



Northamptonshire County Council

Operational Policy for:

Part I: The management of Controlled Parking Zones and permit parking areas

by Northamptonshire County Council

Part II: The suspension of parking bays and the issue of parking waivers

by Northamptonshire County Council

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by Northamptonshire County Council

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Part I: The management of Controlled Parking Zones and permit parking areas

by Northamptonshire County Council

1 Overview

Residents' parking zones are designed to help residents to park close to their homes and make it more difficult for non-residents to park where an area is subject to parking restrictions. They do not reserve places exclusively for permit holders, but permit holders may park, without restriction, in the resident parking bays/areas provided in any of the streets within their designated zone.

Northamptonshire County Council is responsible for the implementation and operation of all residents' parking in Northamptonshire, with the exception of Kettering where civil parking enforcement (CPE) is currently not in operation. The operation of any residents parking schemes in this area is currently the responsibility of Kettering Borough Council. Where a Borough or District Council becomes part of Civil Parking Enforcement area (CPE), then any residents parking zone will automatically become subject to Northamptonshire County Council policy.

This document forms the definitive guidance on the operation for areas of permit parking and acts as the terms and conditions to which participants in the scheme agree to be bound by. The document supersedes all previous guidance documents relating to residents' parking, and should be used in the resolution of any queries or complaints.

Minor changes may be made to this document from time to time without notice. Users are advised to consult the latest version which may be found on the Northamptonshire County Council website at:

www.northamptonshire.gov.uk

2 Scope

This document covers the operation of all residents' parking in Northamptonshire, including all permit parking bays/zones covered by a Civil Enforcement area (CEA).

Residents only parking is appropriate in areas or streets where the demand for parking is greater than the number of spaces available, due to pressure from non residents vehicles. By allowing residents to park where the underlying order prevents parking at any time provides the residents with a much greater opportunity to find a parking space near their home.

In Northamptonshire all parking restrictions are underpinned by map based traffic regulation orders which are the legal documents by which all enforcement of restrictions is upheld.

This document acts as a supplement to the traffic regulation orders in defining operational policies for residents parking schemes in Northamptonshire.

3. General Definitions

“agent”	A person or organisation authorised to carry out activities on behalf of their principal and to enter into commitments by which the principal will be bound.
“appellant”	A motorist or vehicle owner who receives a penalty and makes an appeal.
“applicant”	A person who applies for or requests something.
“Blue Badge”	Badge issued to people with disabilities, granting them special parking rights.
“bona fide”	Sincere, in good faith.
“carer”	A person who looks after someone who is ill or elderly, including a relative.
“Civil Enforcement Officer”	A uniformed officer employed by or on behalf of a council to issue PCNs for parking contraventions under a civil enforcement scheme.
“contravention”	A failure by a motorist to comply with parking Regulations that have been decriminalised (i.e., those for permitted parking and those in Civil Enforcement Areas).
“enforcement”	The means of ensuring that laws and regulations are complied with.
“evidence”	Any relevant item or piece of information that may be used to prove a point of law.
“hire vehicle”	A vehicle hired under an agreement that conforms with The Road Traffic (Owner Liability) Regulations 2000. This transfers liability for any Penalty Charge Notice (and other contraventions or offences) from the hire company, as the owner of the vehicle, to the hirer of the vehicle.
“landlord”	A person or company that grants a lease or licence to a tenant and is accordingly responsible for the landlord’s obligations under that lease. The landlord may be the owner of a freehold or a leasehold interest that permits him to underlet.
“motorcycle”	A mechanically propelled two wheel vehicle.
“motor vehicle”	A car, truck, bus, or similar motor-driven conveyance.
“Order”	A direction or mandate of a judge or a court directing that something be done or that there is prohibition against some act.
“Penalty Charge Notice (PCN)”	A notice issued by a council to a motorist appearing to be in charge of a motor cycle or motor vehicle that the council believes was contravening the council’s Traffic Regulation Order (TRO - bylaw regulation).
“principal”	Someone who authorises another person to act for them.
“property”	A building having a postal address, i.e. formally listed on the national property gazetteer.
“registered keeper”	The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of “owner liability”, councils may assume that the registered keeper is also the owner of the vehicle for the purposes of enforcement, unless there is clear evidence to the contrary or this presumption is rebutted by the registered keeper.
“resident”	A person whose usual place of abode is at premises, the postal address of which is within a residents’ parking zone.
“residents’ parking permit”	A permit issued to a resident for use in a particular parking zone.
“student”	A person formally engaged at a school, college, or university.
“tenant”	Under a lease or tenancy agreement, the party who is given by the landlord the right to occupy the property on an exclusive basis in return for rent. The term will include a new tenant who takes an assignment of an old tenant’s interest in the lease.
“trade”	A business or occupation of a premises for profit.
“valid permit”	A permit legitimately issued by the relevant office for use in a particular zone. Residents’ and residents’ visitors permits are valid if used in the vehicle for which they were issued, if the expiry data has not elapsed.

