

Monmouthshire County Council

Resident Parking Permits (On/Off Street) Terms & Conditions

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Terms & Conditions – Contents

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1) Important Information

- Our Permits are now Virtual which means that you won't need a physical permit displayed in your windscreen. Details of your vehicle and permit are now all securely stored on our officer's handhelds. We are trying to reduce our paper and carbon footprint; therefore, No Paper Permits will be issued.
- When applying for, renewing, or maintaining your permit account, you confirm that you understand, accept, and will follow these terms and conditions.
- The information provided must be correct. It is an offence to knowingly make false statements for the purpose of obtaining a permit.
- The council reserves the right to refuse or withdraw permits for households found to be abusing the scheme.

2) Resident Eligibility

Please note that due to the limited availability Resident Permits will only be issued on the basis of one per household.

If you reside in an area which has resident permit parking restrictions on-street, and you have no off-street parking facilities available to you, or you reside near a Monmouthshire County Council Pay and Display car park, you may be eligible for a residents parking permit where applicable and depending on availability.

If you already have off street parking such as a Driveway, Private Parking, or an allocated parking space with your property, you are not entitled to a permit. If your household has more than one car and space for only one vehicle on your driveway/private parking, unfortunately you would still not be eligible for a Resident Permit. This is due to our limited availability.

There is no guarantee that there will be availability at the time of application. Resident Permits do not guarantee a parking space but help manage and prioritise parking spaces for those who are full time residents of those areas. A permit does not guarantee you a place to park your vehicle, it only gives you permission to do so in the allocated zone if space is available.

MCC has no statutory obligation to supply parking for residents.

3) Vehicle Custody

You must be the registered keeper of the vehicle you nominate. This is demonstrated by your name and address appearing on the documents relating to the vehicle for which you are applying for a permit. While co-habiting or married couples may share the use of a vehicle, the parking permit application should be made in the name of the registered keeper. If this is not possible, exceptions may be considered at the department manager's discretion.

If you have a company car, we will require a letter from your company along with vehicle documentation as outlined in section 6 of these terms & conditions.

4) Vehicle Eligibility

Your vehicle must be of a type and class laid down in the regulations. The classes of vehicle are:

1. A passenger vehicle constructed or adapted for the carriage of not more than 12 passengers (exclusive of the driver)
2. A vehicle not exceeding 2.28m high.
3. A vehicle not exceeding 5.25m long.

In all cases the width of the vehicle must be such that when parked it is fully contained within the confines of the parking bay. If a vehicle is found out of marked bay this could result in receiving a Penalty Charge Notice. Trailers/caravans are not eligible for residents parking permits.

5) Permit Account

Customers are required to create and manage their parking permit account and upload the correct documentation onto the secure portal.

If you do not have internet at home or access to a scanner, our hubs and libraries have free internet which you can use at their sites. They can also assist you with scanning any documents for your application.

However, if you don't have an email address or don't feel comfortable in using our online portal, we can process a permit for you using our Backoffice function. Please either speak to our team, contact centre or hubs where they can advise you on the information required to accommodate this request. Please note, this means you won't have an online account and will need to call our cashiers to make payment for your permit. It will also be your responsibility to ensure you follow the same as the points below.

- As a Permit Account holder, it is your responsibility to ensure:
- Your account & contact details are up to date and all information provided is correct.
- Your permit is valid and renewed on time.
- Your permit is used in accordance with the conditions of use.

6) Application Documents

Please note that although these documents are required on the first application, we reserve the right to request updated documents from residents who are renewing their application.

Requests for a residents parking permit will be delayed if applications are submitted without the correct evidence. Permits are issued on a first come first served basis due to limited availability, so submission of an incomplete application could mean you miss out on the opportunity of obtaining a permit.

Proof of Residence (as below for new applications)

We will accept one of the documents listed below. This must show the name and address as provided in the application.

- Council Tax Bill or Water Bill (this must be the last bill you received from your provider)
- Utilities Bill (gas, electric or landline telephone) and not more than 3 months old
- Current Driving Licence showing address.
- Current Tenancy Agreement which must be signed by both you and your landlord.
- Solicitor's Completion Letter if your property has been purchased in the last month.

Proof of Vehicle Ownership (as below for new applications/change of vehicle)

We will only accept a copy of one of the documents listed below. Documents provided must show the same applicant's name, address, and vehicle registration number as the application.

- Vehicle Registration Document (V5C)
- Current Certificate of Motor Insurance
- Hiring/Leasing Agreement
- Official Bill of Sale (if the vehicle has been purchased in the last month)
- If you drive a company vehicle, we will require a letter from your employer on company letterhead, confirming the vehicle is owned or leased by them and that you are the sole keeper and user of the vehicle. We will also require a copy of the vehicle registration document (V5C) or lease agreement to be provided from your employer.

7) Cost of Permit

Resident's permits are available for 12-month periods only. They are in line with our current approved fees and charges.

8) Change of Vehicle

If you change your vehicle during the validity of your permit you must notify us of this straight away by submitting a change of vehicle request on your permit account. If you still hold a paper permit, you must return this to us. Please email us at carparking@monmouthshire.gov.uk so that we can advise you on how to return this to us. You will also be required to produce proof of ownership for your new vehicle. The documents we accept are described in section 6 of these terms & conditions. No charge will be made for the first change of vehicle in any one permit year. However, subsequent changes will be charged at the rate of £10.00 per permit. Failure to inform us of a change of vehicle may result in the issue of a Penalty Charge Notice.

