



# St Helens Borough Council

## Residents Parking Scheme

### Terms and Conditions

Resident Permit, Visitor Permit, Visitor Vouchers (formerly Scratch Cards)  
Matchday and Victoria Terrace Permits  
Resident Permit – issued to a family Carer

#### Resident Permit, Matchday Permit, Victoria Terrace Permit

Enables a resident to park within their local Resident Parking Zone during operation hours.

#### Applicants agree that they

- Will complete an on-line application form for each permit.
- Will pay the relevant £10 admin fee per permit (Resident/Victoria Terrace Permits Only)
- Are aware that they will be issued with a virtual permit.
- Will provide the requested documents to support their application:
  - Proof of address within the resident parking zone showing the name of the person applying for the resident permit.
- Or
  - A copy of their tenancy agreement relating to the property.
  - A document showing the relevant vehicle is registered at the address given above.
- Are aware that they must have the relevant valid permit for their vehicle to be parked within the resident parking zone during the advertised operating hours.
- Are aware that no more than **3** permits are allowed per property.
- Are aware that the permit is only valid in the resident parking zone area where their address is located.
- Will be expected to park as close as reasonably practicable to their registered address in order to support fair and equitable use of available parking within the zone.
- Will notify us if they are moving out of the resident parking zone and inform us of the date, they are due to vacate the property.
- Are aware that outside the operating times for their resident parking zone, any vehicle may park within the resident parking bay.
- Are aware that a resident permit does not guarantee a space within the resident bay.
- Are aware that it **can take up to 7 days to process an application** and that alternative parking arrangement must be made until notification is received that the virtual permit has been granted and is active.
- Are aware that they are responsible for ensuring that they apply for a new Resident Permit annually in good time before the expiry date – an email reminder will be sent at 30 and again 7 days before expiry.
- Are aware that failing to adhere to any of the above may result in the permit being revoked or the issue of a Penalty Charge Notice.



## Visitor Permit

Enables visitors to park for a single unbroken session of up to 4-hours within the relevant resident parking zone per calendar day.

### Applicants agrees that they:

- Will complete an on-line application form for their visitor permit – guidance is available for completing the on-line application.
- Are aware that they will be issued with a physical permit.
- Will provide the requested documents to support their application:
  - Proof of address within the resident parking zone showing the name of the person applying for the resident permit.

Or

- A copy of their tenancy agreement relating to the property.
- Are responsible for ensuring that their visitors display a valid permit for their vehicle at all times when parked in the relevant resident parking zone during the advertised operating hours.
- Are aware that It is not acceptable to change the clock of a visitors permit to prolong the duration of stay for the vehicle. If longer than 4 hours are required, a Visitor Voucher must be used.
- Are responsible for ensuring that the Council issued address label is clearly visibly for inspection by a Civil Enforcement Officer.
- Are responsible for reporting a misplaced or damaged visitor permit and request a replacement and that a £20 replacement charge is applicable.
- Are aware that any visitor permit altered/defaced/tampered with in any way will be regarded as invalid.
- Are aware that only one visitor permit is allowed per household and that, on application, any previous permits issued to their address will be cancelled.
- Are aware that the visitor permit is only valid in the resident parking zone area where their address is located.
- Will be expected to park as close as reasonably practicable to their registered address in order to support fair and equitable use of available parking within the zone.
- Will notify us if they are moving out of the resident parking zone and inform us of the date, they are due to vacate the property.
- Are aware that outside the operating times for their resident parking zone, any vehicle may park withing the resident parking bay.
- Are aware that a visitor permit does not guarantee a space within the resident bay.
- Are aware that **it can take up to 7 days to process an application** and that alternative parking arrangements must be made until receipt of the Visitors Permit.
- Are aware that they are responsible for ensuring that their permit is renewed annually in good time before the expiry date – an email reminder will be sent at 30 and again 7 days before expiry.
- Are aware that failing to adhere to any of the above may result in the permit being revoked or the issue of a Penalty Charge Notice.



## Visitor Vouchers (Formerly Scratch Cards)

Enables visitors to park for more than 4-hours within the relevant resident parking zone per calendar day

### Applicants agrees that they:

- Will complete an on-line application form for each set of 12 visitor vouchers annually
  - Are aware that the first set of 12 visitor vouchers each year are provided free of charge; additional sets of 12 visitor vouchers can be purchased at a cost of £19.92 per set.
  - Visitor vouchers expire 12 months from date of issue; any additional vouchers purchased also expire in line with the free voucher expiry date.
  - Are aware that they will be issued with virtual visitor vouchers.
  - Will provide proof of address within the resident parking zone showing the name of the person applying for the visitor vouchers.
- Or
- Will provide a copy of their tenancy agreement relating to the property.
  - Are aware that they must book a valid visitor voucher session on-line for a vehicle to be parked within the resident parking zone during the advertised operating hours.
  - Are aware that visitor voucher sessions can be booked up to 30 days in advance on-line and cancelled, if required, prior to the commencement of the visitor voucher session.
  - Are aware that the visitor vouchers are only valid in the resident parking zone area where their address is located.
  - Will be expected to park as close as reasonably practicable to their registered address in order to support fair and equitable use of available parking within the zone.
  - Will notify us if they are moving out of the resident parking zone and inform us of the date, they are due to vacate the property.
  - Are aware that outside the operating times for their resident parking zone, any vehicle may park within the resident parking bay.
  - Are aware that a booked visitor voucher session does not guarantee a space within the resident bay.
  - Are aware that **it can take up to 7 days to process an application** for visitor vouchers.
  - Are aware that they are responsible for ensuring that their permit is renewed annually in good time before the expiry date – an email reminder will be sent at 30 and again 7 days before expiry
  - Are aware that failing to adhere to any of the above may result in the permit being revoked or the issue of a Penalty Charge Notice.



## Resident Permit - issued to a Family Carer

Enables a non-resident family member to park in the resident zone for care purposes

### Applicants agree that they

- Will complete an on-line application form for the permit.
- Will pay the relevant £10 admin fee for the permit
- Are aware that they will be issued with a virtual permit.
- Are aware the Council reserves the right to request evidence of the caring arrangement and may withdraw the permit if eligibility criteria are no longer met.
- Are aware the permit **must only be used** when providing care to their family member and must not be used for general parking or work parking purposes.
- Are aware that they must have the relevant valid permit for their vehicle to be parked within the resident parking zone during the advertised operating hours.
- Are aware that only one carer permit will be issued per property.
- Are aware that the permit is only valid in the resident parking zone area where the address is located.
- Will be expected to park in the closest available space to their family members registered address to support fair and equitable use of available parking within the zone for all residents
- Will notify us if the permit is no longer required
- Are aware that outside the operating times for their resident parking zone, any vehicle may park within the resident parking bay.
- Are aware that a resident permit does not guarantee a space within the resident bay.
- Are aware that it **can take up to 7 days to process an application** and that alternative parking arrangement must be made until notification is received that the virtual permit has been granted and is active.
- Are aware that they are responsible for ensuring that they apply for a new Resident Permit annually in good time before the expiry date – an email reminder will be sent at 30 and again 7 days before expiry.
- Are aware the Council may revoke a carer permit where it is found to be misused or used in breach of these terms and conditions.