“vehicle”	Any means in or by which someone travels or something is carried or conveyed.
“vehicle owner”	The person who keeps and uses the vehicle. The vehicle need not necessarily be registered in the applicant’s name. Resident’s parking is designed to assist residents who keep and use motor vehicles/ motor cycles habitually under their care and control and where there is a need to park in the zone by virtue of their residence.
“visitor”	One that visits a property within a zone.
“visitors parking permit”	A permit issued to a resident within a residents’ parking zone, for use by their visitors.

4 General Principles

The following points provide a summary of the general principles of operation of residents' parking. They are not definitive or exhaustive.

- Residents with a postal address within a zone are entitled to apply for residents’ parking permits.
- A permit allows the holder to park a vehicle without restriction in the areas designated for permit parking.
- Residents’ parking does not reserve or guarantee spaces exclusively for each permit holder.
- To obtain a permit, proof of residency (such proof must be less than 3 months old) and copy of a current vehicle registration document are required.
- Residents’ parking permit holders are entitled to apply for an annual visitor permit subject to terms and conditions being met.
- Businesses within a residents’ parking zone may apply for a business parking permit.
- A fee is payable for the provision of parking permits. The fee covers the administration costs associated with permit issue and the costs of supervision and enforcement.
- A fee is payable for the replacement of a lost, stolen, damaged or destroyed permit.
- It is the responsibility of the vehicle owner to ensure that a valid permit is displayed in the windscreen of their vehicle at all times when parked in those areas and at those times where parking is permitted by permit holders only.
- All fees in connection with residents’ parking are set by Northamptonshire County Council.
- Northamptonshire County Council reserves the right to suspend, modify or remove a residents’ parking zone.
- Permit parking schemes should operate on a cost neutral basis, where the costs to manage and enforce a scheme are met through a charge for the issue of parking permits.
- Refunds will not be issued as the initial costs are administrative fees for the issue of the permit.

5 Operation of Residents' Parking

5.1 Hours of Operation

The operating times for each resident's parking zones is detailed on entry signs and where appropriate, repeater plates (excluding Christmas Day, Good Friday & Bank Holidays) within the zone. For individual permit bays, signs are placed next to the bay to inform the motorist of the hours of operation (24 hours unless specified) for that bay. During these times, permit holders can park without restriction in the permit holder parking bays provided in any of the streets within their designated zone

5.2 Permits

5.2.1 General

A permit allows the holder to park a vehicle without restriction in the area designated for permit parking. As most areas are set up as a zone rather than a single street, this means that the vehicle may be parked in a residents' parking bay anywhere within that zone. Residents' parking does not reserve places exclusively for each permit holder, so a parking space is not guaranteed. There is also no guarantee that any spaces available will be adjacent to the residents' property, but with the removal of parking by non-permit holders, there is a much greater availability of parking spaces.

5.2.2 Eligibility

Any resident with a postal address within the designated zone area is eligible to apply for a permit, subject to the restrictions detailed in this document. Northamptonshire County Council treat all applications on a first come first served basis and will not enter into discussions or provide advice in cases where there are conflicts between residents in multi-occupancy properties. Non car-users may also register to be eligible to purchase visitor permits. Residents' parking permits shall not be issued if:

- you own a property within a zone but live elsewhere
- you work in the zone but live elsewhere
- you want to supervise builders in a property you plan to move into
- your vehicle is not registered with the Driver and Vehicle Licensing Agency (DVLA) or the foreign equivalent

5.2.3 Vehicle Type and Size

Permits are only issued to vehicles of the following types:

- Passenger vehicles designated as carrying up to 12 passengers (excluding the driver)
- Light goods vehicles
- Dual purpose vehicles

Vehicles should not exceed 1525 kgs unladen weight or 3500kgs revenue gross weight, or exceed 5.5 metres in length and 2 metres in width.

It is the responsibility of the vehicle owner to ensure that the vehicle is parked wholly within the confines of the parking bay (where marked), with all wheels within the bay markings.

5.2.4 Applying for a Permit

To apply for a permit, the applicant needs to complete the appropriate application form for their zone, and submit it, along with the following:

- The vehicle registration document (V5C or equivalent)
- Proof of residency (dated within the last 3 months)
- The fee

It is recommended that all applications are made on-line through the County Councils website. However application forms are available from Northamptonshire County Council parking services, or may be downloaded from the Northamptonshire County Council website:
<http://www.northamptonshire.gov.uk/en/councilservices/Transport/parking/Pages/residents-parking-permit.aspx>

Where a new applicant for a permit cannot produce any suitable documentation linking the vehicle to the property, then on receipt of the full permit charge they may, at the discretion of Northamptonshire County Council, be issued with a temporary permit, valid for three calendar months from the date of issue. On subsequent production of suitable documentation within the three month period, the temporary permit will be exchanged for a full permit at no extra charge. The full residents permit in this instance will be valid for 12 months from the date that the 1st temporary permit was issued.

