



Operation of  
**Residents' Parking**  
in Leicestershire

Including:  
**Residents Only Parking**  
**Residents' Preferential Parking**

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## Document Control

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## **1 Overview**

Residents' parking zones are designed to help residents to park close to their homes and make it more difficult for non-residents to park. They do not reserve places exclusively for permit holders, but permit holders may park, without restriction, in the resident parking bays provided in any of the streets within their designated zone(s).

A number of residents' parking zones are in operation in Leicestershire. The majority of these are preferential, ie allow non permit holders to park for a limited period of time, usually between 30 minutes and two hours. In general, the zones operate only during the working day, though some are in operation for 24 hours per day.

Leicestershire County Council is responsible for the implementation and operation of all residents' parking in Leicestershire.

This document forms the definitive guidance on the operation of residents' parking and acts as the terms and conditions to which participants in the scheme agree to be bound by. The document supersedes all previous guidance documents relating to residents' parking, and should be used in the resolution of any queries or complaints.

This document may change from time to time without notice. Users are advised to consult the latest version which may be found on the Leicestershire County Council website at [www.leics.gov.uk/parking](http://www.leics.gov.uk/parking)

## 2 Scope

This document covers the operation of all residents' parking in Leicestershire, both residents only and residents' preferential.

The types of residents' parking are defined as:

### ***Residents' Preferential:***

In these areas, the existing or proposed parking restrictions are believed to be unduly restrictive on the residents of the area, and legal orders are made to enable a greater benefit to residents.

For example, parking may be restricted to one hour to allow access to local facilities but to prevent all day parking. Residents, on the other hand, have little or no long stay parking available so, by the issue of permits, gain an exemption from the restrictions.

### ***Residents Only:***

Residents only parking is appropriate in areas or streets where the demand for parking is greater than the number of spaces available.

By allowing residents to park where the underlying order prevents parking at any time provides the residents with a much greater opportunity to find a parking space near their home.

Whilst individual details may vary from zone to zone, in line with the zone information sheets, the guidance applied shall be consistent for all zones.

### 3 General Definitions

“agent”	A person or organisation authorised to carry out activities on behalf of their principal and to enter into commitments by which the principal will be bound.
“appellant”	A motorist or vehicle owner who receives a penalty and makes an appeal.
“applicant”	A person who applies for or requests something.
“Blue Badge”	Badge issued to people with disabilities, granting them special parking rights.
“bona fide”	Sincere, in good faith.
“carer”	A person who looks after someone who is ill or elderly, including a relative.
“Civil Enforcement Officer”	A uniformed officer employed by or on behalf of a council to issue PCNs for parking contraventions under a civil enforcement scheme.
“contravention”	A failure by a motorist to comply with parking Regulations that have been decriminalised (i.e., those for permitted parking and those in Special Parking Areas)
“enforcement”	The means of ensuring that laws and regulations are complied with.
“evidence”	Any relevant item or piece of information that may be used to prove a point of law.
“hire vehicle”	A vehicle hired under an agreement that conforms with The Road Traffic (Owner Liability) Regulations 2000. This transfers liability for any Penalty Charge Notice (and other contraventions or offences) from the hire company, as the owner of the vehicle, to the hirer of the vehicle.
“landlord”	A person or company that grants a lease or licence to a tenant and is accordingly responsible for the landlord's obligations under that lease. The landlord may be the owner of a freehold or a leasehold interest that permits him to underlet.
“low emission vehicle”	A petrol, diesel or alternative fuel car registered on or after 1 March 2001 that emits up to 100g/k of CO2 emissions.
“motorcycle”	A two-wheeled motor vehicle resembling a heavy bicycle, sometimes having two saddles and a sidecar with a third wheel.
“motor vehicle”	A car, truck, bus, or similar motor-driven conveyance.
“Order”	A direction or mandate of a judge or a court which is not a judgment or legal opinion, directing that something be done or that there is prohibition against some act.
“Penalty Charge Notice (PCN)”	A notice issued by a council to a motorist appearing to be in charge of a vehicle that the council believes was contravening the council's Traffic Regulation Order (TRO - bylaw regulation). A Penalty Charge Notice must contain certain information, including a description of the contravention alleged to have occurred.
“preferential parking scheme”	A parking scheme implemented to afford residents priority for long-term parking close to their home. Such schemes normally operate during a specific time period, during which time a valid permit is required in order to park in the designated parking bays.
“principal”	Someone who authorises another person to act for them.
“property”	A building having a postal address, i.e. formally listed on the national property gazetteer.
“registered keeper”	The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of "owner liability", councils may assume that the registered keeper is also the owner of the vehicle for the purposes of enforcement, unless there is clear evidence to the contrary or this presumption is rebutted by the registered keeper.
“resident”	A person whose usual place of abode is at premises, the postal address of which is within a residents' parking zone.
“residents' parking permit”	A permit issued to a resident for use in a particular parking zone.
“student”	A person formally engaged at a school, college, or university.
“tenant”	Under a lease or tenancy agreement, the party who is given by the landlord the right to occupy the property on an exclusive basis in return for rent. The term will include a new tenant who takes an assignment of the new tenant's interest in the lease.
“trade”	A business or occupation for profit.

