



Introduction

1. Parking Services transferred from Carlisle City Council to Cumbria County Council on Monday 2nd February 2015. Following the transfer, we have started to complete a permit renewal Zone by Zone, with some zones already completed and others still to do.

Upon application, we will be issuing residents with new Cumbria County Council permits throughout Carlisle that will enable us to build a new database of permits within the City. Some residents have already transferred onto this new system because when we receive a request from residents to replace or renew permits for their property or vehicle we are obliged to obtain new details as indicated in the new applicants section.

Cumbria County Council vehicle permits are round and orange in colour and the new visitor permits have a hologram on them. They are valid for one year only and it will be your responsibility to renew them the following year. No reminders will be sent.

Once your details are on the Council's permit system there is no need to resubmit an application (unless you move to a different address) and so would refer you to the guidance detailed below and the permit terms and conditions indicated on the application form and the reverse of the permit.

The rules are the same regardless of which zone a person lives in and so the onus is on the resident to apply and provide the correct information.

Meanwhile, enforcement takes place within all resident disc parking zones and so to obtain an exemption from the time restrictions a valid permit must be placed on clear display at all times. In the absence of a valid permit, drivers are expected to abide by the disc zone parking rules and waiting restrictions.

New Applicants

2. To obtain resident's vehicle & visitor permit(s), you need to provide all three pieces of information:-

1. **Completed residents application form**

The application form is a generic one and so in all cases personal and contact details must be completed and the permits required ticked.

2. **Proof of Residency**

Proof of Residency must show the applicant(s) name and the address of the property being applied for. Examples such as a Council Tax bill, Utility Bill, Solicitors letter, Mortgage letter, Bank statement, telephone bill.

For Zone C Permits, we will only accept current Council Tax Bill as proof of residency

3. **Proof that the vehicle is registered to the property**

We will only accept - The V5 document (Log Book) OR Vehicle insurance documents.

This information should clearly indicate the vehicle registration number and your name and address of the property which you are applying for.

For company vehicles – A letter from the company with their logo on it will be accepted in lieu of a registration or insurance document. This must detail the employee / resident's name, address and details of the vehicle(s) they are permitted to drive.
(Resident Vehicle Permits)

Visitor Permits

3. Regardless of the number of occupants, each property is entitled to an annual allocation of 60 visitor permits per property. Once issued it is a matter of (personal or collective) choice as to how these are utilised, however once the yearly supply has been used up no more permits can be issued until the following renewal date.

To apply only for visitor permits - Please follow steps 1 & 2 and ignore the vehicle details section.

1. **A completed resident's application form**

The application form is a generic one and so in all cases personal and contact details must be completed and the permits required ticked .

2. **Proof of Residency**

Proof of Residency must show your name and the address of the property being applied for. Examples such as a Council Tax bill, Utility Bill, Solicitors letter, Mortgage letter, Bank statement, Phone bill

For Zone C Permits, we will only accept current Council Tax Bill as proof of residency

Business Permits

4. Businesses in certain disc zone areas are entitled to one business vehicle permit and an annual allocation of 60 visitor permits. The application form is a generic one for both businesses and residents and so the provision to note more than one vehicle is only for residents.

To apply for a business permit you need to provide the following:-

1. A completed application form

The application form is a generic one and so in all cases personal and contact details must be completed and the permits required ticked.

2. Proof of Business

Proof of Business is a copy of the current business rates and must show the business name and the address of the property being applied for.

Please note we do not issue business permits to businesses / organisations located within Zone C

Change of Vehicle

Residents

5. To exchange a residents permit you will need to both provide new vehicle documentation (ie the V5 (Log Book) or vehicle insurance documents showing the new vehicle registered to the address) AND return the old vehicle permit for to Parking Services, Cumbria County Council, PO Box 415, Carlisle, CA1 9GU before a new one can be issued.

Business

6. To exchange a business permit you will need to advise us of the new vehicle registration number AND return the old vehicle permit to Parking Services, Cumbria County Council, PO Box 415, Carlisle, CA1 9GU before a new one can be issued.

Change of address

Change of address outside zone

7. Upon vacating a residence within the permit scheme, ALL permits (vehicle and visitors) must be returned to Parking Services, Cumbria County Council, PO Box 415, Carlisle, CA1 9GU before a new one can be issued.

Failure to do so may delay new permit applications from new residents/tenants.

Change of address within same/different zone

8. Permits cannot be transferred. Applications are set up for each individual address and so permits are issued for that particular property. Upon moving to a different address within the same or a different zone, ALL permits (vehicle and visitors) for the old address must be returned to Parking Services, Cumbria County Council, PO Box 415, Carlisle, CA1 9GU before a new one can be issued.

Failure to do so may delay new permit applications from new residents/tenants.

Permit Renewal

9. The new vehicle permits are round and orange in colour and the new visitor permits have a hologram on County Council stationery. If you have this style of permit please note that these permits are valid for one year only and it will be your responsibility to renew them the following year. No reminders will be sent.

If your details remain the same there is no need to complete a new application or submit new information. Simply forward a request in writing (by email or post) detailing your name and address and that you require your permit(s) to be renewed.

New permits will be issued within 5 days of your request.

Other Important Points to Note

10. Before submitting an application, please check that you have followed the guidance because if the form is incorrectly or partially completed, or if the correct documentation is not attached, your application will be returned and the issue of your permit may be delayed.

Where possible we would ask you not to send original documents, please send copies only. If you are sending original documents, please stipulate that you would like them to be returned. All permit documentation is securely disposed of, once your application has been processed.

Information can either be emailed to parkingpermits.carlisle@cumbria.gov.uk or copies posted to Parking Services, Cumbria County Council, PO Box 415, Carlisle, CA1 9GU.

Please do not attend in person as our reception staff will be unable to process permit applications.

Whilst we have tried to cover most situations, there will be cases which do not fall into any of the above categories. In this regard we would ask you to place your contact details and circumstances in writing and wherever possible we will try to accommodate your request.