

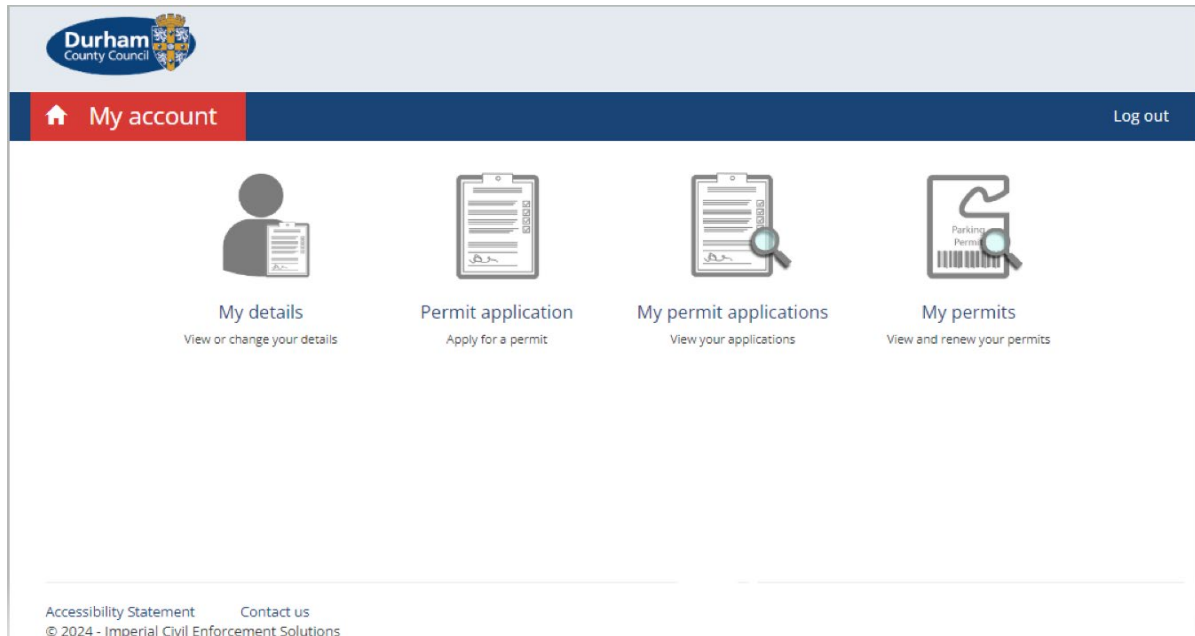


Resident Permits CPZ

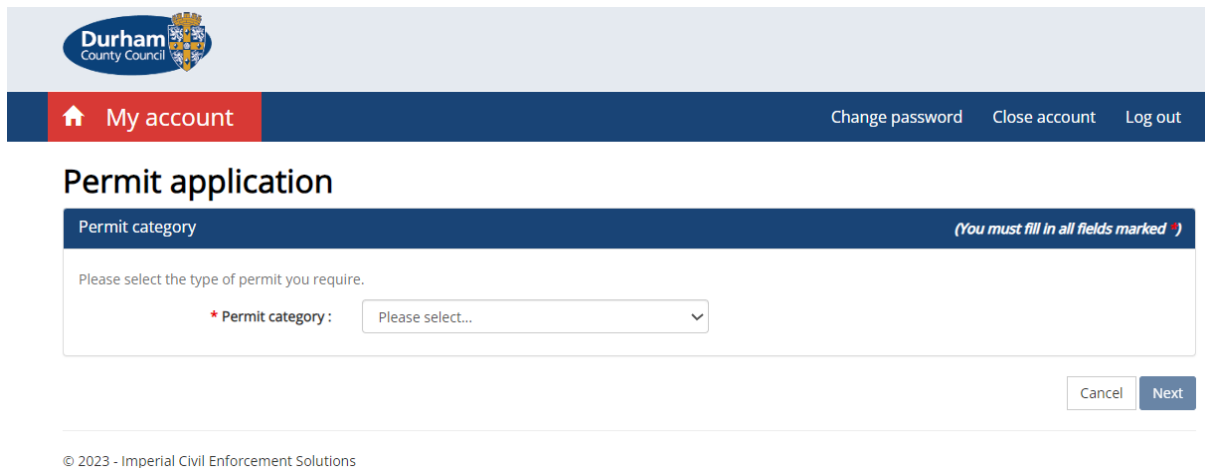
User Guide

How to make an application

To apply for a Residents Virtual Permit please click on the 'Permit Application – Apply for a permit' option.



This will then take you to permit category.