"valid permit"	A permit legitimately issued by the relevant office for use in a particular zone. Residents' and residents' visitors permits are valid if used in the vehicle for which they were issued, if the expiry data has not elapsed. Trade visitor permits are valid if they clearly show the date of issue. All permits are valid only on receipt of the correct fee.
"vehicle"	Any means in or by which someone travels or something is carried or conveyed.
"vehicle owner"	The person who keeps and uses the vehicle. The vehicle need not necessarily be registered in the applicant's name. Resident's parking is designed to assist residents who keep and use motor vehicles habitually under their care and control and where there is a need to park in the zone by virtue of their residence.
"visitor"	One that visits a property within a zone.
"visitors parking permit"	A permit issued to a resident within a residents' parking zone, for use by their visitors.
"zone"	An area where on-street parking is controlled by the use of parking permits. The extent of a zone is documented on the zone information sheet and a valid permit holder can park in any of the designated bays without restriction on those lengths of road noted on the zone information sheet.
"zone information sheet"	A document issued by Leicestershire County Council in respect of a particular residents' parking zone. The zone information sheet outlines which properties qualify for a permit and describes the general principles for that particular zone. Zone information sheets are zone-specific.



## 4 General Principles

The following points provide a summary of the general principles of operation of residents' parking. They are not definitive or exhaustive.

- Residents with a postal address within a zone are entitled to apply for residents' parking permits.
- A permit allows the holder to park a vehicle without restriction in the areas designated for residents' parking.
- Residents' parking does not reserve or guarantee spaces exclusively for each permit holder.
- Permits are vehicle specific and non-transferable.
- To obtain a permit, proof of residency and copy of a current vehicle registration document are required.
- If a property's permit allocation is not taken up by vehicle owners, non-vehicle owners at the property may register in order to purchase visitor's permits.
- Residents' parking permit holders in some zones are entitled to apply for books of visitors' parking permits.
- Businesses within a residents' parking zone may apply for a business parking permit and are also eligible to apply for visitor parking permits.
- Trade visitor permits are not vehicle specific and are transferable between vehicles.
- Essential carer permits are available under special circumstances. Each case will be assessed individually by the Traffic Management Team at County Hall.
- A fee is payable for the provision of parking permits. The fee covers the administration costs associated with permit issue and the costs of enforcement.
- A fee is payable for the replacement of a lost, stolen or destroyed permit.
- It is the responsibility of the vehicle owner to ensure that a valid permit is displayed in the windscreen of their vehicle at all times when parked in those areas and at those times where parking is permitted by permit holders only.
- All fees in connection with residents' parking are set by Leicestershire County Council, who reserve the right to modify the fees at any time and without notice.
- Leicestershire County Council reserves the right to suspend, modify or remove a residents' parking zone.

## **5 Operation of Residents' Parking**

### **5.1 Hours of Operation**

The operating times of each residents' parking zone are detailed in the appropriate zone information sheet.

During these times, permit holders can park without restriction in the residents' parking bays provided in any of the streets within their designated zone. In certain residents only parking zones, parking bays are not provided but the street is still subject to the restrictions.

No permits are required for parking within the residents' parking bays outside the operating times.

There is no recognition of Bank Holidays, which are treated in the same way as the day on which it falls. For example Christmas Day 2009 is treated as a standard Friday.

## **5.2 Permits**

### **5.2.1 General**

A permit allows the holder to park a vehicle without restriction in the area designated for residents' parking. As most areas are set up as a zone rather than a single street, this means that the vehicle may be parked in a residents' parking bay anywhere within that zone.

Residents' parking does not reserve places exclusively for each permit holder, so a parking space is not guaranteed. There is also no guarantee that any spaces available will be adjacent to the residents' property, but with the removal of parking by non-permit holders, there is a much greater availability of parking space.

### **5.2.2 Eligibility**

Any resident with a postal address within the designated zone area is eligible for a permit, subject to the restrictions detailed in this document.

The maximum number of permits that may be issued to an individual property is specific to each zone and is detailed in the zone information sheet.

