



Swindon Borough Council

Resident Parking Permit Terms and Conditions of Use

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Introduction

The terms and conditions of use gives information on the operation of resident parking zones in Swindon. This includes the types of permits available for residents, eligibility and how to use.

For further information please refer to the information on parking on the Council's web page www.swindon.gov.uk or contact Parking Services on 445506 or at Swindon Direct (Parking Administration), Wat Tyler House West, Beckhampton Street, Swindon, SN1 2HJ or by email Parking@swindon.gov.uk.

In order to keep the cost of Residents Parking at a minimum and to ensure the resident scheme is used in the manner it is prescribed. Resident Permits will now be virtual and online. No Paper permits or scratch cards will be sent to the resident.

If you have any queries about your purchase, please contact our customer services department on 0345 520 7007, or via email at help@mipermit.com quoting your receipt number and address details.

If you are unable to register online, please call the customer services team to register your permits or parking sessions on your behalf. The telephone service is provided Monday to Friday 8.00am to 8.00pm Saturday 8.00am to 4.00pm and Sunday 10.00am to 4.00pm

Resident Parking Zones

The extent and location of the Residents Parking Zones in Swindon are shown on the plans in the appendix to this document.

Zones A, B, C, D, E, F, G, H, K, L, M, N and P are marked out with residents parking bays operational during certain hours.

Zone J is a resident parking zone managed by gateway signs at the entry and exit points of the zone indicating where permit holders can park.

A Resident Parking Permit, Business Permit or Resident Visitor Permit is required to park in one of these bays or resident parking zone managed by gateway signs during the hours of operation.

All Permit holders must abide by the Swindon Parking Permit Terms and Conditions of Use.

'No Waiting At Any Time', 'No Waiting during specific hours' and 'Limited Waiting' restrictions within resident parking zones still apply and does not give permit holders a right to park on any length of the road affected by waiting restrictions.

Resident Parking permits

A resident in a resident parking zone in Swindon can apply for up to 2 permits for either 6 or 12 months. A permit is only valid for the vehicle registration mark registered.

Swindon Borough Council reserves the right to refuse to issue a permit or to suspend and/or withdraw the permit at any time. All permits remain the property of Swindon Borough Council.

Entitlement to Resident Parking Permit

If your place of residence is your principal home and is within a Residents Parking Zone A, B, C, D, E, F, G, H, J, K, L, N or P then you will be entitled to a permit for that zone. You may not be a permit holder in more than one zone.

You will not qualify for a resident parking permit if:

- you own a property in the resident parking zone but live elsewhere
- you work in the borough but live elsewhere
- you are a tourist.
- you are a member of staff, or a guest, in a hotel.
- you are domestic staff (for example a nanny), but live outside the Borough.
- you want to supervise builders in a property you plan to move into.
- the vehicle is not registered with the Driver and Vehicle Licensing Agency (DVLA).
- you borrow or share a vehicle.
- you have three or more unpaid Penalty Charge Notices (parking tickets) issued by us or on our behalf.

Please note, a principal home cannot include a bed or makeshift bedroom in the back of an office or shop.

Additional information about entitlement to resident parking permit:

In order to keep the ratio of spaces and permits to its current level all applications for permits are considered against the original circumstances of the parking zone at the time it was created.

Occupants of new build, conversions of existing properties into multiple units, and premises that create multiple occupations may be denied parking and, are not guaranteed the right to a permit. As a general rule, any new residential properties will only 'inherit' the permit allocation of the original building. *For example, three small dwellings on the site of a single original dwelling will only be allocated 2 permits between them and dwellings built on a site that previously had no eligibility for parking permits, will have none allocated to them.*

Parking Permits will not be issued to occupants of properties where a planning condition/obligation has been imposed preventing occupants of the properties from applying for and obtaining parking permits.

You are advised to contact Parking Services at the earliest opportunity should you have any concerns regarding your eligibility and they will consult the Planning record.

Documents required for resident parking permit

You can apply for a resident permit via the MiPermit portal ensuring relevant documentation is uploaded to allow authorisation of the permit. Swindon Borough Council reserve the right to conduct spot checks of permits issued. You may be requested to provide proof of residency and vehicle use. You must provide evidence of residency and proof of vehicle ownership within 21 days of receiving a written request by Swindon Borough Council. Details of acceptable documents will be detailed on the letter or email sent. Failure to provide the documents requested within the period specified may result in the cancellation of your resident permit and lead to the issuing of Penalty Charge Notices to your vehicle. If you are unable to provide this within the time scales please contact Swindon Borough Council immediately.