If no suitable documentation is produced by the expiry date of the temporary permit the application will be deemed to have lapsed, and no further permits shall be issued until suitable documentation is provided. Any further application must then be accompanied by the appropriate charge. Holders of temporary permits still enjoy the same privileges as permanent permit holders with respect to the issue of visitor permits.

5.2.5 Renewing a Permit

Residents are issued a renewal invitation letter prior to the expiry of their current permit. Renewal letters are not issued to temporary residents. It is the responsibility of the resident to ensure that their renewal application is submitted to the relevant office before their current permit expires. Permits will normally be issued within 5 working days (via second class post) of receipt of the application. Renewal applications will not be accepted more than one month before the expiry date of the current permit.

When a permit expires, the resident should ensure it is destroyed. Vehicles that do not display a valid parking permit may receive a Penalty Charge Notice (PCN) if parked in a residents' parking bay at a time when a permit is required.

Whilst we endeavour to send out reminders for renewals in certain cases the onus and responsibility of ensuring a valid permit is displayed at each time of parking is that of the permit holder (resident). Permits must be renewed in good time before they are due to expire and **no grace period will be allowed.**

5.2.6 Number of Permits

The maximum number of permits that will be issued is set at 2 per dwelling. This is to deter oversubscription of parking within a zone or permit area.

Only in very exceptional circumstances would the County Council consider the issue of additional permits over the maximum allowed, and where requests are made these will be dealt with on a case by case basis.

Northamptonshire County Council reserves the right to change the number of permits issued per household at any time in order to continue to fulfil the criteria for residents' parking.

5.2.7 Displaying the Permit

It is the responsibility of the vehicle owner to ensure that the details on the permit are correct. It is also the responsibility of the vehicle owner to ensure that a valid permit is displayed in the vehicle at all times when parked in those areas and at those times where parking is permitted by permit holders only.

The permit must be displayed, in the vehicle, clearly visible through the windscreen **at all times**. If the Permit is not displayed clearly, this may result in a Penalty Charge Notice being issued. Permit holders are reminded to check the signage prior to leaving their vehicle, in particular limited waiting bays.

In the case of a motorcycle, displaying the permit on the rear nearside forks is also acceptable. It is the responsibility of the motorcycle owner to ensure that the permit is securely attached to the vehicle.

Northamptonshire County Council reserves the right to withdraw a permit at any time from persistent offenders.

5.2.8 Loss of Permit

If a permit is lost or spoiled, a replacement must be obtained from the issuing authority. The replacement will be valid until the expiry date of the original permit. There is a fee payable for the replacement permit to cover the costs of administration. In order to minimise potential fraudulent use of the scheme, limitations on duplicate/replacement requests may apply.

5.2.9 Stolen Permit

If a permit is stolen, a replacement must be obtained from the issuing authority. The replacement permit will be valid for the life of the original permit that was stolen. There will be a charge for applications to replace a parking permit that has been stolen to cover the costs of administration. A crime reference number should also be provided with the relevant application forms.

5.2.10 Change of Vehicle

If a registered vehicle is replaced before its permit expires, the existing permit must not be altered. A new permit must be obtained by returning the current permit, along with proof of new vehicle details and a completed residents' permit application form. The applicant must return their old permit which will have the details of their previous vehicle. If this is done then the replacement permit will be issued for the remaining period that the original permit was for.

If the old permit is not returned, then this will be treated as a new application, the normal documents will be required and the usual fee charged.

There is an administration fee payable for the issue of the new permit.

5.2.11 Change of Residency

On moving from a property, it is the resident's responsibility to return their residents' permit. Any outstanding residents permits will become void and the use of such permits may result in the issue of a Penalty Charge Notice.

There is no termination fee, and due to the administration costs involved, no pro-rata refunds are available.

Visitor permits are valid for the property and not the resident, so this permit should be left at the property for the use of the new occupants.

5.2.12 Cost of Permits (and other charges)

The cost of each type of permit is outlined in the table below;

Permit type	Fee
Residents annual permit	£35 (maximum of 2 per dwelling)
Short-term residents permit	£35 (£17.50 if 6 months or less)
Annual visitor permit	£35
Business annual permit	£350
Temporary permits	£35 – redeemable for an annual permit if a full application made within 3 months.
Replacement permits	£7.50
Carer permits & healthcare worker permits (annual)	£10.00
Generic permits (annual)	£10.00
Bay suspensions	£25.00 per 5 metre space (one car space) on the first day and £10.00 per 5 metre space each additional consecutive day.
Waivers	First Day: £10.00 (per 5 metre space) Additional Consecutive Days: £5.00 (per 5 metre space) Full Week (Monday to Saturday inclusive): £25.00 (per 5 metre space)

Permits for motorcycles are available and carry the same fee as a residents permit.

Blue Badge holders are exempt within all permit zones operated and enforced by Northamptonshire County Council, but must display their blue badge at all times.

There is a fee payable for a change of vehicle, replacement permit or spoiled/damaged permits. All fees in connection with residents' parking are set by Northamptonshire County Council.

