

Online Parking Permit Terms and Conditions

Eligibility

Residents whose usual place of residence is at a postal address within the Residents' Parking area, as defined in the relevant Traffic Regulation Order, are eligible to apply for up to two annual Resident Permits, one annual Visitor Permit and up to 100 daily Scratchcards* per year.

** Daily scratchcards are not yet available to purchase online. Visit the 'Residential parking permits' page at www.somerset.gov.uk where you can print off the relevant application form for your town and apply for these by post.*

Resident status can be proved with a scan of a current council tax demand, tenancy agreement, fixed utility bill, bank statement or solicitor's letter, dated within the last 3 months. Only one document is required.

Resident permits

Each household is entitled to a maximum of two Resident Permits, subject to resident status being proved. A resident household is defined as a single property with its own liability for Council Tax. Properties where facilities are shared still qualify but only for the basic number of permits, irrespective of how many people live there.

The entitlement of two permits is reduced to one for properties with an off-road parking space (including garages) of a minimum size of 5m x 2.5m. Such a space does not need to be within the boundary of the postal address.

Vehicles

Vehicles that are allowed to park within the Zone using Resident Permits are passenger vehicles and light goods vehicles (not exceeding 3.5 tonnes laden weight, 2.3m high and 5.3m long).

Vehicles must be registered to the resident at the address within the Zone. To prove this a scan of either the vehicle's registration document, insurance certificate, bill of sale, hire/lease agreement or employer's letter (in the case of company vehicles) should be provided.

Vehicle Ownership

If the vehicle registration document is not in your name you must provide a signed letter from the registered keeper confirming that you are the sole user of the vehicle.

If the vehicle is registered under a company name you must provide a letter on the company headed notepaper confirming that you are an employee and sole user of the vehicle.

If the vehicle is a leased car, as well as the other documents, you will need to provide a letter from the leasing company confirming that the car is leased to you/your employer.

Blue Badge holders

Residents with both a vehicle and Blue Badge registered to them at the address will be able to have the first Resident Permit at no cost.

Costs

- The first Resident Permit costs £60
- The second Resident Permit costs £100

Discounts

The permit cost is discounted for low emission vehicles as follows:-

- Vehicles falling within Vehicle Excise Duty Band A at the time of application – 100% discount
- Vehicles falling within Vehicle Excise Band B at the time of application – 50% discount.
- A discount is available only on the first permit application.

Display

A Resident Permit is vehicle specific. It is issued with a self-adhesive plastic wallet and must be displayed inside the front windscreen of the vehicle at all times when the vehicle is parked within the Zone.

The permit must be clearly visible and readable from outside of the vehicle. Failure to display a permit may result in a Penalty Charge Notice being served.

Visitor Permits

Residents whose usual place of residence is at a postal address within the Resident Parking Zone, as defined in the relevant Traffic Regulation Order are eligible to apply for one annual Visitor Permit and up to 100 Scratchcards* per year. Residents who do not own a car have the same Visitor Permit and Scratchcard entitlements as those who do.

** Daily scratchcards are not yet available to purchase online. Visit the 'Residential parking permits' page at www.somerset.gov.uk where you can print off the relevant application form for your town and apply for these by post.*

Resident status can be proved with a scan of a current council tax demand, tenancy agreement, fixed utility bill, bank statement or solicitor's letter, dated within the last 3 months. Only one document is required.

Vehicles

Visitor Permits and Scratchcards can be used on any vehicle whose driver is visiting the premises.

Visitor Permits must not be sold, or given to anyone who is not visiting your property. Abuse of your Visitor Permits may result in their cancellation.

Costs

- An annual Visitor Permit costs £60
- Visitor Scratchcards cost 30p each and are sold in sheets of 5, minimum purchase 2 sheets for £3.00.

Display

A Visitor Permit shows the first line of the address of the property to which it is registered. It is issued with a self-adhesive plastic wallet and must be displayed inside the front windscreen of the vehicle at all times the vehicle is parked within the Zone during a visit.

The permit must be clearly visible and readable from outside of the vehicle. Failure to display a permit may result in a Penalty Charge Notice being served.

Renewals

All permits have to be renewed annually. Permits expire on the date printed on them.

A reminder email containing a renewal PIN will be sent four weeks before the expiry date to allow renewal online.

Change of details and lost permits

Change of details and replacement permit requests cannot currently be actioned online, please contact Somerset Parking Services at somerset@parkingenquiry.co.uk or on 0333 999 8889 (Option 3) for information.

Change of vehicle

As a Resident Permit is vehicle specific you will have to return the permit and apply for a new one. There is no cost for this.

Change of address

If you move out of the Zone for which the permits are issued you should return them to the Council for a pro-rata refund of any complete months remaining. Refunds are only available for amounts due in excess of £10.

If you move within the Zone for which the permits are issued, you must advise the Council of your old and new addresses and your permit numbers.

Lost permits

You will need to apply, by post with an explanatory letter, for a replacement permit.

Where a permit is damaged or defaced you should return it with the application.

There is a £5 administrative charge for the duplicate permit.

If a lost or stolen permit is subsequently recovered it must be returned to the Council immediately.

Outstanding Penalties

Where an applicant for a resident permit has outstanding Penalty Charge Notices (i.e. not paid or unchallenged) their application may be deferred until the outstanding penalties are resolved (i.e. paid or challenged).

Declaration

By ticking the box on the online application you agree:

- That the information given on the application is correct.
- That you are resident at the address supplied and/or the registered keeper of the vehicle the permit is for.

Data Protection

Your personal data will be held and processed by Somerset County Council (SCC), in accordance with the Data Protection Act 1998.

SCC will use the information you have supplied to:

- help improve services
- deal with complaints and comments
- prevent and detect fraud or crime

SCC will not disclose this information to any unauthorised person or body without obtaining your consent

Members of the public have a legal right to request your personal data held by SCC. A request for your personal data is called a Data Subject Access Request; please ring Somerset Direct on 0300 123 2224 for more details.