

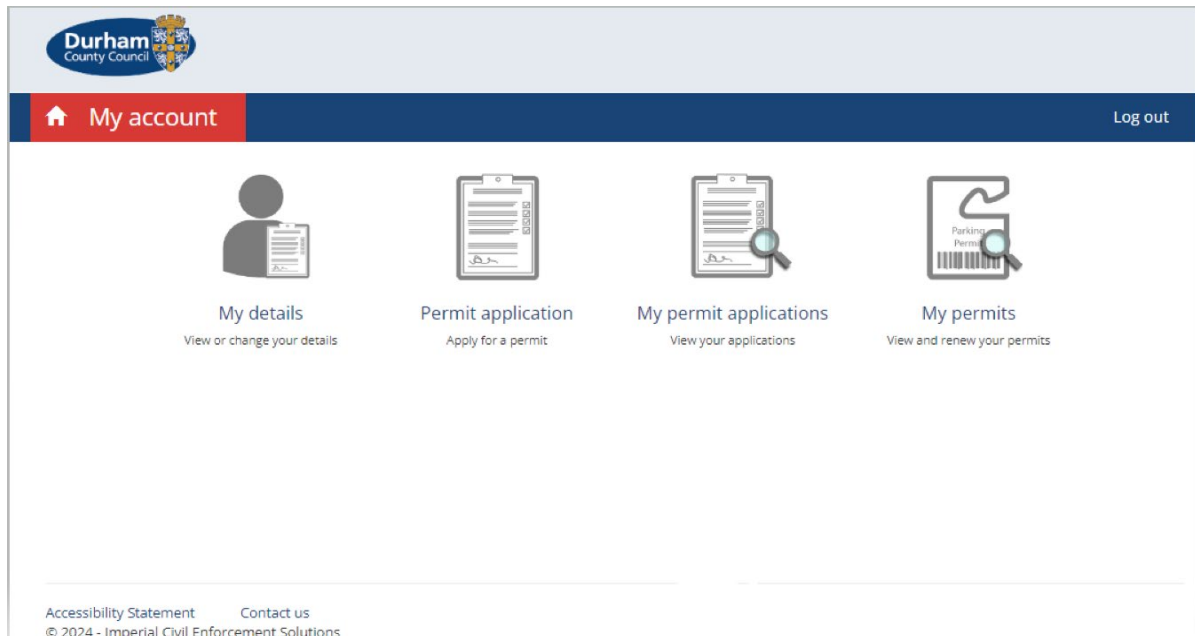


Temporary Resident Permits CPZ

User Guide

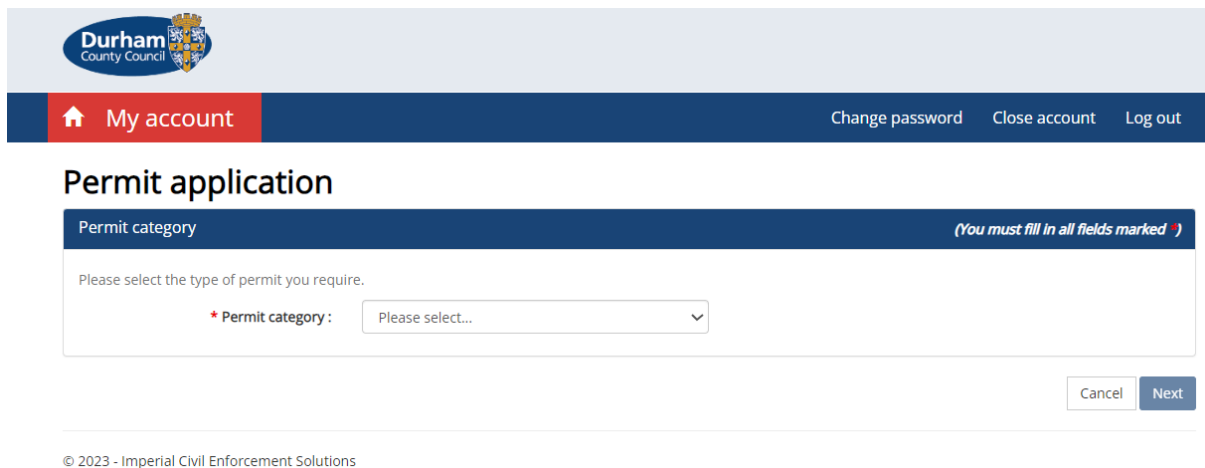
How to make an application

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



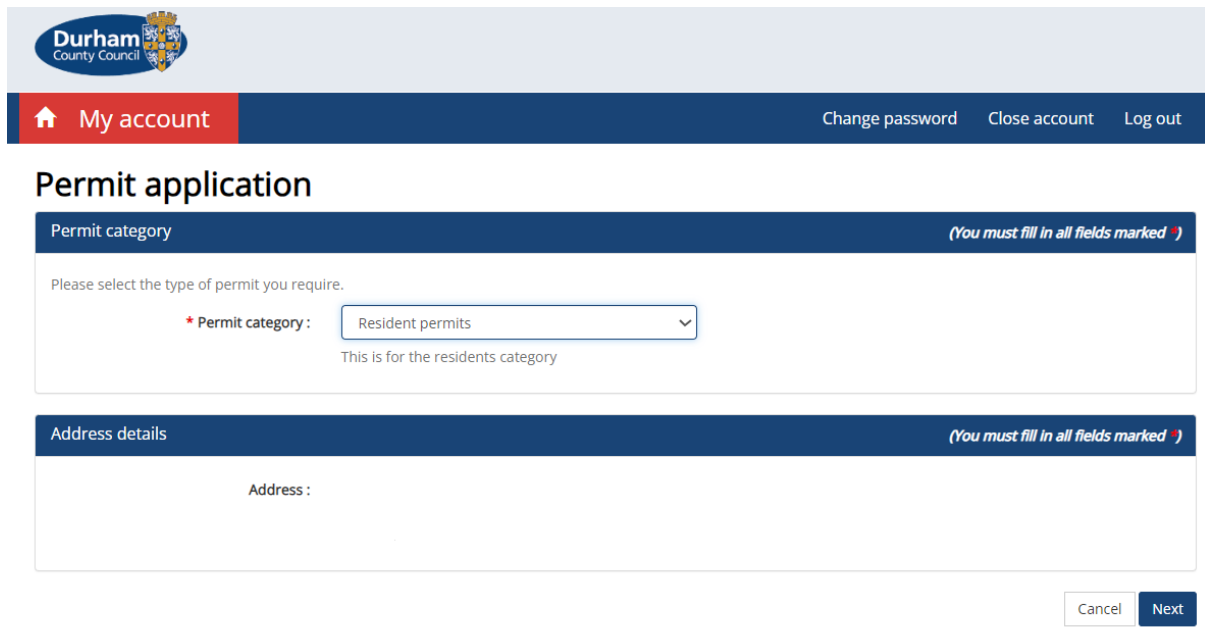
The screenshot shows the 'My account' dashboard for Durham County Council. At the top left is the Durham County Council logo. Below it is a navigation bar with a home icon and the text 'My account', and a 'Log out' link on the right. The main content area features four icons with corresponding text and sub-text: 1. 'My details' with a person icon and sub-text 'View or change your details'. 2. 'Permit application' with a clipboard icon and sub-text 'Apply for a permit'. 3. 'My permit applications' with a clipboard and magnifying glass icon and sub-text 'View your applications'. 4. 'My permits' with a parking permit icon and sub-text 'View and renew your permits'. At the bottom left, there are links for 'Accessibility Statement' and 'Contact us', and a copyright notice '© 2024 - Imperial Civil Enforcement Solutions'.

This will take you to the permit category.



The screenshot shows the 'Permit application' form. At the top left is the Durham County Council logo. Below it is a navigation bar with a home icon and the text 'My account', and links for 'Change password', 'Close account', and 'Log out'. The main heading is 'Permit application'. Below the heading is a dark blue bar with the text '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.' followed by 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 left of the page is the 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.



Durham County Council

[Home](#) **My account** [Change password](#) [Close account](#) [Log out](#)

Permit application

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

Please select the type of permit you require.