The screenshot shows the 'Permit application' form. At the top left is the Durham County Council logo. A navigation bar contains a home icon, 'My account', and links for 'Change password', 'Close account', and 'Log out'. The main heading is 'Permit application'. Below this is a dark blue bar with 'Permit category' on the left and '(You must fill in all fields marked *)' on the right. The form content includes the instruction 'Please select the type of permit you require.' and a dropdown menu labeled '* Permit category:' with the text 'Please select...' and a downward arrow. At the bottom right of the form are 'Cancel' and 'Next' buttons. At the bottom of the page is a copyright notice: '© 2023 - Imperial Civil Enforcement Solutions'.

Under permit category, select the drop down menu where you will notice an option for 'Resident Permits'. Once selected, there will be a note pop up to advise that this permit is for the residents category. Once your address has appeared you are able to then click next.

Permit application

Permit category (You must fill in all fields marked *)

Please select the type of permit you require.

* Permit category : ▼
This is for the residents category

Address details (You must fill in all fields marked *)

Address :

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On the next screen you will need to select 'Resident – CPZ' if you are a permanent resident.

Permit application

Permit type (You must fill in all fields marked *)

Please choose a particular permit.

* Permit type : ▼

You will then be prompted to fill out the application form further. You will need to enter the following details;

- How long you want the issue period to be for.
- The start date will automatically populate the expiry date for the date you select.
- The vehicle details including registration, colour and make.
- There is also a question to ask if you have any off-street parking at the property.

Permit application


Permit type (You must fill in all fields marked *)

Please choose a particular permit.

* Permit type :

* Zone :

* Issue period :

* Start date : 

Expiry date :

Applicant details

Title :

Forename :

Surname :

Email address :

Vehicle details (You must fill in all fields marked *)

* Vehicle registration :

* Colour :

* Make :

Questions (You must fill in all fields marked *)

* Do you have any off-street parking?

Once everything has been filled out, select next.

You will then be asked to review the application. Please click on the link to read the terms and conditions and then tick the box to say you accept them. Then click 'Proceed'.

[Please click the link to view the Terms and Conditions](#)

I accept the terms and conditions

You will then be asked to upload your proof of residency and proof of vehicle by clicking on 'Upload Supporting documents'.

Upload supporting documentation

Application number :
Application date : 17/07/2024
Permit type : Resident - CPZ (Max 2)
Start date :
Period : 3 months
Price :

Please provide one of each of the following proofs from the drop down list:

1 x Resident Proof

1 x Vehicle Proof

You may upload up to 3 documents.

Each document must not be greater than 5MB in size and must be one of the following types:

- Scanned document or photo in JPEG format (jpg, jpeg)
- Microsoft Word document (doc, docx)
- Rich Text document (rtf)
- Microsoft PowerPoint document (ppt, pptx)
- Scanned document or photo in TIFF format (tif, tiff)
- Bitmap Image (bmp)
- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

Your documents are stored securely and cannot be opened and viewed from this web site.

Click on a 'use this document' button if you want us to refer to a document that you have uploaded before.

You will then need to select 'Add document' and upload the relevant documents that is required.

- Scanned document or photo in JPEG format (jpg, jpeg)
- Microsoft Word document (doc, docx)
- Rich Text document (rtf)
- Microsoft PowerPoint document (ppt, pptx)
- Scanned document or photo in TIFF format (tif, tiff)
- Bitmap Image (bmp)
- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

New proof documents :

[+ Add document](#)

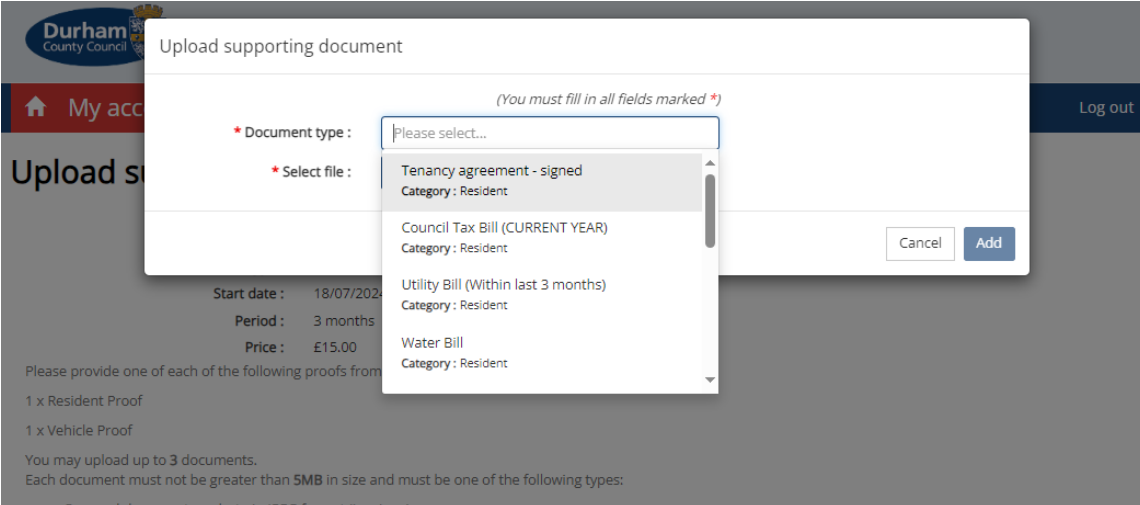
[Cancel](#)