5.2.13 Conditions of Use

Permits of all classes are not for re-sale under any circumstances.

Only permits issued by parking services on behalf of Northamptonshire County Council are valid for use within Controlled Parking Zones or permit parking areas which are operated and enforced by the County Council.

Permits are only valid on receipt of the correct fee. If payments do not clear any issued permit will not be valid and the user is liable to receive a Penalty Charge Notice.

Applicants for permits of any description will be required to sign an appropriate declaration or accept the terms and conditions of that application (on-line applications) before permits are issued. Any person knowingly making a false statement for the purposes of obtaining a parking permit may be prosecuted under the Road Traffic Regulation Act 1984.

If a permit has been applied/paid for but not yet been received, a vehicle **MUST NOT** be parked in a permit holders bay/zone until it has been received and clearly displayed in the vehicle ensuring all of the written particulars on the permit are clearly visible through the windscreen at all times. Handwritten notes stating the permit has been applied for will **NOT** be considered under any circumstances.

5.2.14 Type of Permit

a) Residents' Parking Permit

Residents' parking permits are available to residents with a postal address within a designated zone, subject to the conditions outlined in this document.

Residents' parking permits are vehicle specific and cannot be transferred between vehicles, even if the vehicles are registered at the same address. Residents' parking permits are issued on an annual basis.

b) Visitors Parking Permit

Visitor permits are available for use by bona fide visitors, and are issued to residents' for the zone in which they reside only.

Visitor permits are limited to one per property, are for the sole use of visitors and are not a substitute for a residents' permit. Misuse may result in a Penalty Charge Notice being issued and the permit may be revoked.

A charge applies for each visitor permit issued which is payable upon application.

c) Residents' Parking Permits (Short-term Occupancy)

If an application is made for a permit by a person who will only be a short-term resident (for example a student) and whose permanent address is elsewhere, this must be declared on the application form. The permanent home address and telephone number must also be declared.

As the applicant may not yet be in possession of any document addressed to them at the address within the residents' parking zone, a copy of the applicant's tenancy agreement, dated with 3 months of application showing both the tenancy address and the applicant's permanent address will be sufficient to prove residence.

Applicants will also be required to provide a valid certificate of car insurance for the vehicle, registered at the address where the permit is to be issued.

Short-term residents enjoy the same rights, privileges and restrictions as permanent residents. The only differences are that short-term residents are not able to purchase a permit that is valid beyond the expiry of their tenancy agreement and that they will not receive a reminder that their permit is due for renewal. For residents whose tenancy is valid for six months or less a permit is available at a reduced cost.

5.3 Businesses within Residents' Parking Zones

Businesses with a postal address within a residents' parking zone may apply for business parking permits subject to the following:

Business permits are for use with vehicles owned or hired or leased to a business, or registered to employees of the business, and must comply with the type and sizes specified in the 'Vehicles Type and Size' section.

A maximum of 2 business permits will be allowed per business, this entitlement is irrespective of the size of the business or the availability of off-street parking facilities.

Where multiple business units are housed at the same postal address, the maximum number of permits applies to the property as a whole and will be issued to businesses within the property on a first come first served basis.

It is recommended that all applications are made on-line through the County Councils website. However, application forms are available from Northamptonshire County Council parking services, or may be downloaded from the Northamptonshire County Council website:
<http://www.northamptonshire.gov.uk/en/councilservices/Transport/parking/Pages/residents-parking-permit.aspx>

Requests for additional parking permits will be assessed on a case-by-case basis and shall take into account the number of employees, the presence of any off-street parking facilities, the frontage occupied by the business and the amount of available on-street parking space during a typical day.

The issue of permits in these circumstances is at the discretion of Northamptonshire County Council. Their issue is reviewed on an annual basis and the privilege may be withdrawn without notice should circumstances change.

Visitors to, and customers of, the business are expected to park using the limited waiting within the residents' parking bays, if permitted, or areas outside the residents' parking zone.

Any problems arising from the misuse of business parking permits by a

business within a residents' parking zone will be investigated by the relevant office.

Should the allocation of permits to businesses have an adverse impact upon the availability of parking for residents, Northamptonshire County Council reserves the right to limit the operational hours that a permit can be used, suspend or withdraw the allocation of parking permits to those businesses. If a vehicle-specific permit is issued to a member of staff who subsequently leaves the business before the expiry date of that permit, the permit must be returned to the issuing office. If the permit is not returned, it will be suspended for the duration of its validity and replacement permits will not then be issued until the original permit has expired.

Should the criteria above be deemed inappropriate, under exceptional circumstances, Northamptonshire County Council may consider other options. Written representation should be made to the Parking Manager at Northamptonshire County Council for consideration. The outcome of any further consideration is not open to appeal.

A business run by a resident at their residential address is not eligible for the issue of a business parking permit in addition to their residents' parking permit(s).

5.4 Disabled Parking

5.4.1 Parking in permit holder bays

Residents who possess a valid Blue Badge are entitled to park in permit holder bays without restriction or the need to display a resident's permit. This is on condition that the Blue Badge is clearly displayed in the windscreen.

