**Proposed New On-street Parking Virtual Permit System FAQs**

**What are the proposed changes?**

Our on-street resident parking permit system will become an online system. Application, renewal and payment will be online and we will no longer issue paper permits to display in your vehicle. There will also be changes to the way visitor permits and Stratford Park and Ride quarterly and annual season tickets/permits are issued.

**Residents Parking Permits**

**How will the new system work?**

You will need to create an account with a user name and password. Once you have done this you will be able to apply for, renew and pay for permits online and upload any supporting documents as required. We will write to you with full details of how to do this.

A list of the documents (proofs) required for each permit type is contained within the permit terms and conditions which you should read and acknowledge as part of your application. Current terms and conditions are available at www.warwickshire.gov.uk/parking or on request.

**What if I don’t have access to the internet?**

For people who don’t have internet access we will retain a limited service for applications and renewals by phone or post. Our parking management team will be able to provide this contact information.

**Will my resident’s parking permit increase in price?**

Yes, but the income that we receive will not exceed the costs of administering and enforcing residents’ parking schemes.

We are currently consulting on the proposed price rises and the options are contained within the accompanying public information consultation document.

**Why have you introduced the permit prices as shown?**

To address the costs of running a permit parking scheme and to reduce the ever-increasing demand for parking in our busy boroughs and districts, we must either limit the number of parking permits or increase their price to discourage the use of cars. Previously residents have said they were against limiting the number of permits available per household.

Therefore we have set the permit prices with the aim of reducing the number of cars parked per household and to move towards a self-financing scheme.

In 2016, the average annual charge for a resident’s permit in the UK was £64 per permit. Warwickshire’s permit charges are currently £25 per annual permit. There has been one previous rise in permit costs since civil parking enforcement was first introduced in 2004/5.

**On what basis have you chosen these charges?**

We have carried out a benchmarking exercise (available on the consultation page). This was one aspect of our proposals. The advantage of a tiered structure is that it reduces the impact on residents who make little use of the scheme and have fewer cars parked on the highway. The flat rate option enables the scheme to be self-financing.

**Is there a change to the number of permits I can have?**

No. Most residents in a permit controlled zone will still be able to apply for a maximum of three permits plus one package of visitors parking sessions (see below). Owing to limited space, a very few streets have a reduced permit allocation.

**How can I find out if I qualify for a permit?**

Please visit our website at www.warwickshire.gov.uk/parking where you will find a list of eligible properties. You may also wish to check the terms and conditions, which can also be found on the same webpage.

**Will owning a parking permit guarantee me the right to park outside my house?**

No. We cannot reserve parking spaces for groups or individuals. However, by preventing commuters from parking in your area, controlled parking zones make it much more likely that you’ll find a parking space near home.

**How early can I renew my permit?**

You can renew your permit a maximum of 30 days before it expires. We will contact you before your permit expires but please remember that it is your responsibility to ensure that a valid permit exists for your vehicle.

**I have changed my vehicle – how do I change my permit?**

If you replace your car you will be able to amend your vehicle details through your user account. We have made allowance for two changes of vehicle details per annual permit for residents.

Residents who use their employer’s vehicles and change these regularly will be able to do so by contacting our service provider NSL by phone.

**How will I know if a car parked on my street has a permit?**

Our Civil Enforcement Officers (CEOs) carry handheld devices which are able to scan vehicle registration numbers. They can see whether a vehicle is parked legally or not and will take the appropriate action. Owing to the General Data Protection Regulations we are not able to make this information public.

**Visitors Parking Permits**

**Why are you proposing changes to the visitors parking scheme?**

We have had feedback from residents that some misuse of visitors permits takes place, allowing daily long term parking all year round by commuters for example. The new system will help prevent this and free up valuable kerbside space for residents.

**How will the proposed visitors parking sessions work?**

Residents may buy **one** package of visitors parking sessions per year. Either 600 hours of parking (25 full days) at £25 per year or 1200 hours of parking (50 full days) at £50 per year. You will only need to use your visitors parking allowance during the restricted waiting hours eg 8am to 8pm where guests are staying longer than the permitted waiting time.