[Upload documents](#)

You will then be asked to select a document type from the drop down menu, this will show you all documents we can accept as proof for each category. You will then need to select browse to upload your documentation.

Followed by 'add' once you have uploaded it.

Please Note: you will need to upload all documents individually.



Upload supporting document

(You must fill in all fields marked *)

* Document type : Please select...

* Select file :

- Tenancy agreement - signed
Category : Resident
- Council Tax Bill (CURRENT YEAR)
Category : Resident
- Utility Bill (Within last 3 months)
Category : Resident
- Water Bill
Category : Resident

Cancel Add

Start date : 18/07/2024
Period : 3 months
Price : £15.00

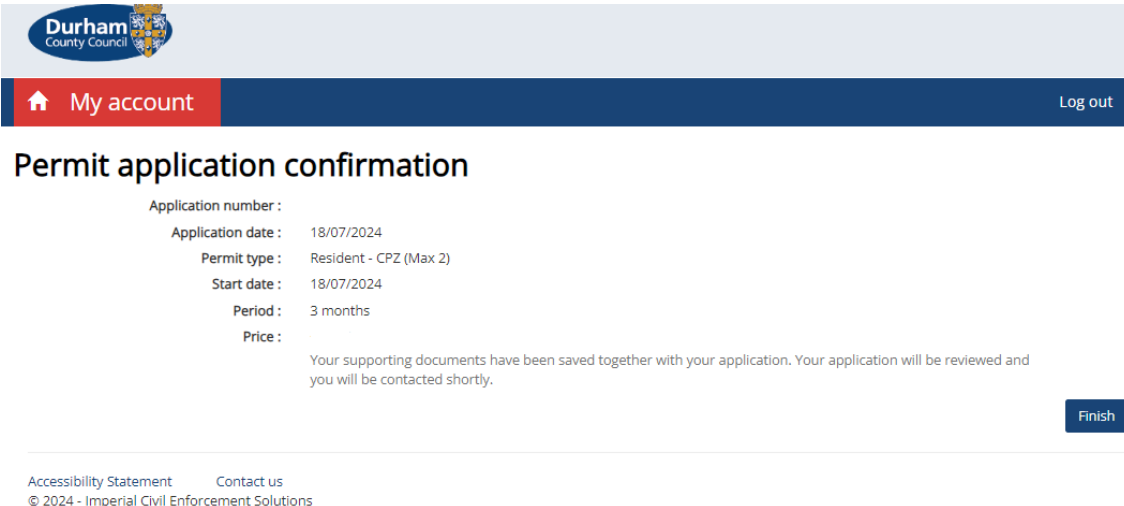
Please provide one of each of the following proofs from

- 1 x Resident Proof
- 1 x Vehicle Proof

You may upload up to 3 documents.
Each document must not be greater than 5MB in size and must be one of the following types:

- General document uploads in JPEG format (jpg, jpeg)

You then select finish and it will advise that your application will be reviewed.



Durham County Council

My account Log out

Permit application confirmation

Application number :
Application date : 18/07/2024
Permit type : Resident - CPZ (Max 2)
Start date : 18/07/2024
Period : 3 months
Price :

Your supporting documents have been saved together with your application. Your application will be reviewed and you will be contacted shortly.

Finish

Accessibility Statement Contact us
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After you have clicked 'finish' this will take you back to the home screen whilst The Parking Shop are reviewing your application.

Once your application has been acknowledged, you will receive an email to say that your application has been approved and a further email to advise that the permit has been issued.

You can track the progress of your application under 'My permit applications'.

Once your permit has been 'Offered' you will need to either accept or decline the offer on your account, to do this you need to click on the 'My Permit Applications' section.

My permit applications

[+ New permit application](#)

↑↓ Permit type	Vehicles	↓ Application number	↑↓ Application date	
Resident - CPZ (Max 2)		-	18/07/2024	Under offer since 18/07/2024 Accept offer

Once you have accepted the offer, The Parking Shop will then issue the permit, in which you will receive another email to confirm.