5.4.2 Mandatory Disabled Parking Bays

A number of mandatory disabled parking bays are in existence on roads where residents' parking is in operation. Any motorist displaying a valid Blue Badge is permitted to park within a mandatory disabled bay, irrespective of whether they reside within the residents' parking zone.

5.4.3 Advisory Disabled Parking Bays

From time to time, Northamptonshire County Council receives requests for advisory disabled bay markings to be implemented within residents' parking bays. Advisory bays are not endorsed by the Department for Transport and they are not prescribed in the Traffic Signs Regulations General Directions. Northamptonshire County Council therefore, cannot support the implementation of advisory disabled markings within residents' parking zones. Where a new Controlled Parking Zone is introduced, existing advisory markings may be removed.

5.4.4 Other areas within a Residents' Parking Zone

Within a residents' parking zone, but on those stretches of road that are not marked as parking bays, Blue Badge holders are allowed to park on single and double yellow lines for up to a maximum period of three hours. This is on condition that the Blue Badge and parking disc showing the time of arrival are clearly displayed in the windscreen and that a prohibition of loading restriction is not in effect at the time the vehicle is parked on said length of road.

Other conditions as laid down in the Blue Badge scheme also apply.

5.5 Restrictions and Exemptions

5.5.1 Type of Vehicle

a) Caravans and Trailers

Caravans, trailers or any other non-motorised vehicle are not permitted in the residents' parking bays. Details of any caravan or trailer so parked may be passed to the Police who may charge the owner with obstruction under Section 42 of the Road Traffic Act 1988.

b) Motor Homes

Motor homes are permitted to park in a residents' parking bay provided that a valid permit is displayed in the windscreen, and that they comply with the requirements of the 'Vehicle Type and Size' section.

c) Breakdown Vehicles

Breakdown vehicles whilst in the course of their duty are exempt from the requirement to display a permit. Unattended breakdown vehicles not displaying a permit are liable to receive a Penalty Charge Notice.

d) Courtesy Cars

Where a residents' car is away for repair and a courtesy car is in use, the courtesy car must still be covered by a valid permit when parked in an area designated for permit holders. This can be a resident's or a visitor's permit. If a courtesy vehicle is in use by a resident for a significant length of time, the resident may apply for a change of registered vehicle. The usual change of vehicle administration fee is payable.

e) Hire Cars

Any vehicle on hire by a resident, must be covered by a valid permit. This can be a resident's or a visitor's permit.

If a hire vehicle is in use by a resident is to be used for a period of less than six months, they should apply to the Council for the use of a Short Term

Residency Residents Permit. For periods of longer than 6 months, the applicant should apply for a full Residents Permit.

f) Company Cars / Works Vehicles

Company cars, lease cars and other company vehicles are treated in exactly the same manner as a resident's own vehicle, with the exception that proof must be provided that the vehicle is in the custody of the resident. This should take the form of a letter from the company giving the name and address of the person using the vehicle and the registration mark, make, model and colour of that vehicle. Any supporting letters from the company should be on letter headed paper and state the start and end dates for the period that the permit will be required.

There are no specific exemptions for these classes of vehicle, and extra permits over and above the permitted allocation of permits for a particular address will not be issued. In instances where the company car has replaced a private vehicle registered at the applicant's address, the normal rules and fee for the change of vehicle are applicable.

Company vehicles must comply with the requirements of the 'Vehicle Type and Size' section.

g) Emergency Services

All blue light services are exempt

If a Penalty Charge Notice is issued to an unmarked vehicle being used by the emergency services in the course of their duties, an appeal must be submitted and will be considered in accordance with Northamptonshire County Councils cancellation policy.

h) Taxis

There are no exemptions for taxis whilst in the course of their business, whether hackney carriage or private hire, other than stopping to allow passengers to board or alight, or waiting for up to the allowed waiting period. Taxis owned or kept by residents in a parking zone will be treated as company cars.

i) Foreign Registered Vehicles

There are no specific exemptions for foreign registered vehicles

j) Removal Vehicles

Removal vehicles are allowed to park within a residents' parking bay on condition that they are actively loading or unloading. Any such vehicle not obviously in the process of loading or unloading may receive a Penalty Charge Notice.

Where a resident requires specific access for removal vehicles within an area they may apply to the County Council for consideration of the suspension of a parking bay or parking waiver.

Further guidance on requirements and charges can be found by referring to the County Councils web site.

5.5.2 Specific Users

a) Emergency Repairs / Callouts (non-Emergency Services)

Trade vehicles attending residents' properties on an emergency call-out basis should, if possible, display a valid visitors permit.

Failure to display a valid permit may result in the serving of a Penalty Charge Notice. This may, at the discretion of Northamptonshire County Council, be cancelled should proof of the emergency nature of the work be subsequently provided by the appellant.

b) Regular Carers

Residents who require regular care may apply to Northamptonshire County Council for the issue of a permit to allow parking for their carers within the residents' parking bays in a particular zone.

