visitor permit Scheme includes A 'Short Stay' permit, with a clock allowing visits for up to 4 hours Up to 60 Scratchcards, each valid for one day only for longer visits
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

Appendix 4 – Terms and conditions

How each permit can be used	<p>The 'short stay' permit must be displayed, with the clock, set to the time of arrival, and allows up to four hours parking. The permit can be used on different vehicles sequentially.</p> <p>The Scratchcard must be completed with the date of use fully exposed and the vehicle registration number and address of the property being visited</p> <p>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.</p> <p>A permit or Scratchcard 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>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.</p> <ul style="list-style-type: none">• You may use more than one Scratchcard at once if you have more than one visitor.• You may display sequentially dated scratchcards at once for a longer stay• A Scratchcard will be invalid if more than one day, month or date is exposed. <p>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.</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>Permits and Scratchcards are non- refundable, so please ensure you only purchase sufficient to meet your reasonably immediate needs. Scratchcards are subject to an expiry date</p>

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 same parking Zone within four hours of departure

The time limit of the permit is exceeded (this is four hours)

Appendix 4 – Terms and conditions