Accept offer

Application number :

Permit type : Resident - CPZ (Max 2)

Start date : 18/07/2024

Expiry date : 17/10/2024

Price :

Further to your permit application you have been offered a permit.
Please accept or decline this offer.

[Cancel](#) [Decline](#) [Accept](#)

Now that your permit application has been accepted it will be issued, you will be asked to make payment for the permit. You can 'Add to Basket' to make payment later if you wish but the permit will not be valid until the appropriate payment has been made.

Offer accepted

Application number :

Permit type : Resident - CPZ (Max 2)

Start date : 18/07/2024

Expiry date : 17/10/2024

Price :

Your permit will be issued once your payment has been taken. Please use the payment button.

[Cancel](#)[+ Add to basket](#)[Make payment](#)

How to make payment

PLEASE NOTE: Payment must be made prior to being issued with the permit, without evidence of payment found to have been made, our Civil Enforcement Officers may issue the vehicle with a Penalty Charge Notice (PCN).

If you select 'Make Payment' you will then be transferred to the payment screen where you would need to make payment using a credit/debit card by entering the billing address and card details.



Your order

APP_1810347_1693302879	£10.00
Amount to Pay	
Total (GBP)	£10.00

Billing address ?


First name	Last name
<input type="text" value="First name"/>	<input type="text" value="Surname"/>
Email (Optional)	
<input type="text" value="you@example.com"/>	
Address Line 1	
<input type="text" value="1234 Main Street"/>	
Address 2(Optional)	
<input type="text" value="Apartment or suite"/>	
City	
<input type="text" value="City or Town"/>	
Country	Postcode
<input type="text" value="United Kingdom"/>	<input type="text" value="AB1 2CD"/>

[Continue](#)

Once payment has been made, you will receive confirmation of the payment being successful and the permit being issued.

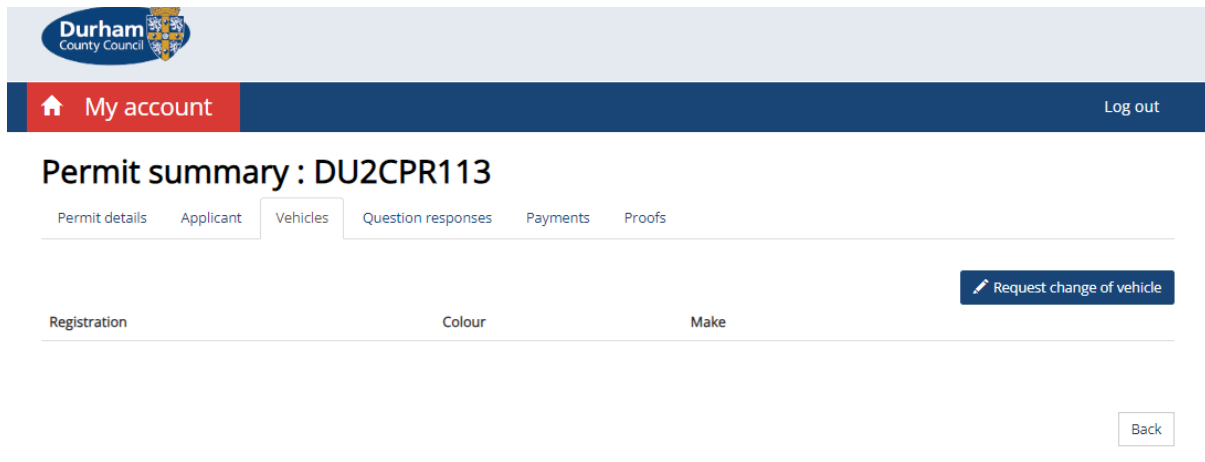
How to amend vehicle details

If you need to change or amend your vehicle registration, you can go onto the 'My Permits' section where you will see a green car logo, if you click on this it will open the vehicles tab.

Resident - CPZ (Max 2) T5 DU2CPR113 17/07/2024 Valid until 16/10/2024  

To change the vehicle registration, click on the 'Request change of vehicle' button.

Please note: to change the vehicle registration would incur a £5.00 administration fee.



The screenshot shows the Durham County Council 'My account' page. At the top left is the Durham County Council logo. Below it is a navigation bar with 'My account' and 'Log out'. The main heading is 'Permit summary : DU2CPR113'. Below this are tabs for 'Permit details', 'Applicant', 'Vehicles', 'Question responses', 'Payments', and 'Proofs'. The 'Vehicles' tab is active. Below the tabs is a table with columns for 'Registration', 'Colour', and 'Make'. A 'Request change of vehicle' button is located to the right of the table. A 'Back' button is at the bottom right.