A supporting letter from the resident's Doctor or Social Services is required for an application under these terms. The permit is valid for up to one year.

To cut down potential abuse, applications will not be considered where a designated carer lives with the resident who is receiving care. In this circumstance, a full residents' permit should be used/ purchased.

There is a fee for the issue of this permit as set out in section 5.2.12. The permit is not vehicle specific and may therefore be transferred between vehicles.

In all circumstances, the responsibility for the payment of any Penalty Charge Notice received by the carer will reside with the carer and not the resident.

Visitors should familiarise themselves with the available limited waiting within the specific permit zone as in many cases this will be sufficient for the needs of the carers.

c) Health Workers

Health workers attending residents' on a non-regular basis should make use of the limited waiting available within the bays if possible and where available.

Large organisations, such as hospitals, may apply for and be issued with a permit valid for all zones within the area, for use by their staff whilst on official business. These will be valid for up to one year. Issue of these permits is strictly limited and is at the discretion of Northamptonshire County Council, who reserve the right to cancel the permits or modify their conditions of use without notice.

If the permits are no longer required, then Northamptonshire County Council should be notified.

If a Penalty Charge Notice is served upon a vehicle being used by a Health Worker, and the situation is such that the visit was an emergency callout, then the PCN may be cancelled. This would be subject to the receipt of a letter from the Health Authority as part of the appeal process, explaining the situation and giving a suitable reason for the offence. Any abuse of the system will result in permits being invalidated and withdrawn.

A charge is applicable for the issue of all generic permits to cover the cost of administration.

d) Doctors

Doctors are not exempt from waiting/loading restrictions and must adhere to the parking restrictions indicated by the lining and signing.

Failure to comply with the waiting restrictions, including stays longer than the limit within limited waiting bays, may result in the issue of a Penalty Charge Notice.

If an appeal against a PCN is made, the penalty may be cancelled provided that the offence was committed whilst the vehicle was on an emergency callout and that appropriate documentation is submitted to prove that the Doctor was on an emergency call and that it was essential for the vehicle to be parked for the period of time recorded.

e) Funerals

In the event of a funeral at the registered property, the residents' permit holder or, if applicable, their executor, may apply for a parking bay suspension or parking waiver subject to the requisite fees being paid in advance. A copy of the death certificate must be produced before the waiver/suspension can be issued.

Please note that the funeral vehicles themselves are exempt from the parking restrictions under the conditions of the legal Traffic Regulation Order “for as long as such waiting by that vehicle is reasonably necessary in connection with any funeral” and so do not require a permit.

f) Vets

There are no exemptions for vets. A valid visitor permit must be displayed if parked for more than the allowed limited waiting time.

g) Non – defined users

There may be occasions where a bona fide need exists for a generic permit to be issued to users that do not fit within a typically defined category (e.g. resident or business). Where applications are received that do not fit into a category outlined within the operational policy, the County Council may consider the issue of a generic permit.

Each application will be dealt with on its own merits and it is at the discretion of Northamptonshire County Council as to whether a permit will be issued.

There is a fee for the issue of this permit as set out in section 5.2.12. The permit is generally not vehicle specific and may therefore be transferred between vehicles, unless controls are deemed necessary by the County Council.

Issue of these permits is strictly limited and is at the discretion of Northamptonshire County Council, who reserve the right to cancel the permits or modify their conditions of use without notice.

If the permits are no longer required, then Northamptonshire County Council should be notified.

h) Councillors, MP’s and Council Employees

Vehicles used in the service of a local authority in pursuance of statutory powers or duties are exempt from residents’ parking bay restrictions, as long as they are being used in such service that it is necessary for the vehicle to be positioned where it is waiting.

Other than this, there are no exemptions for: Members of Parliament; County, District, Borough, Town or Parish Councillors; County, District, Borough, Town or Parish Council employees or any other person either directly or indirectly in the service of a public authority, whether on official duty or not.

i) Bay suspensions and waivers

In certain circumstances Northamptonshire County Council will consider the issue of a parking waiver, which gives exemptions from parking restrictions

Waivers can be issued to any individual or company who needs constant access to their vehicle, and whose work demands that they park close to the premises.

Charges and fees for the issue of bay suspensions are set out within the charges and fees table of this document (5.2.12).

5.6 Availability of spaces

From time to time it may be necessary to restrict access to spaces within a residents parking area for the purposes of maintenance and/or roadworks, either at the location or in the vicinity. Whilst we regret the inconvenience this may cause, no refund of permit fees will be given for the times that spaces are unavailable.

5.7 General Parking Principles

5.7.1 Loading and Unloading

Loading and unloading is allowed in the residents' parking bays, for both permit holders and non-permit holders.

Prohibition of loading restrictions may be in force along certain lengths of road within other areas of a residents' parking zone, and will be indicated by a corresponding traffic sign and yellow kerb tabs.

5.7.2 Other Restrictions in Residents' Parking Zones

Existing waiting restrictions in the residents' parking zone, but outside the designated bays, continue to be valid and enforceable.