Leicestershire County Council treat all applications on a first come first served basis, and will not enter into discussions or provide advice in cases where there are conflicts between residents in multi-occupancy properties.

Non car-users may also register to be eligible to purchase visitor permits, but only if the maximum number of permits is not exceeded.

Residents' parking permits shall not be issued if:

- you own a property within a zone but live elsewhere
- you work in the zone but live elsewhere
- you want to supervise builders in a property you plan to move into
- your vehicle is not registered with the Driver and Vehicle Licensing Agency (DVLA) or the foreign equivalent

### **5.2.3 Vehicle Type and Size**

Permits are only issued to vehicles of the following types:

- Passenger vehicles designated as carrying up to 12 passengers (excluding the driver)
- Light goods vehicles
- Dual purpose vehicles

Vehicles should not exceed 2250Kg in weight, or exceed 5.486 metres (18 feet) in length, 2 metres (6 feet inches) in width or 2.083 metres (6 feet 10 inches) in height.

It is the responsibility of the vehicle owner to ensure that the vehicle is parked wholly within the confines of the parking bay, with all wheels within the bay markings.

Footway parking is only allowed where indicated by the relevant traffic signs.

Non-compliance may result in the issue of a Penalty Charge Notice.

#### **5.2.4 Applying for a Permit**

To apply for a permit, the applicant needs to complete the appropriate application form for their zone, and submit it, along with the following:

- The vehicle registration document (V5C or equivalent)
- Proof of residency (dated within the last 3 months)
- The fee

Application forms are available from Leicestershire County Council Customer Services, or may be downloaded from the Leicestershire County Council website, Parking Matters:

- [www.leics.gov.uk/parking](http://www.leics.gov.uk/parking)

Where a new applicant for a permit cannot produce any suitable documentation linking the vehicle to the property, then on receipt of the full permit charge they may, at the discretion of Leicestershire County Council, be issued with a temporary permit, valid for one calendar month from the date of issue. On subsequent production of suitable documentation within this period, the temporary permit will be exchanged for a full permit at no extra charge. If no suitable documentation is produced by the expiry date of the temporary permit the application will be deemed to have lapsed, and no further permits shall be issued until suitable documentation is provided. Any further application must then be accompanied by the appropriate charge. Holders of temporary permits still enjoy the same privileges as permanent permits holders with respect to the issue of visitor permits.

#### **5.2.5 Renewing a Permit**

Residents are issued a renewal invitation letter prior to the expiry of their current permit. Renewal letters are not issued to temporary residents.

It is the responsibility of the resident to ensure that their renewal application is submitted to the relevant office before their current permit expires. Permits will normally be issued within 5 working days of receipt of the application. Renewal applications will not be accepted more than one month before the expiry date of the current permit.

Should insufficient time be allowed for the issue of a permit, visitors parking permits may be used in the vehicle during the period between the expiry of the old permit and the issuing of the new permit. The resident is expected to use their normal

allocation of visitors parking permits for this; permits over and above the normal allocation for the zone will not be issued.

New permits should be used as soon as they are purchased, even if the old permit has not expired. When a permit expires, the resident should ensure it is destroyed.

Vehicles that do not display a valid parking permit may receive a PCN if parked in a residents' parking bay at a time when a permit is required.

### **5.2.6 Number of Permits**

The maximum number of permits that may be issued per residency is restricted. This number is based on the available parking space in the area and so varies from area to area. The number is defined in the appropriate zone information sheet.

Permits are issued on a per residency basis. Residents are not entitled to apply for additional permits in excess of the maximum permit allocation specified for their zone. This applies regardless of whether the full quota of permits has been issued within the zone as a whole.

Permits are issued to residents at an address on a first come first served basis. Leicestershire County Council cannot and will not be involved in any disputes between multiple residents living at one address.

Leicestershire County Council reserves the right to change the number of permits issued per household at any time in order to continue to fulfil the criteria for residents' parking.

### **5.2.7 Displaying the Permit**

It is the responsibility of the vehicle owner to ensure that the details on the permit are correct.

It is also the responsibility of the vehicle owner to ensure that a valid permit is displayed in the vehicle at all times when parked in those areas and at those times where parking is permitted by permit holders only.

The permit should be displayed in the front windscreen adjacent to the tax disc.

In the case of a motorcycle, displaying the permit on the rear nearside forks is also acceptable. It is the responsibility of the motorcycle owner to ensure that the permit is securely attached to the vehicle.

Failure to display the permit correctly may result in the issue of a Penalty Charge Notice.

Persistent offenders may be liable to the removal or cancellation of their parking permit.

