



The Parking Shop  
 Suite 1  
 Forster House  
 Forster Business Centre  
 Framwellgate Moor  
 DH1 5HL

## County Durham Controlled Parking Areas Application Form Resident & Visitor Permits

Please read 'Conditions of Use' and complete the following, where applicable. Please use black or blue pen and print in CAPITAL LETTERS.

**1 Applicant Details Mr/Mrs/Ms/Miss (delete as applicable)**

Full Name .....

Address.....

.....

Postcode.....

Telephone Numbers:

Home..... Work.....

Mobile.....

Email Address.....

**2 Permit Type**

I wish to apply for :- (please tick as appropriate)

<b>Resident Permit</b>	3 month	<input type="checkbox"/>	£7.50
	6 month	<input type="checkbox"/>	£15.00
	9 month	<input type="checkbox"/>	£22.50
	12 month	<input type="checkbox"/>	£30.00
	15 month	<input type="checkbox"/>	£37.50
	18 month	<input type="checkbox"/>	£45.00
Number of Resident Permits required (up to 3 permits allowed)		<input type="checkbox"/>	
<b>Resident Visitor Permit (Scratchcard)</b> (up to 6 books allowed per 12 week period)	1 book	<input type="checkbox"/>	£3.00
	2 books	<input type="checkbox"/>	£6.00
	3 books	<input type="checkbox"/>	£9.00
	4 books	<input type="checkbox"/>	£12.00
	5 books	<input type="checkbox"/>	£15.00
	6 books	<input type="checkbox"/>	£18.00

### 3 Documentation Required

If applying by telephone, no documentation is required. However, if applying by post or in person, proof of residence is required.

Please note that tenants are unable to apply by telephone as we require a copy of the signed tenancy agreement.

- \* Dated within 12 months of application
- \*\* Dated within 3 months of application for new applications, dated within 12 months for renewal applications
- \*\*\* Dated within 3 months of application

Please tick one of the following and supply a photocopy:

PERMANENT RESIDENTS/OWNERS      TEMPORARY RESIDENTS/TENANTS

- Council Tax Document \*
- Utility Bill \*\*
- Mortgage Agreement\*\*\*
- Driving Licence (renewal applications only)

- Signed Tenancy Agreement

**NB** When a rolling Tenancy Agreement is provided as proof of residence, a supporting letter from the landlord or his agent must be provided confirming that:  
a) the agreement has not expired; and,  
b) the landlord will retrieve and return the permit(s) to the Parking Shop should the tenant cease to live at the property.

### 6 Application/Payment Options

- By telephone:                      Please ring 0191 384 6633 and have your credit/debit card details ready (if paying by phone you do not need to complete an application form).
- By post:                              Please send completed application form and cheque payment to The Parking Shop, Suite 1, Forster House, Forster Business Centre, Framwellgate Moor, Durham, DH1 5HL. Please make cheque payable to '**NSL Ltd**'. Please do not send cash or credit/debit card details in the post.
- In person:                          At The Parking Shop, Suite 1, Forster House, Forster Business Centre, Framwellgate Moor, Durham, DH1 5HL. Opening hours are Monday to Friday 8am to 6pm. Payments may be made by cash, credit/debit card or cheque/postal order made payable to '**NSL Ltd**'.

### 7 Declaration

I declare that the information provided with this application is correct and that I agree the permit will be withdrawn should conditions of use be contravened.

Signature .....                      Date .....

I confirm receipt of my permit

Signature .....                      Date .....

## CONDITIONS OF USE

### Resident Permit

Resident Permits will only be issued by the Parking Shop to residents within the CPA at a cost of £30 per year. Permits for 12, 15 and 18 month periods are available. Permits are available for short term residents for the period stated on their tenancy agreement.

Short term residents on a rolling tenancy agreement may purchase a permit for a maximum period of 3 months only. The permit application must be supported by a copy of the signed tenancy agreement and a letter of confirmation from the landlord/letting agent on company letterhead or from the landlord/letting agent's email address, confirming that:

- a) the agreement has not expired; and
- b) the landlord will retrieve and return the permit(s) to the Parking Shop should the tenant cease to live at the property.

The permits are for use by residents and their visitors only. Permits must only be used by non-residents when the vehicle is being used for the purpose of visiting a property within the CPA.

Permits are not vehicle specific and can be transferred between vehicles.

Permits will not be issued for passenger vehicles weighing over 7.5 tonnes or those longer than 6 metres.

The permit allows residents to park in permit holder only areas.

A maximum of three permits will be issued per household. Properties which are multiple occupancy, such as a house sub-divided into flats, will be treated as one residence and will be eligible to apply for three permits unless it is split into several discrete flats and is registered with the Council as such. In this case each flat will be entitled to one permit.

Resident Permits are area specific and cannot be used in any other area or zone other than the area in which the resident's property is located.

New and renewal applications made by permanent residents can be made either by telephone, in person or by post. If applying/renewing in person, the resident will need to provide proof of residency if they would like the permit handed over, otherwise the permit will be sent to the applicant's address.