Permit holders are not exempt from any of these restrictions, and no special preferences are available to permit holders with respect to them. Failure to comply may result in the issue of a Penalty Charge Notice.

5.7.3 Skips and Scaffolding

Any resident or company that wishes to allocate highway within a permit zone for the use of a skip or scaffolding must apply to the County Council for the relevant licence and bay suspension.

A fee is payable to the County Council for the suspension of a parking bay and the issue of a skip licence.

The County Council reserves the right to refuse the issue of a licence if the required criteria are not met.

All enquires with reference to skips and scaffolding should be addressed to:

Highway Regulations
Brixworth Depot
Old Harborough Road
Brixworth
Northamptonshire
NN5 9BX
Email: regulations@kierwsp.co.uk
Phone: 01604 883400 (ask for regulations)

6 Change of Use (Planning Applications)

6.1 Change of Land Use

Should a significant change of land use occur within a residents' parking zone, for example the conversion of a factory unit to residential housing or apartments, then the zone will be re-assessed to ensure that it still meets the required criteria.

If additional parking bays within a zone are needed as a result of a development and the additional road space is available, the costs of implementation of the extra space will be passed on to the developer as part of a Section 106 agreement.

The criteria for the introduction of the residents' parking zone must continue to be satisfied in order for the zone to continue to operate. If the proposed development is deemed to create an unsustainable demand for on-street parking, planning conditions shall be imposed to exclude the proposed development from the existing residents' parking zone.

The onus is on the developer to ensure that sufficient off-street parking provision is provided in accordance with the appropriate section of the latest version of the Northamptonshire Place and Movement Guide.

Proposals which may impact upon the operation of an existing or proposed residents' parking zone should be forwarded to the development control team at Riverside House for comment.

6.2 Increase in number of Dwellings

Should a property be altered such that the number of independent residencies changes, the permit entitlement at that property may be re-assessed and if necessary a limit imposed. The re-assessment will take into consideration factors such as:

- Number of residents of the property prior to the change;
- Number of residents (or potential residents) subsequent to the change;
- Any provision for off-road parking. The provision of off-road parking may preclude the issue of residents' parking permits, depending on the individual situation.

The re-assessment will be carried out in a fair and objective manner, taking into consideration the criteria for the particular zone and the possible effects the change in number of residences may have. The assessment may result in the number of permits being limited and there is no guarantee that every resident within the revised property will be issued with a permit.

In these circumstances, the allocation of permits may be discussed with the property owner or agent.

Northamptonshire County Council will not enter into the resolution of any disputes between landlords and tenants as to who should be eligible for permits.

7 Existing Restrictions & Road Markings

All lining and signing within residents' parking zones shall be in accordance with the Traffic Signs Regulations and General Directions 2002, or any subsequent amendments or updates to that document.

8 Properties with Multiple Occupancy

Permits will be issued on a "per residency" basis. In houses in multiple occupation (HMO), permits will be allocated in accordance with the maximum entitlement of 2 per property.

Permits will be issued to residents of a HMO on a first come, first served basis and no further permits will be issued to the HMO once the maximum allocation for the property has been reached (unless agreed otherwise).

Northamptonshire County Council cannot and will not be involved in any disputes between residents living in multiple occupation, and likewise will not enter into any discussion arising from disputes between landlord and tenants living in a HMO in relation to permit allocation.

Visitors parking permits will also be issued on a “per residency” basis and will be issued to the resident(s) who has registered for a parking permit.

Visitors’ permits may be used by other residents in the HMO but the maximum number of annual visitor permits that may be issued to the property will be the same as the maximum allocation specified in this document.

In a HMO, if the resident(s) who has registered moves out before the expiry date of their parking permit, the resident must return their permit and any unused visitors parking permits to the issuing office.

Once the permit has been returned, the resident will be removed from the residents’ parking database. Other residents within the HMO may then apply for a residents’ and visitors parking permit, which again will be issued on a first come, first served basis. The residents’ parking permit will be issued for the duration of the current permit period.

9 Aggressive Customers

Staff at Northamptonshire County Council have a right to work in an environment free of harassment. Aggressive or abusive enquiries will not be tolerated. If this situation occurs then the officer concerned will politely point out that if the unacceptable behaviour continues then it will be necessary to terminate the call, and will act accordingly if required to do so.

10 Fraud

There is significant pressure on residents’ parking spaces in Northamptonshire, which is exacerbated by non-residents obtaining permits using false information. This document ensures that measures are in place to allow only eligible residents to hold a current permit. Every effort is made to make it more difficult for non-residents to obtain a permit that they are not entitled to.

Any person knowingly making a false statement for the purpose of obtaining a Parking Permit is liable to prosecution under section 115(2) of the Road Traffic Regulation Act, 1984

If you believe that someone is using a residents’ parking permit that they are not entitled to, please notify the County Council using the contact details below. Alleged offences will be investigated accordingly. All calls relating to the fraudulent use of parking permits will be treated in confidence.