Examples of acceptable documents for residency are:

Original Bank Statement or Utility Bill dated within the last 2 months (not mobile phone or credit card statements).

Examples of acceptable documents for vehicle use/ownership are:

Vehicle Registration Document, Certificate of Insurance (or cover note) Company Letter, Bill of Sale or Lease Documents. Photocopies are acceptable but must be legible.

If you are not the owner of the vehicle but are the sole user, we need to see the insurance documents and a letter from the owner stating that you are the sole user of the vehicle.

Residents Visitor Permits

A resident who resides within a permit zone in Swindon can apply for visitors' parking sessions as follows:

- 50 parking sessions valid for single use of up to one day per annum, valid for day of issue and up to 10am the following day.
- 50 parking sessions of a maximum of 4 hour for the day of issue per annum, valid from date and time the session is started.
- Plus 25 sessions of either all day or 4 hour sessions per annum

Documents required for resident visitor permits

You can apply for a resident visitor permit via the MiPermit portal ensuring relevant documentation is uploaded to allow authorisation of the permit. Swindon Borough Council will do spot checks on applications made. You may be requested to provide proof of residency. You must provide evidence of residency within 21 days or your resident visitor permits will be cancelled and Penalty Charge Notices will be issued

If requested you must provide 2 proof of residency if you want to apply for a resident permit and resident visitor permit.

Examples of acceptable documents for residency are:

Original Bank Statement or Utility Bill dated within the last 2 months (not mobile phone or credit card statements).

Business permits

You can obtain a business permit (a maximum issue of 2 permits) if your business is within a residents parking zone in Swindon and you meet the following conditions:

- The business is limited by shares or guarantees
- Is a business partnership
- A sole trader
- A charitable organisation

The vehicle must be either:

- a passenger vehicle constructed or modified for the carriage of not more than twelve passengers (excluding the driver)
OR

- a goods carrying vehicle, the overall height of which does not exceed 3.2 metres (10ft 6ins) and the overall length does not exceed 6.5 metres (21ft 4ins) with a maximum gross weight not exceeding 5 tonnes.

Documents needed to prove your business is in Swindon

From the list below you must provide two documents to prove your business eligibility. All documents must clearly show the business name and the business address in a residents parking zone in Swindon.

- current lease agreement
- recent utility bill (not more than four months old)
- certificate of incorporation for limited companies if the registered office of the business is within a residents parking zone in Swindon
- a copy of a business bank statement
- copies of invoices received/sent to the business address
- Inland Revenue tax returns
- a certificate detailing the registration number and address for registered charities
- a letter from the business rate payer (in cases where the current lease is not available)

If your business appears on the local non domestic rating list for your address in a residents parking zone in Swindon you can use this as one proof as long as the billing address is also your business address.

Information regarding the use of permits in resident parking zones

- The Permit is only valid for use on the vehicle whose registration is in the system and only in the zone in which you applied for .
- You may park in Resident Permit Holder bays in any street within the zone for which your permit is valid and where space is available.
- In Resident Zones controlled by Resident Gateway Signs you must park after the resident parking gateway signs with a permit valid for relevant Zone and where space is available.
- The Permit does not guarantee you a space
- The permit is not valid if the expiry date has passed.
- The permit is non transferable and cannot be used in any other vehicle.

- you must park your vehicle so that the wheels are within the white bay markings
- you must park in such a manner not to obstruct the passage of other vehicles and parallel to the kerb.
- you should not leave your engine running while you are parked (this will help to cut down on pollution)
- you should not advertise your vehicle by putting a 'for sale' notice in it
- you cannot park a trailer or a caravan in a resident parking bay.
- you should not park anywhere else in the zone which is in contravention of any waiting, loading or parking restrictions.
- failure to comply with the permit terms and conditions of use may result in the issue of a penalty charge notice and the permit being cancelled.
- If your permit is cancelled by Swindon Borough Council, you are not entitled to a refund.
- Refunds of full months remaining are only applicable when you cancel your permit.
- It is your responsibility to ensure the registration number is kept current and up to date.
- you should not
 - i) park on the footway
 - ii) sell goods from your vehicle (unless authorised)
 - iii) service or repair your vehicle on the road (other than in an emergency)

Suspended Bays

We may have to suspend resident parking bays for a number of reasons, for example, for road works or for deliveries. If we do this, we will normally give you notice (unless it is an emergency). Once the suspension begins you will not be able to park in the bay or bays that are affected. We will post signs on the nearest resident parking post within the bay to tell you when the suspension starts and ends. **This is not always the nearest street sign** - whilst we aim to place warning signs within 30 metres, this is not always possible (and is not a legal requirement).