New and renewal applications made by temporary residents can be made in person or by post, providing a copy of their signed tenancy agreement.

### Resident Visitor Permits (Scratchcards)

Scratchcards will only be issued by the Parking Shop to residents within the CPA and can be purchased at a cost of £3.00 per book. A maximum of six books may be purchased per household every 12 weeks (temporary residents may obtain up to 12 weeks' worth of scratchcards at a time depending on length of tenancy). The following type of scratchcard book is available:

- 15 no. 3 hour scratchcards (Framwellgate Moor CPA and North End CPA only)
- 5 no. 1 day scratchcards (Chester-le-Street, Bishop Auckland and Gilesgate/St Giles Close CPAs only)

The scratchcard allows visitors to park in permit holder only areas. Scratchcards must only be used when the vehicle is being used for the purpose of visiting a property within the CPA.

Three of the 3 hour scratchcards can be used for a full day's parking i.e. the tenth hour is free. There is no limit on the number of scratchcards that can be used consecutively to allow a visitor to stay all day or for a number of days.

Hotels and guest houses may apply for up to 18 books of visitor scratchcards every 12 weeks.

New and renewal applications made by permanent residents can be made either by telephone, in person or by post. If applying/renewing in person, the resident will need to provide proof of residency if they would like the scratchcards handed over, otherwise they will be sent to the applicant's address.

New and renewal applications made by temporary residents can be made in person or by post, providing a copy of their signed tenancy agreement.

Residents cannot purchase new books of scratchcards until they have used up their current allocation. An allocation of six books per resident is permitted within an 84 day (12 week) period. If a resident chooses not to purchase their allocation of six books in one go, then the following conditions apply:

<b>Number of books of scratchcards purchased</b>	<b>How long residents must wait before purchasing any more scratchcards</b>
1 or 2 books	28 days (4 weeks)
3 or 4 books	56 days (8 weeks)
5 or 6 books	84 days (12 weeks)

### **Lost/Stolen Permits**

All lost or stolen permits must be reported immediately. Lost or stolen permits will be cancelled and replacements charged at £10.00 per permit.

### **General Conditions**

1. The Council has the right to withdraw or cancel a permit at any time. You will be notified of the withdrawal or cancellation in writing at the address shown on your application. The permit will be invalid three working days after notification in writing is posted.
2. The permit will become invalid and must be returned if:
  - a) you move from the area;
  - b) where circumstances change since the application such that the permit is not in compliance with the requirements of the Conditions of Use;
  - c) where it appears there has been abuse of the system for the advantage of the resident, or others or for financial gain.

A quarter of the annual fee may be refunded for every whole quarter for which the permit would remain valid.

3. The permit must be displayed conspicuously in the windscreen of the vehicle so it is clearly visible from the outside.
4. Any unauthorised alterations to the permit will render it invalid.
5. Permits will not be issued for passenger/goods vehicles weighing over 7.5 tonnes or those longer than 6 metres.
6. You must produce evidence that you are entitled to a permit when asked to do so by a representative of the Council.
7. You must obey the law relating to parking and obstruction of the highway. A permit is only valid in areas designated for permit parking. Any penalties incurred for parking on yellow line restrictions, disabled bays or loading bays are the responsibility of the vehicle owner/registered keeper.
8. Where an Authorised Officer of the Council has reasonable cause to believe that a permit(s) issued in accordance with these conditions has been wrongly acquired or not used in accordance with these conditions or there was intent to deceive, the officer may invalidate a permit(s) issued to the residence. This includes (but is not limited to) the use of a visitor permit when the vehicle is not being used for the purpose of visiting a property within the CPA.
9. If action is taken following a breach of these conditions, a resident may make a representation to the Durham County Council's Parking Manager for a review of their case.
10. Abuse or continued misuse of a permit(s) will result in suspension of issue of further permits and the right to reapply will be reviewed annually.
11. By purchasing and using a permit(s) the holder(s) accept(s) these Conditions of Use.
12. Applicants are advised that the data held by Durham County Council in respect of their permit may be used for cross-system and cross authority comparison purposes for the prevention and detection of fraud. For further information see <http://www.durham.gov.uk/article/2535/National-Fraud-Initiative>
13. Data Protection Act 2018 –

- Durham County Council complies with all relevant statutory obligations. Personal information processed by the Council will be handled in accordance with the Council's privacy statement, which can be accessed here <https://www.durham.gov.uk/dataprivacy>.
- Parking Services' privacy notice provides more specific information on the data collected and how it is handled, a copy of which can be accessed here <https://www.durham.gov.uk/media/24844/Privacy-notice-parking/pdf/PrivacyNotice-Parking.pdf>.
- If you have any concerns about how your data is handled, please contact either the Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or the Information Commissioner's Office [casework@ico.org.uk](mailto:casework@ico.org.uk).

**The issue of a permit does not reserve or guarantee the availability of a parking space.**