Parking restrictions vary from street to street throughout the county so it is difficult to show how annual hours equate to parking allowance per street. We believe that the proposed allowance provides sufficient on-street parking time for family and friends to visit during the year.

Carers are not affected by these proposals and may apply for permits in their own right. Terms and conditions apply.

You will register your visitor’s car registration number at or before their arrival on-street. Our Civil Enforcement Officers have handheld devices which receive the vehicle’s registration number.

You will only need to register vehicles staying longer than the currently permitted waiting limit for your street, which may be 30 minutes, 60 minutes or two hours, depending on the location, and within the restricted hours, eg 8am to 8pm.

**Will I be able to have multiple visitors?**

Yes. The new system has increased flexibility. It will provide a set number of hours of parking per year which will cater for friends, family and occasional visitors such as tradespeople. Our new system will allow you to register each visitor’s car registration number before their arrival.

**What happens if I run out of visitors parking sessions?**

Residents may purchase one package of visitors parking sessions each year. Once this has expired, visitors will need to abide by the time-limited waiting restrictions as specified by the on-street signs or find alternative parking arrangements. Unused visitor parking sessions will not carry over from one year to the next. Remember that, apart from pay and display areas, on-street parking is free for a limited period of time.

**Other Parking Permit Types**

**I am a guesthouse owner – how will this affect me?**

Guesthouse visitor permits are currently only available in Stratford District and Warwick District areas.

Guesthouse owners in these districts will create their own online user account. They will register their visitors’ vehicle registration details online before their arrival. Parking for guesthouse visitors will be charged at £5 per 24 hour period.

Guesthouse owners may buy a virtual ‘book’ of visitors parking sessions according to their requirements with a minimum purchase of 20 sessions (24 hour periods). There will be an option to buy further ‘books’ of up to 200 visitor parking sessions to cater for busy periods. There is no limit to the number of visitor parking sessions a guesthouse may purchase.

**I have an Ash Green Events Day permit – are these changing?**

Events Day permits allow residents of Ash Green and their visitors to park in the controlled parking zone around the Ricoh Arena, Coventry. These permits will remain free of charge.

However, the switch to the online permitting system will also apply to Events Day permits so that no paper permits will be issued.

Ash Green residents will be required to log their vehicle details when they apply for their permit. Residents will also need to log their visitors vehicle details during Events Days at or before their guest’s arrival.

**I am a blue badge holder. Have things changed for me?**

No. Blue badges are issued by a separate team and will still be issued in the same form. The rules concerning parking for blue badge holders remain unchanged. As a Blue Badge holder you are entitled to:

* free and unlimited parking in all shared-use bays and pay and display bays
* a three-hour exemption from the waiting ban on single and double yellow lines if you do not cause an obstruction and there is no loading ban

Please make sure that you clearly display both your disabled badge and clock, and that your clock is set to your arrival time.

**Are doctors and home carers permits still available?**

Yes. These will be applied for online. To prevent their misuse, we will require evidence that the applicant fulfils the criteria for issue. Please see the terms and conditions. These permits are valid for use in any permit controlled zones. They are not valid in pay and display parking areas which are not also a permit controlled zone.

**I need a parking place dispensation or suspension for on-street works – what do I do?**

You will be able to apply for and pay for these online. On-street parking provision is at a premium. You will need to supply evidence of why you require the parking place to be put aside for the works to be carried out. A fee is applicable for dispensations and suspensions and is set at a rate to encourage prompt return of the parking place into general availability.

**What are the proposed changes to the Stratford Park and Ride permits?**

The changes will apply only to quarterly and annual season ticket permits. Daily and monthly park and ride tickets will be unaffected.

When you buy your annual or quarterly permit, you will be required to log your vehicle details with our online permitting system. You will receive an email via mobile phone which will allow you to board the bus into Stratford.

We intend to continue to make provision for employers who provide annual and quarterly season tickets for their employees.