Please remember it is your responsibility to check before you park your vehicle that parking is not suspended. If you cannot check, for example, because you are away on holiday or business, you should arrange for someone else to check and, if necessary, move your vehicle.

Surrender of permits

You must surrender the Permit to Swindon Borough Council in the event of any of the following;

- You must advise Parking Administration of the date you wish your permit to cease. As it will be instant.
- You cease to reside at the address for which the permit has been issued
- You dispose of or cease to use the vehicle for which the permit has been issued
- If the Council withdraws the permit or if it ceases to be valid for any reason.

Renewal of permits

Permits must be renewed yearly or six monthly and you are responsible for ensuring that your permit is renewed on time before its expiry date. You are able to renew your permit up to 30 days prior to expiry.

Please note a 6 month permit is charge at a higher rate determined by the Council

Change of address

If you change your address you must notify Parking Administration who will advise you what action to take. We only refund full months remaining on permits. There is no administration charge for the first change within the 12 month period of the Permit

Cost of Permits and administration charges associated with permits

Please refer to the parking pages on www.swindon.gov.uk or telephone Parking on 445506 for full details of costs of all permits, administration fees, refunds and current charges.

Information on your vehicle used for parking in resident parking zones

The vehicle parked using a Parking Permit must be registered to you with the DVLA or if you are not the registered keeper you must provide evidence that it is used solely by you.

The vehicle must not exceed 2.5 tonnes gross vehicle weight.

Any vehicle/Mini Bus that can carry 12 passengers or more exclusive of the driver and vehicles exceeding 5.30m in length or 2.25m in width +are not included in the Residents Parking Scheme.

Permits are not required for motorcycles. These may be parked free of charge in resident parking bays but must be perpendicular to the kerb.

Proof of Vehicle Ownership

You must include proof of vehicle ownership showing your name and the address within the resident parking zone in Swindon if you want to apply for a permit. This includes the Vehicle Registration Document, Certificate of Insurance (or cover note) Company Letter, Bill of Sale or Lease Documents. Photocopies are acceptable but must be completely legible.

If you are not the owner of the vehicle but are the sole user, we need to see the insurance documents and a letter from the owner stating that you are the sole user of the vehicle.

If you have just bought the vehicle we will accept your insurance documents and **either** your New Keepers Supplement (V5C/2) **or** a sales invoice (from a garage or dealers). You can only use these when you first apply for a permit for this vehicle.

Anyone who claims to be exempt from the DVLA regulations will not be eligible for a resident parking permit.

Change of Vehicle

You can alter the vehicles that are attached to this permit or purchase more if needed by logging on to the Swindon Borough Council MiPermit portal found at <https://secure.mipermit.com/swindon> or via the app. The system will advise you how many Parking sessions you are able to purchase.

Excessive changes to a resident permit will be flagged for further investigation, and you must provide evidence or reasons for changing your permit to the vehicles listed when contacted by Parking administration.

You must only change your registration when the need arises, for example when your car is in the garage or that you have a temporary vehicle. Documentation may be requested to demonstrate this need. You are limited to a maximum of 3 changes during the 12 month life of the permit. 6 month permits are limited to 1 change only.

Foreign Vehicles

If you have just moved here from abroad with your vehicle, you may be entitled to a permit for up to six months, during which time the DVLA require the vehicle to be registered

Registration takes approximately two to three weeks and you can get details by calling the DVLA office on 0300 790 6802

Vehicles used for business permits

Documents submitted as proof of vehicle ownership for business permits must show the name of the company or an employee. Where a vehicle is registered in the name of the business, it will be acceptable if the address shown on the documents is for the head office.

If the vehicle is registered to an employee, proof of employment in the form of copies of the last two salary/wage slips or a contract of employment is required.

Hire and Lease Vehicles

A copy of the hiring/leasing agreement showing the residential name and address is required.

Use of Car Parks

In order to utilise the surrounding car parks, you must obtain a Resident Overflow Ticket. This is free of charge to holders of a valid resident permit. This ticket can be applied for at the time of application of your resident permit.

If you have a Resident Parking Permit for any of the Zones A to P, you may park overnight in a car park adjoining your zone from 10pm to 8am free of charge. The holder of a Residents' Parking permit purchasing an overnight car park ticket in a car park adjacent to their zone, which would normally be valid between 6pm to 6am, can park until 9am for no additional charge.