9) Temporary/Courtesy Vehicles

If your active resident permit vehicle is being repaired or serviced, you can temporarily replace it with the courtesy vehicle provided by the garage, repair shop or insurance company. You must notify us immediately of this. Only 1 temporary/courtesy vehicle can be active, and this will be for a period of 14 days at a time.

You will need to email carparking@monmouthshire.gov.uk to authorise this.

10) Refunds/Cancellations

We are unable to issue refunds on our Resident Permit Scheme. This is due to a large percentage of this permit being an administrative charge.

The permit must be cancelled in the event of any of the following circumstances occurring:

- a) if you cease to reside at the property
- b) if you sell or dispose of the vehicle shown on the permit
- c) the council withdraws the permit, or it ceases to be valid for any other reason.

11) Renewal

It is your responsibility to renew your permit. It is advisable to apply to renew your permit at least 14 days prior to its expiry to enable your renewal to be processed in good time. Please allow sufficient time for the renewal to be processed before the expiry of the existing permit.

You are not entitled to use residents parking areas on street, or park in the car park unless you have a valid resident parking permit. If you have applied for a permit this does not give you any entitlement to parking benefits.

12) Parking Suspensions

You may be notified of Parking suspensions in your permit zone. On occasions where we need to accommodate for the loss of parking, we will write to you notifying you of this and offer alternative parking arrangements. You must not park where signs say parking is suspended. We try and give advance warning of a suspension. However, in an emergency, the suspension may happen without notice.

Parking places may be suspended by the Police or someone we give permission to.

Resident Permits holders for Brewery yard car park, on a Tuesday must use the next nearest available Pay & Display car park on this day. This is due to closure of this car park on Tuesdays to facilitate the Abergavenny Market. Please be assured that our officers are aware of vehicles with Brewery yard permits parked in alternative car parks on this day and will not enforce against them.

13) Blue Badge Holders

Resident Permit holders ONLY bay

We do not offer discounts for Blue Badge Holders. If you are a blue badge holder and your property has Resident Permit Holder Only bays on-street, and you have no off-street parking available, you may be eligible for a residents parking permit where applicable and depending on availability. – displaying your blue badge does not make you eligible to park in a Resident Permit Holders Only Zone. If you are using one of our council car parks, a Resident Permit will not be required by a Blue Badge holder. This is because our car parks are free to use by blue badge holders displaying a valid blue badge without any time constraints. This does NOT include Electric Vehicle (EV) bays.

Shared Limited Waiting and Resident Permit holders bay.

We do not offer discounts for Blue Badge Holders. If you are a blue badge holder and your property has Shared Time Limited Waiting and Resident Permit Holders bay on-street, and you have no off-street parking available, you are entitled to park in the shared bay for a maximum of 3 hours with a valid blue badge and the time clock set to the correct time, If you require to park for more than the maximum 3 hours, you may be eligible for a residents parking permit where applicable and depending on availability. If you are using one of our council car parks, a Resident Permit will not be required by a Blue Badge holder. This is because our car parks are free to use by blue badge holders displaying a valid blue badge without any time constraints. This does NOT include Electric Vehicle (EV) bays.

14) Enforcement

The Council's Civil Enforcement Officers (CEOs) regularly patrol Residential Parking Zones. Vehicles must park wholly in the parking places marked out on the road or in the car parks. Vehicles must be parked so as not to cause an obstruction of the highway. Failure to do so may result in Police or council enforcement action.

Whilst a vehicle is parked in either an On/Off Street Resident Parking Zone, it must not be used in conjunction with selling or offering for hire of any service.

Vehicles observed to be parked without holding a valid permit, using a different zone without authorisation or to be in breach of the council's parking regulations, may receive a Penalty Charge Notice (PCN) of up to £70.

The council will not accept any responsibility for the damage, theft, or loss of, or to, any vehicle or its contents whilst parked in a Resident Parking Zone.

15) Transferring and selling permits

Resident Permits are non-transferable between vehicles and only valid for the vehicle listed. If you change your vehicle, the permit will need to be updated, please refer to Section 8.

You cannot share, sell, or give your permit to anyone else. We reserve the right to take action against anyone found to be buying on behalf of, selling to, or offering permits for sale to anyone else. The action we may take includes permanently suspending or deleting your permit account.

16) Data Protection

Monmouthshire County Council will process the information you have provided in this application in accordance with Data Protection Legislation. To learn more about how we use your personal data please visit our website to view our Privacy Notice: <https://www.monmouthshire.gov.uk/your-privacy/>

17) Fraud

Monmouthshire County Council has a duty to protect the public funds it administers, and to this end may use the information you have provided on your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. This is part of the National Fraud

Initiative. We may carry out automated checks to confirm you live at the address you provided. This includes checking the electoral register and Council Tax records. For further information please visit our website to view our fair processing notice: <https://www.monmouthshire.gov.uk/audit/>

18) Corresponding with us

Any correspondence/documents can be emailed to: carparking@monmouthshire.gov.uk

Should you need to write to us/return original documents please post this to:

Car Parking Department, Monmouthshire County Council, County Hall, The Rhadyr, Usk, NP15 1GA.