

CONDITIONS OF USE - Durham City Controlled Parking Zone

Resident Permit

Resident Permits will only be issued by the Parking Shop to residents residing in eligible properties within the CPZ. First permits are charged at £40 per year and second permits are charged at £60 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 the agreement has not expired.

The permits are for use by residents only. If the applicant does not reside in the property, then they will not be entitled to the permit and any permits issued will be withdrawn.

Resident permits are vehicle specific, and the vehicle must be registered in the name of the applicant.

Permits can be transferred to a new vehicle upon application and payment of a £5.00 administration charge; one vehicle change is allowed in every six-month period.

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 both permit holder only areas and on street pay and display bays within their property's zone.

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

Resident permits will not be issued to applicants where a penalty charge notice remains outstanding and a Charge Certificate has been issued.

A maximum of two permits will be issued per household. Additional vehicle details should be supplied with an application for more than one permit. If the household has off street parking available, the number of permits will be reduced by the number of off street parking places. Off-street parking provision need not be attached to the property and may be in the form of detached garages, driveway, hard-standing areas etc.

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 two 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.

New and renewal applications may be made online (via the Council's website) providing proof of residency and vehicle ownership. Temporary residents must provide a copy of their signed tenancy agreement.

All applicants must declare whether there is any off-street parking available to them

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

Please note, due to the historic nature of the streets within the CPZ the supply of on street parking space is limited in some areas. We are therefore unable to provide resident permits for occupiers of new developments/conversions after 2000. Before moving to a new development/converted property please ensure that the parking provision available to you is adequate for your needs.

Resident Visitor Permit (Vouchers)

Visitor vouchers will only be issued by the Parking Shop to residents within the CPZ and can be purchased at a cost of £9.00 per block. A maximum of one block of vouchers may be obtained per household every 28 days. If the applicant does not reside in the property then they will not be entitled to the visitor vouchers and any vouchers issued will be withdrawn.

The following type of vouchers are available:

- 36 no. 3 hour vouchers

A new application will be required with accompanying documentation every 12 weeks.

Any unused vouchers will remain available for the resident to book.

Vouchers allow visitors to park in both permit holder only areas and on street pay and display bays. Vouchers are zone specific and can only be used when visiting the property to which the vouchers were issued.

Vouchers may be applied for via the resident's online account.

The voucher is vehicle specific and may be activated online in advance or within five minutes of parking. The parking time must be entered upon booking and this cannot be amended.

If the applicant moves address, or in any other circumstances, any unused vouchers will be cancelled and no refund will be supplied.

Vouchers do not allow parking in contravention of any other restriction such as waiting or loading restrictions or bays designed for specified purposes. Failure to follow the rules may result in a penalty charge notice being issued by a civil enforcement officer.

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

Visitor vouchers will not be issued to applicants where a penalty charge notice remains outstanding and a Charge Certificate has been issued.

Three of the 3-hour vouchers can be used for a full day's parking i.e. the tenth hour is free.

Hotels and guest houses may apply for up to 3 blocks of visitor vouchers every 28 days.

New and renewal applications may be made online. Proof of residency must be provided upon each application. Temporary residents must also attach a copy of their signed tenancy agreement. Please allow up to five working days for the vouchers to be approved by back-office staff (additional time will be required if the supporting documentation is not sufficient).

Due to the historic nature of the streets within the CPZ the supply of on street parking space is limited in some areas. Therefore, vouchers will not be available to occupiers of new developments/conversions after 2000.

Resident Visitor Permit (Paper Scratchcards)

Scratchcards will only be issued by the Parking Shop to residents within the CPZ. If the applicant does not reside in the property then they will not be entitled to the scratchcards and any scratchcards issued will be withdrawn.

If the applicant moves address, or in any other circumstances, any unused scratchcards will be cancelled and no refund will be supplied.

Scratchcards may be purchased at a cost of £4.50 per book. A maximum of two books may be purchased per household every 28 days. The following types of scratchcard books are available:

- 18 no. 3 hour scratchcards

Scratchcards allow visitors to park in both permit holder only areas and on street pay and display bays, and can only be used when visiting the property to which the scratchcards were issued.

