



Introduction

1. Eden Parking Services transferred to Cumbria County Council on Monday 2nd February 2015. Following the transfer, the Eden Business Support team has been processing residential permit applications for the Penrith and Appleby area however this service has now transferred to the East Parking team.

Residents permits are issued in accordance with statutory rules and in Penrith there is a maximum allocation of two vehicle permits per property plus an annual allocation of 60 visitor permits and in Appleby there is a maximum allocation of one vehicle permit per property plus an annual allocation of 60 visitor permits.

Permits are issued on a first come first served basis and in houses of multiple occupancy / shared accommodation it is up to tenants to discuss and agree living and parking arrangements.

Permits are only valid in certain locations which stipulate 'Permit Holders Exempt' and are only valid within the disc / permit parking bays for the designated zone and are not transferrable. There are always signs and road markings in the street to denote the restrictions in place and you will note there is a letter indicated in the bottom right hand corner of each sign. This pertains to the area in which you are permitted to park in. Please note no permit allows you to park in other disc zones, on yellow lines or in areas reserved for specific users such as loading bays, taxi ranks or disabled bays.

As of now all residents are required to have official County Council vehicle permits which are round and blue in colour and / or the hologrammed visitor permits on County Council stationery to exempt them from parking regulations in their area. They are valid for one year only and it will be your responsibility to renew them the following year. No reminders

will be sent. Any previously issued Eden District Council or old Cumbria County Council vehicle / visitor permits are obsolete and no longer valid for use with immediate effect.

Once your details are on the Council's permit system there is no need to resubmit a full 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 / permit 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.

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.

Commercial vehicles & vehicles exceeding 72" (1830mm) in height do not qualify for 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.

NB... Visitors permits are valid for a 24 hour period and so they need to be clearly dated and timed using either the 24 hour clock or am or pm acronym. Instructions for use are indicated on the reverse of the permit.

Change of Vehicle

Residents

4. 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, P O Box 415, Carlisle, Cumbria, CA1 9GU before a new one can be issued.

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

Moving address within same/different zone

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, P.O Box 415, Carlisle, Cumbria CA1 9GU before a new ones can be issued.

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

Permit Renewal

The new vehicle permits are round and blue 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.

As long as 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 then be issued within 5 days of your request.

Other Important Points to Note

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.eden@cumbria.gov.uk or copies posted to Parking Services, Cumbria County Council, P O Box 415, Carlisle, Cumbria 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.