### **5.2.8 Loss of Permit**

If a permit is lost or spoiled, a replacement must be obtained from the issuing authority. The replacement will be valid until the expiry date of the original permit.

There is an administration fee payable for the replacement permit, as detailed in the zone information sheet.

### **5.2.9 Stolen Permit**

If a permit is stolen, a replacement must be obtained from the issuing authority. The replacement permit will be valid for the life of the original permit that was stolen.

Applications for replacement must be accompanied by the prevailing permit fee, with no reductions available in relation to the proximity of the expiry date of the permit.

The cost of the replacement permit will be the same as for a new permit, unless supporting evidence of the crime can be produced, for example a police crime number. In this case a reduced fee is applicable.

### **5.2.10 Change of Vehicle**

If a registered vehicle is replaced before its permit expires, the existing permit must not be altered. A new permit must be obtained by returning the current permit, along with proof of new vehicle details and a completed residents' permit application form.

There is a small administration fee payable for the issue of the new permit. Failure to return the original permit will result in the full charge being made for the new permit.

Where a resident cannot produce suitable documentation linking the new vehicle to the property, then on receipt of the normal fee for this change they may, at the discretion of Leicestershire County Council, be issued with a temporary permit, valid for one calendar month from the date of issue. On subsequent production of suitable documentation within this period, the temporary permit will be exchanged for a full permit at no extra charge. If no suitable documentation is produced by the expiry date, the temporary permit will lapse, and no further permits shall be issued until suitable documentation is provided. Any further application will then be regarded as a new application and must be accompanied by the appropriate charge.

### **5.2.11 Change of Residency**

On moving from a property, it is the resident's responsibility to return their residents' permit and any unused visitors' or trade visitors' permits to the issuing authority. Any outstanding permits will become void and the use of such permits may result in the issue of a Penalty Charge Notice.

No charge is made to residents changing address within the same zone.

There is no termination fee, and due to the administration costs involved, no pro-rata refunds are available.

### **5.2.12 Cost of Permits**

The cost of each type of permit is defined in the appropriate zone information sheet.

Permits for Low Emission Vehicles are available at a reduced rate.

Permits for motorcycles (2 wheels) are available at a reduced rate.

Permits for Blue Badge holders are issued free of charge, subject to proof of eligibility being provided at each permit renewal.

Registration for non car users to enable them to be able to buy visitor permits is free of charge.

There is a fee payable for the replacement of lost, stolen or spoiled permits.

Permits issued for a change of motor vehicle will incur a small fee to cover the administration costs.

All fees in connection with residents' parking are set by Leicestershire County Council, who reserve the right to modify the fees at any time and without notice.

### **5.2.13 Conditions of Use**

Residents' parking permits, visitor permits and business permits are not transferable.

Permits of all classes are not for re-sale under any circumstances.

Only permits issued by, or on behalf of, Leicestershire County Council are valid for use within residents' parking zones in Leicestershire. In this context, 'Leicestershire' means the administrative area of Leicestershire County Council and so excludes the City of Leicester.

Permits are only valid on receipt of the correct fee. If payments do not clear any issued permit will not be valid and the user is liable to receive a Penalty Charge Notice. No further permits will be issued until the correct payment has been cleared.

Applicants for permits of any description will be required to sign an appropriate declaration before permits are issued.

Any person knowingly making a false statement for the purposes of obtaining a parking permit may be prosecuted under the Road Traffic Regulation Act 1984.

## **5.2.14 Type of Permit**

### **a) Residents' Parking Permit**

Residents' parking permits are available to residents with a postal address within a designated zone, subject to the conditions outlined in this document. A residents' parking permit entitles the permit holder to park in a designated parking bay within the residents' parking zone for an unlimited period of time.

Residents' parking permits are vehicle specific and cannot be transferred between vehicles, even if the vehicles are registered at the same address.

Residents' parking permits are normally issued on an annual basis. Where there is a high turnover of residents within a zone, permits may be issued for a period of less than one year. Where this is applicable, relevant information will be given on the information sheet for the zone.

### **b) Visitors Parking Permit**

Permits are available for bona fide visitors, and are issued to residents' parking permit holders only.

Visitor permits allow a visitor to park within the parking bays of a designated zone for one day only, on the date specified on the permit.

Visitors' permits are vehicle-specific and non-transferable. It is the responsibility of the vehicle user to ensure that the permit is clearly displayed whilst parked in an area where parking is permitted by permit-holders only, such that the date of use and vehicle registration details are clearly visible.

A maximum of 2 visitors permit books may normally be issued per property per calendar month (i.e. 20 x 1 day passes, 10 per book). Any unused allocation may not be carried forward to the next month.

