

## **Frequently asked questions (FAQs) about permit parking schemes**

### **How does a resident permit parking scheme work?**

Permit parking is intended to help residents and their guests find somewhere to park during the days and times that the scheme is in operation. During those times only vehicles displaying a valid resident permit or a valid visitor permit are allowed to park in the permit areas / permit parking bays. This makes it more likely that permit holders will be able to find somewhere to park, although it cannot guarantee a space.

### **When do restrictions apply?**

This will vary from scheme to scheme, depending on the particular circumstances and the problems that the scheme is designed to solve. For example, during the working day, the restrictions could apply Monday to Saturday from 8.30am to 6pm.

### **What about blue badge holders?**

Blue badge holders can park in the permit areas / bays for as long as they need provided their blue badge is displayed. They can also park on yellow lines - providing they are not causing an obstruction - for up to three hours, where they will also need to show their clock card.

### **Who is eligible for a resident permit?**

Again it may vary from scheme to scheme but in general, it is usually people who live at an address within the scheme area and whose car is registered at that address.

### **How much do permits cost?**

Resident permits are valid for a year at a cost of £50 for the first permit issued to a household and £75 for each subsequent permit.

### **Why is there a charge for permits?**

This is to cover the administration and enforcement costs of the scheme. It is recognised good practice to charge for permits, because otherwise these costs are paid for by the general tax payer, who may not drive, and who receives no benefit from the scheme.

### **How many permits can I have?**

The number of permits available to residents is decided during the consultation process. The maximum number of resident permits that can be issued to a household is usually calculated by the number of vehicles registered to the members of the household minus the number of off street parking spaces for the property. For example, if there were 3 registered vehicles and 1 off street parking space it would mean that the members of the household could apply for up to 2 resident permits.

Those residents who have adequate off street parking cannot have residents' permits, but they would still be able to buy visitor permits.

There may be additional restrictions on the number of permits allowed, for example if the amount of on-street space is severely limited.

### **Can any type of vehicle have a permit?**

Generally, passenger vehicles, motorcycles and goods vehicles less than 5 tonnes are eligible.

### **What do I do about visitors, workmen and deliveries?**

Each household would be entitled to buy up to 120 visitors' permits per year at a cost of £2 per permit. Each permit entitles one vehicle to park in the permit areas / bays, and lasts for the whole day. They can only be used once and must be displayed on the visitor's vehicle. We often receive requests to issue a 'general' or 'transferable' visitor permit; however, we do not do this as it would put the scheme at risk of being misused.

Any vehicle can park in the permit areas / bays to make deliveries, or load and unload, but only for as long as necessary and no longer than a maximum of 20 minutes.

### **What do I do about carers?**

Any resident who is housebound and needs regular visits from carers can apply for a carer's permit, which their carers can use to park while making their visits. A carer's permit costs £10 and is valid for a year.

### **How much does it cost to replace a permit?**

If you lose your existing permit or change your vehicle you will need to pay an administration fee of £15 to replace your permit.

### **What if I can't find a parking space?**

We do all we can to try and ensure that the scheme has enough spaces to give all permit holders a reasonable chance of finding a space. We introduce these schemes to restrict parking by non-residents which means that there should be more space available for the residents. However there is no way within the regulations to assign specific parking spaces on the highway to specific individuals; therefore there is no way any highway authority could ever guarantee the availability of a parking space.

If you could not find a space you would need to find an alternative legal parking space elsewhere, for example in a public car park or a non restricted area.

### **What do I do if I get a Penalty Charge Notice (PCN)?**

Generally, civil enforcement officers (CEOs) employed by the borough/district council's parking team carry out enforcement of parking controls in their area. Like all motorists, residents need to park legally. If you receive a PCN you would need to follow the instructions on the back of it.

### **Who does what?**

Surrey County Council, as the highway authority, is responsible for the design, implementation and maintenance of the parking controls, parking strategy and policy.

Generally, district / borough council's manage enforcement of parking schemes and administration of PCNs and permits on behalf of Surrey County Council.