* **Permit category :** Resident permits

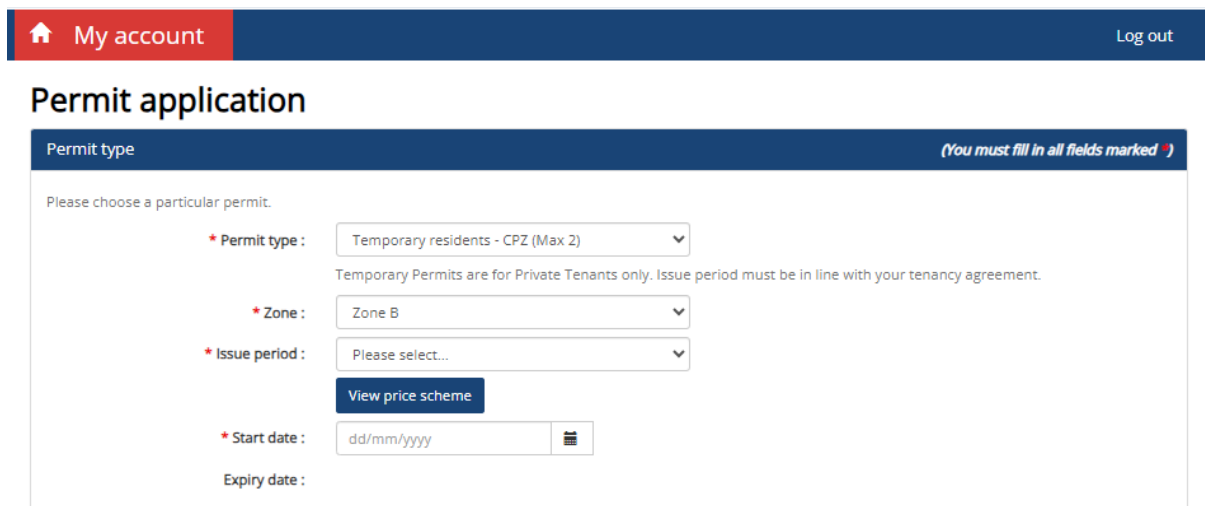
This is for the residents category

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

Address :

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On the next screen, you will need to select 'Temporary Residents Permit'. There is help text provided to advise that the Temporary Permits are for private tenants only and your issue period must be in line with your tenancy agreement.



My account [Log out](#)

Permit application

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

Please choose a particular permit.

* **Permit type :** Temporary residents - CPZ (Max 2)

Temporary Permits are for Private Tenants only. Issue period must be in line with your tenancy agreement.

* **Zone :** Zone B

* **Issue period :** Please select...


* **Start date :** dd/mm/yyyy

Expiry date :

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 (If selecting a temporary residents permit, you will need to provide proof of a Tenancy Agreement to complete the application).
- The start date will automatically populate an expiry date based on the date you select.
- The vehicle details including registration, colour and make.

- There are also questions to ask if you have any off-street parking at the property and if you own or rent the property.
- If you select Rent a new questions box will appear to ask if you are a private or council renter.



My account Log out

Permit application

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

Please choose a particular permit.

* Permit type : ▼

Temporary Permits are for Private Tenants only. Issue period must be in line with your tenancy agreement.

* Zone : ▼

* Issue period : ▼

[View price scheme](#)

* 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 own or rent the property? ▼

* Do you have any off-street parking? ▼

Once the application 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

Cancel

Back

Proceed

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



Permit application confirmation

Application number :

Application date : 18/07/2024

Permit type : Temporary residents - CPZ (Max 2)

Start date : 18/07/2024

Period : 3 months

Price :

Thank you for your application.

To move on to the next stage of the application you will now need to upload your proof documentation by clicking the "Upload Supporting Documents" button.

PLEASE NOTE that if you press the "cancel" button without providing proof documents your application will be declined and you will be required to complete the application again.

Cancel

Save application

Upload supporting documents

You will then need to select 'Add document'.

Please Note: you will be required to supply a copy of your tenancy agreement as the proof of residency, failure to provide this will result in rejection of the permit application.

Upload supporting documentation

Application number :
Application date : 18/07/2024
Permit type : Temporary residents - CPZ (Max 2)
Start date : 18/07/2024
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

For resident proof, please supply a **Tenancy Agreement** only. No other resident proofs will be accepted for a Temporary Resident CPZ permit.

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)

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. 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

Permit type : 3hr Resident
Start date : 15/08/2024
Period : 28 Days
Price : £0.00

up to 3 documents.

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



My account Log out

Permit application confirmation

Application number :
Application date : 18/07/2024
Permit type : Temporary residents - 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	
Temporary residents - 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 : Temporary residents - 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 : Temporary residents - 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 be then transferred 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

Email (Optional)

Address Line 1

Address 2(Optional)

City

Country


Postcode

[Continue](#)


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

My Permits

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.



[My account](#) Log out

Permit summary : DU2CPR113

[Permit details](#) [Applicant](#) [Vehicles](#) [Question responses](#) [Payments](#) [Proofs](#)

[Request change of vehicle](#)

Registration	Colour	Make
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[Back](#)