Where road space is limited, the number of visitor permit books issued per property may be reduced accordingly. This information is detailed on the zone information sheet.

If a property's resident permit allocation is not taken up by vehicle owners, non-vehicle owners at the property may register in order to purchase visitor's permits, subject to the maximum number of registered persons at a property not exceeding the zone maximum. If vehicle owners subsequently move into the property, they will have priority over any existing non-vehicle owners registered, effective from the next renewal date, or earlier by mutual consent.

### **c) Trade Visitor Parking Permits**

In this section, 'resident' is given the definition of 'someone living in a particular property, or the property's owner, landlord or agent as appropriate'.



In general, trades visitors are expected to unload at the property any tools and/or materials required for their work and then find an alternative place to park whilst carrying out their work. Loading and unloading are allowed within the residents' parking bays without a permit, but there must be evidence of this activity or a Penalty Charge Notice may be issued.

Permits are available for trade visitors, *but are issued to residents only*. The onus is on residents to make suitable parking arrangements for their traders before any work is undertaken at the property.

Trades visitors are encouraged to discuss parking arrangements with their customers prior to starting work, as Leicestershire County Council will not accept applications for trade visitor permits from traders themselves. Leicestershire County Council will not accept responsibility for any disputes or difficulties between parties.

Trade visitor permits allow trade visitors to park within the parking bays of a designated zone for one day only.

Trade visitor permits display the day on which they are valid, using a scratch card system. They do not display a vehicle registration number, so are transferable between vehicles on a particular day.

Trade visitor permits are available in books of five, and their issue is subject to a maximum of four books per residence per year. The cost of trade visitor permits is given on the zone information sheet.

Longer term, transferable, trade visitor permits are also available to residents. These may be issued to a particular residence if major works are to be undertaken that will last a significant length of time. Long term trade visitor permits will be issued with a maximum validity time of four weeks, and will include the start and end date of the validity period. Only one such permit will be issued at any one time.

Further long term permits may be issued on request, subject to a maximum number of consecutive permits of four. In this context, consecutive is given the definition of two periods of validity with a gap between them of one week or less. Further permit applications will not be accepted longer than one week ahead of the expiry date of the previous permit.

Applications for long term trade visitor permits must be made on the appropriate form. All such applications must be made by residents, who will also need to provide proof of the work to take place. This must include details of the main contractor and the planned timescales and duration of the work to be carried out. The appropriate fee, as detailed on the zone information sheet, must also be included.

If a long term permit expires before the work is complete, the resident, will need to apply for a further permit to cover the remaining duration of the works, subject to the maximum issue as specified above.

If the work is completed before the permit expires, the permit must be returned by the trade visitor to the resident who should then either return it to the issuing Authority or destroy it. Refunds will not be issued for permits returned prior to their expiry date.

It is the responsibility of the trade visitor to ensure that the permit is clearly displayed with the date of issue of the permit clearly visible whilst their vehicle is parked within a parking bay of the designated zone. Failure to do this may result in the issue of a Penalty Charge Notice.

Any abuse of the trade visitor system will result in the refusal to issue further permits to a particular residence or to any residences using a particular trades person.

The issue of all trade visitor permits is at the discretion of Leicestershire County Council. Leicestershire County Council reserves the right to modify or withdraw trade visitors' permits at any time and without notice.

Please note that trade visitors may also park within the residents' parking zone parking bays if they display a valid visitor's permit.

Please also note that neither visitors' permits nor trade visitors' permits guarantee a parking space either within the zone or outside a particular address within the zone.

#### **d) Residents' Parking Permits (Short-term Occupancy)**

If an application is made for a permit by a person who will only be a short-term resident (for example a student) and whose permanent address is elsewhere, this must be declared on the application form. The permanent home address and telephone number must also be declared.

As the applicant may not yet be in possession of any document addressed to them at the address within the residents' parking zone, a copy of the applicant's tenancy agreement with both the tenancy address and the applicant's permanent address will be sufficient to prove residence.

Short-term residents enjoy the same rights, privileges and restrictions as permanent residents. The only differences are that short-term residents are not able to purchase a permit that is valid beyond the expiry of their tenancy agreement and that they will not receive a reminder that their permit is due for renewal. For residents whose tenancy is valid for six months or less a permit is available at a reduced cost.

#### **e) Residents' Parking Permits (Holiday Lets)**

If a resident with a permit (registered resident) lets their property whilst away on holiday or business, the temporary occupant of the property has no assumed rights to park in the residents' parking zone.

If the let is for more than four weeks, the registered resident may obtain a parking permit on behalf of their temporary resident. This permit will only be issued to the registered resident. Issue is subject to payment of the prevailing permit application fee and the relinquishment of the original parking permit for that property.