Scratchcards may be applied for via the resident's online account.

Scratchcards are only valid when the day, month and time of arrival is scratched off correctly and is clearly displayed in the vehicle.

Scratchcards do not allow parking in contravention of any other restriction such as waiting or loading restrictions or bays designed for specified purposes. Failure to follow the rules may result in a penalty charge notice being issued by a civil enforcement officer.

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

Scratchcards will not be issued to applicants where a penalty charge notice remains outstanding and a Charge Certificate has been issued.

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 6 books of visitor scratchcards every 28 days.

New and renewal applications may be made online. Proof of residency must be provided upon each application. Temporary residents must also attach a copy of their signed tenancy agreement. Please allow up to five working days for the vouchers to be approved by back-office staff (additional time will be required if the supporting documentation is not sufficient).

Please note that only one application is permitted every 28 days. If only one book is purchased, the applicant will not be able to purchase any further books until the 28 day period has lapsed.

Due to the historic nature of the streets within the CPZ the supply of on street parking space is limited in some areas. Therefore, scratchcards will not be available to occupiers of new developments/conversions after 2000.

Construction Permit

Construction permits will only be issued by the Parking Shop to building contractors undertaking work at a defined residential property within the CPZ. The permit costs either £30 per week or £120 per four week period.

Permits are only available to purchase if the property is subject to a 'permit holders only' restriction. If there is also a pay and display option, then construction permits are not available for the property and the pay and display option should be used.

A maximum number of two permits will be available to purchase for a maximum period of one month in every 12 month period. An extension may be offered at the discretion of the Parking Manager where the building project is subject to planning permission.

The permits are vehicle specific. Up to three registered vehicles may be assigned to one permit, but only with one vehicle active at a time. This will be managed by the account holder.

Permits cannot be used in vehicles weighing over 7.5 tonnes or those longer than 6 metres.

Construction permits are zone specific and cannot be used in any zone other than the zone in which the residential property is located.

A construction permit does not allow parking in contravention of any other restriction such as waiting or loading restrictions or bays designated for specified purposes. Failure to follow the rules may result in a penalty charge notice being issued by a civil enforcement officer.

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

The permit may be purchased online. Either the resident or the construction business is able to purchase the permit.

Business Permit

Business permits will only be issued by the Parking Shop to eligible properties within the CPZ at a cost of £375 per year and are limited to one per business address.

The virtual permit is for use by one business vehicle only and is vehicle specific. Permits are non-transferable between vehicles. A change to the vehicle registration may be made online, and an administration fee of £5.00 applies for each change (one change allowed in every six-month period).

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

The permit allows parking in on-street pay and display bays and permit holder only areas within the CPZ.

Business Permits are not zone specific and so they can be used in any zone within the CPZ.

New and renewal applications for a business permit may be made online, providing proof of vehicle ownership and proof of business address.

Business permits will not be issued to applicants where a penalty charge notice remains outstanding and a Charge Certificate has been issued.

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 sent.
2. The permit will become invalid if:
 - a) you move from the area;
 - b) you sell the vehicle for which the permit was issued;
 - c) where circumstances change since the application such that the permit is not in compliance with the requirements of the Conditions of Use;
 - d) 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. Permits will not be issued for passenger/goods vehicles weighing over 7.5 tonnes or those longer than 6 metres.
4. You must produce evidence that you are entitled to a permit when asked to do so by a representative of the Council.
5. 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, loading bays etc. are the responsibility of the vehicle owner/registered keeper.
6. 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 CPZ.
7. If action is taken following a breach of these conditions, a resident may make a representation to Durham County Council's Parking Manager for a review of their case.
8. 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.
9. If it is suspected that documentation has been forged or altered in order to obtain a permit fraudulently, then this information will be passed to Durham County Council's Corporate Fraud team for further investigation and legal action.
10. Permits must not be re-sold under any circumstances.

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/dataprivacy> under Roads and Transport.
 - If you have any concerns about how your data is handled, please contact either the Data Protection Officer at DPO@durham.gov.uk or the Information Commissioner's Office casework@ico.org.uk.

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