12 Visiting Council Offices

The County Council no longer has a front facing service, where the public can visit offices to speak staff directly. Applicants should not call into any council office receptions as our staff are not trained to deal with face to face Penalty Charge Notice/ Permit enquiries. On-line or postal applications can only be submitted.

Northamptonshire County Council reserves the right to refuse face to face contact when dealing Penalty Charge Notice/Permit enquiries.

12 Further Queries

Any further queries on residents' parking should be directed to:
Parking Services, Riverside House, Riverside Way, Northampton
NN1 5NX

Or contact the Street Doctor Service on **0300 126 1000**
[Http://www.northamptonshire .gov.uk](http://www.northamptonshire.gov.uk)

Part II: Suspension of parking bays and the issue of parking waivers

by Northamptonshire County Council

1 Suspension of parking Bays

Suspensions

The County Council sometimes will need to suspend or partly suspend bays, spaces or restrictions for specific purposes such as:

- Building works/skips
- Domestic removals
- Weddings
- Funerals
- Special Events
- Road works
- Facilitating the flow/movement of traffic

Suspension signs are erected warning motorists of the duration and reason for the suspension and it is an offence to park within a suspended bay and may receive a Penalty Charge Notice.

From time to time, areas may need to be suspended by Northamptonshire Police without prior warning for reasons including public safety and security under powers as stipulated under Schedule 4, Part 27 of The Road Traffic Act 1991 for a maximum of 7 days.

How to apply for a suspension

All applications must be in writing using the appropriate application form which can be downloaded via www.northamptonshire.gov.uk/parking and should be received no later than 10 working days before the required date. In exceptional circumstances, the Council may accept emergency applications up to 5 working days prior to the suspension date.

Application forms should be emailed to parking@northamptonshire.gov.uk or posted to:

Parking Services (4th Floor)
Riverside House, Riverside Way, Bedford Road
Northampton, NN1 5NX

Submission of the application form is not an agreement that the suspension will be agreed.

We are unable to process applications that are received within 5 working days.

Sundays and Bank Holidays

We cannot suspend parking on Sundays and Bank Holidays, unless it is for a Special Event or Utility Works, for which appropriate permissions have been granted.

Charges for suspensions

The current charge for a parking suspension is £25.00 per 5 metre space (one car space) on the first day and £10.00 per 5 metre space each additional consecutive day.

Notice period/payment

Payment must be made in advance of the suspension without exception and must be received a minimum of 5 clear working days before you need the suspension to start.

The day of submission is NOT included in the notice period irrespective of whether it was received prior to midday. We do not count Saturdays, Sundays or Bank/Public Holidays as notification days so please take this into account when arranging a suspension.

Applications to extend an existing suspension may be made by email/letter giving a minimum of 3 clear working days prior to the expiry of the initial suspension period. Failure to give the appropriate notice will result in a new application form needing to be submitted and the 1st day fee payable.

Suspension Approval

Once processed/approved, we will send you emailed/written confirmation and a payment receipt for your records.

Suspension process

Once the suspension has been approved and payment received in full, the Council's enforcement contractor will arrange for the appropriate signage to be erected approximately 4-7 working days prior to the suspension. Flyers will usually be placed on vehicles in that location in the days leading up to the suspension.

On the day of the suspension, pay and display machines will be bagged (if appropriate), cones will be placed and the active suspension signs will replace the advance warning notices.

As it is an offence to park in a suspended bay/space, any vehicles seen will be issued with a Penalty Charge Notice.

All signs, covers and cones will be removed upon expiry of the suspension.

2 Issue of parking waivers

In certain circumstances Northamptonshire County Council will consider the issue of a parking waiver, which gives exemptions from parking restrictions.

What is a parking waiver?

A waiver can be granted in certain circumstances giving exemption from parking restrictions and can be issued to an individual or company where **constant** access to their vehicle is needed and whose work demands that they park close to the premises.

A Penalty Charge Notice may be issued if a Civil Enforcement Officer believes that the individual or company are abusing the rules under which the waiver was issued.

Where can the waiver be used?

A waiver allows a vehicle to park on a single yellow line, providing that a “no loading” restriction is not in force. The vehicle may also park in permit holders only bays, on-street pay and display bays and limited waiting bays.

It is not usual to be granted permission to park on double yellow lines or in bays designated for specific vehicle classes such as disabled bays/loading bays etc.

There is a limit of 2 vehicles per location unless there is an emergency and at the discretion of Parking Services. This is further limited to 1 vehicle per location with town centres.

Charges for waivers

First Day: £10.00 (per 5 metre space)

Additional Consecutive Days: £5.00 (per 5 metre space)

Full Week (Monday to Saturday inclusive): £25.00 (per 5 metre space)

Waivers can be granted for a maximum of 2 weeks. However, Northamptonshire County Council reserves the right to allow discretion or the allowance for extensions.

How to apply for a parking waiver

To apply for a parking waiver, please visit www.northamptonshire.gov.uk