An application for a holiday let permit must be made by the registered resident on the appropriate form and be accompanied by the appropriate fee and the original permit. They will then be issued with three permits: a permit for their registered vehicle from the date of application to the date of their departure; a permit for the temporarily registered vehicle for the appropriate dates; and a permit for the originally registered vehicle from the date of the registered residents' return to the expiry date of the original permit.

The original permit cannot be retained whilst a temporary permit is valid.

Temporary residents who are not registered at the address do not enjoy the same rights as registered residents.

A temporary resident's permit does not entitle the holder to purchase visitor permits.

Permits issued to temporary residents will not be replaced if they are lost or spoiled.

Permits will be replaced if stolen, subject to production of supporting evidence, for example a police crime number. Applications for replacement must be accompanied by the prevailing permit fee, with no reductions available in relation to the proximity of the expiry date of the permit.

If the let is for four weeks or less, any vehicle used by the temporary resident and parked within the residents' parking zone must be covered at all times residents' parking is in operation by a visitors permit issued by the registered resident.

### **5.3 Businesses within Residents' Parking Zones**

Businesses with a postal address within a residents' parking zone may apply for business and visitors parking permits subject to the following:

Business permits are for use with vehicles owned or hired or leased to a business, or registered to employees of the business, and must comply with the type and sizes specified in the '*Vehicles Type and Size*' section.

The maximum number of permits issued per business is the same as would be issued to a domestic residence in the same zone. This entitlement is irrespective of the size of the business or the availability of off-street parking facilities.

Where multiple business units are housed at the same postal address, the maximum number of permits applies to the property as a whole, and will be issued to businesses within the property on a first come first served basis. Where more than one permit is available, they will not both be issued to the same business.

Business parking permits are vehicle specific. Requests for a permit that can be transferred between vehicles may be considered at the discretion of Leicestershire County Council. Applications should be made in writing, including justification for the request, to the Traffic Management team at County Hall.

Any business requesting a business parking permit should submit their request in writing. All requests should be submitted on company-headed paper and must be signed by the company Director.

Additional parking permits may be issued, subject to a written request to the Traffic Management team. Requests for additional parking permits will be assessed on a case-by-case basis and shall take into account the number of employees, the presence of any off-street parking facilities, the frontage occupied by the business and the amount of available on-street parking space during a typical day. The issue of permits in these circumstances is at the discretion of Leicestershire County Council. Their issue is reviewed on an annual basis and the privilege may be withdrawn without notice should circumstances change.

Visitors to and customers of the business are expected to park using the limited waiting within the residents' parking bays, if permitted, or areas outside the residents' parking zone. Requests for additional visitors permit books will not normally be authorised.

Any problems arising from the misuse of business and visitors parking permits by a business within a residents' parking zone will be investigated by the relevant office. Should the allocation of permits to businesses have an adverse impact upon the availability of parking for residents, Leicestershire County Council reserves the right to suspend or withdraw the allocation of parking permits to those businesses.

If a vehicle-specific permit is issued to a member of staff who subsequently leaves the business before the expiry date of that permit, the permit must be returned to the issuing office. If the permit is not returned, it will be suspended for the duration of its validity. Replacement permits will not then be issued until the original permit has

expired. This does not affect the right of the business to continue to request visitors parking permits, which will continue to be issued on request subject to the maximum levels stated in the zone information.

Should the criteria above be deemed inappropriate in any particular circumstance, Leicestershire County Council is prepared to consider other options. The outcome of any further consideration is not open to appeal.

A business run by a resident at their residential address is not eligible for the issue of a business parking permit in addition to their residents' parking permit(s).

## **5.4 Disabled Parking**

### **5.4.1 Permits**

Residents who possess a valid Blue Badge are entitled to apply for a residents' parking permit free of charge. Visitors parking permits may also be issued, but will incur the standard fees applicable at the time of application.

### **5.4.2 Mandatory Disabled Parking Bays**

A number of mandatory disabled parking bays are in existence on roads where residents' parking is in operation. The majority of these bays were set up as advisory disabled bay markings at the request of local residents, and were installed prior to the introduction of residents' parking.

These existing advisory disabled bays were converted to mandatory disabled parking bays as an effect of the Traffic Regulation Orders brought in at the introduction of the residents' parking. Any motorist displaying a valid Blue Badge is permitted to park within a mandatory disabled bay, irrespective of whether they reside within the residents' parking zone, but only for a maximum of three hours.

Disabled residents who own a vehicle and are also Blue Badge holders are able to apply for a residents' parking permit which allows them to park for an unlimited time period within the disabled bays within their zone. As Blue Badge holders who are non-residents are also allowed to park within the disabled bays, albeit for a maximum period of three hours, there is no guarantee that a disabled parking space is available at all times for the resident.

To apply for a mandatory disabled parking bay, an application must be submitted to Leicestershire County Council.

There are a number of conditions that must be satisfied before the application will be considered. These are set out in the document 'Provision of Disabled Parking Bays in Residential Areas'

### **5.4.3 Advisory Disabled Parking Bays**

From time to time, Leicestershire County Council receives requests for advisory disabled bay markings to be implemented within residents' parking bays.

Advisory bays are not endorsed by the Department for Transport and they are not prescribed in the Traffic Signs Regulations General Directions 2002. Leicestershire County Council therefore, cannot support the implementation of advisory disabled markings within residents' parking zones.

Further details may be found in the document 'Provision of Disabled Parking Bays in Residential Areas'

**5.4.4 Residents’ Parking Bays**

In a residents' parking bay, where no disabled markings are present, there is no restriction on disabled parking as long as the car is displaying a valid disabled parking permit (Blue Badge). In such bays, it is not necessary for a Blue Badge holder to display a residents’ or visitor’s parking permit. This is applicable to both residents’ preferential and residents only parking bays.

**5.4.5 Summary of Disabled Parking within Residents’ Parking Bays**

The following table summarises the waiting allowances within residents’ parking bays. They apply to both residents’ preferential and residents only bays.

	No disabled road markings	Mandatory disabled road markings	Advisory disabled road marking
Blue badge holder only	Unlimited	3hrs maximum	Not used
Blue badge and residents’ parking permit holder	Unlimited	Unlimited	Not used

**5.4.6 Other areas within a Residents’ Parking Zone**

Within a residents’ parking zone, but on those stretches of road that are not marked as parking bays, Blue Badge holders are allowed to park on single and double yellow lines for up to a maximum period of three hours. This is on condition that the Blue Badge and parking disc showing the time of arrival are clearly displayed in the windscreen and that a prohibition of loading restriction is not in effect at the time the vehicle is parked on said length of road.

Other conditions as laid down in the Blue Badge scheme also apply.

## **5.5 Restrictions and Exemptions**

### **5.5.1 Type of Vehicle**

#### **a) Caravans and Trailers**

Caravans, trailers or any other non-motorised vehicle are not permitted in the residents' parking bays. Details of any caravan or trailer so parked may be passed to the Police who may charge the owner with obstruction under Section 42 of the Road Traffic Act 1988.

#### **b) Motor Homes**

Motor homes are permitted to park in a residents' parking bay provided that a valid permit is displayed in the windscreen, and that they comply with the requirements of the '*Vehicle Type and Size*' section.

#### **c) Breakdown Vehicles**

Breakdown vehicles whilst in the course of their duty are exempt from the requirement to display a permit.

Unattended breakdown vehicles not displaying a permit are liable to receive a Penalty Charge Notice.

#### **d) Courtesy Cars**

Where a residents' car is away for repair and a courtesy car is in use, the courtesy car must still be covered by a valid permit when parked in an area designated for permit holders. This can be a resident's or a visitor's permit.

If a courtesy vehicle is in use by a resident for a significant length of time, the resident may apply for a change of registered vehicle. The usual change of vehicle administration fee is payable.

Alternatively, extra visitor permits, over and above the normal allocation, may be issued to cover the period during which the courtesy car is used. To qualify for these, the period must be greater than one week, and evidence must be given to show the expected period during which the courtesy car will be in use. This should be a letter from the garage or insurance company to confirm the damage or major repair to the registered vehicle, the dates they will have your vehicle and confirmation that you are using a courtesy car.

#### **e) Hire Cars**

Any hire vehicle in the possession of a resident, whether it be instead of or as well as their registered vehicle, must be covered by a valid permit. This can be a resident's or a visitor's permit.



If a hire vehicle is in use by a resident for a significant length of time, the resident may apply for a change of registered vehicle. The usual change of vehicle administration fee is payable.

#### **f) Company Cars / Works Vehicles**

Company cars, lease cars and other company vehicles are treated in exactly the same manner as a resident's own vehicle, with the exception that proof must be provided that the vehicle is in the custody of the resident. This should take the form of a letter from the company giving the name and address of the person using the vehicle and the registration mark, make, model and colour of that vehicle.

There are no specific exemptions for these classes of vehicle, and extra permits over and above the permitted allocation of permits for a particular address will not be issued.

In instances where the company car has replaced a private vehicle registered at the applicant's address, the normal rules and fee for the change of vehicle are applicable.

Company vehicles must comply with the requirements of the '*Vehicle Type and Size*' section.

#### **g) Emergency Services**

There is no restriction on parking for emergency service vehicles subject to them being 'marked' vehicles.

Un-marked emergency service vehicles, whilst technically exempt from the Regulations, are liable to receive a Penalty Charge Notice if they park in residents' parking zone for longer than the restricted waiting time, or in a residents only parking area at any time.

If a Penalty Charge Notice is issued to an unmarked vehicle being used by the emergency services in the course of their duties, the Penalty will be cancelled on appeal provided that relevant documentation is provided. An official headed letter confirming that the vehicle was being used by the emergency services in the course of their duties at the time of the offence is required in order for the Penalty Charge Notice to be cancelled.

#### **h) Taxis**

There are no exemptions for taxis whilst in the course of their business, whether hackney carriage or private hire, other than stopping to allow passengers to board or alight, or waiting for up to the allowed waiting period.

Taxis owned or kept by residents in a parking zone will be treated as company cars.

**i) Foreign Registered Vehicles**

There are no specific exemptions for foreign registered vehicles

**j) Removal Vehicles**

Removal vehicles are allowed to park within a residents' parking bay on condition that they are actively loading or unloading. Any such vehicle not obviously in the process of loading or unloading may receive a Penalty Charge Notice.

There is no facility for the reservation of space outside a particular property in order to allow access for a removal vehicle. The responsibility for arranging suitable space with neighbours lies with the resident.

**5.5.2 Specific Users**

**a) Emergency Repairs / Callouts (non-Emergency Services)**

Trade vehicles attending residents' properties on an emergency call-out basis should, if possible, display a valid visitors or trade visitors permit.

Failure to display a valid permit may result in the serving of a Penalty Charge Notice. This may, at the discretion of Leicestershire County Council, be cancelled should proof of the emergency nature of the work be subsequently provided by the appellant.

**b) Regular Carers**

Residents who require regular care may apply to Leicestershire County Council for the issue of a generic permit to allow parking for their carers within the residents' parking bays in a particular zone.

A supporting letter from the resident's Doctor or Social Services is required for an application under these terms.

The permit is valid for up to one year.

There is no fee for the issue of this permit, but a fee will be made for any replacement prior to the renewal date should the permit be lost.

The permit is not vehicle specific and may therefore be transferred between vehicles. It should be handed to carers when they arrive, and be collected from the carers before they leave.

The resident may, at their discretion, hand over the permit to the carer or carer's organisation in order to lessen the responsibility of the resident to remember to ask for the return of the permit. The responsibility for the replacement of any lost or damaged permit, however, still rests with the resident.

In all circumstances, the responsibility for the payment of any Penalty Charge Notice received by the carer will reside with the carer and not the resident.

Attention is drawn to the zone information sheets, which detail the limited waiting available without a permit. In many cases this will be sufficient for the needs of the carers.

### **c) Health Workers**

Health workers attending residents' on a non-regular basis should make use of the limited waiting available within the bays if possible.

Large organisations, such as hospitals, may apply for and be issued with generic permits valid for all zones within the area, for use by their staff whilst on official business. These will be valid for up to one year.

Issue of these permits is strictly limited and is at the discretion of Leicestershire County Council, who reserve the right to cancel the permits or modify their conditions of use without notice. If the permits are no longer required, then Leicestershire County Council should be notified.

If a Penalty Charge Notice is served upon a vehicle being used by a Health Worker, and the situation is such that the visit was an emergency callout, then the PCN may be cancelled. This would be subject to the receipt of a letter from the Health Authority as part of the appeal process, explaining the situation and giving a suitable reason for the offence.

Any abuse of the system will result in permits being invalidated and withdrawn.

### **d) Doctors**

Doctors are not exempt from waiting/loading restrictions and must adhere to the parking restrictions indicated by the lining and signing.

Failure to comply with the waiting restrictions, including stays longer than the limit within limited waiting bays, may result in the issue of a Penalty Charge Notice.

If an appeal against a PCN is made, the penalty may be cancelled provided that the offence was committed whilst the vehicle was on an emergency callout and that appropriate documentation is submitted to prove that the Doctor was on an emergency call and that it was essential for the vehicle to be parked for the period of time recorded.

### **e) Funerals**

In the event of a funeral at the registered property, the residents' permit holder or, if applicable, their executor, may apply for additional visitor permits over and above their normal zone allocation. A copy of the death certificate must be produced before the permits can be issued.

Please note that the funeral vehicles themselves are exempt from the parking restrictions under the conditions of the legal Traffic Regulation Order “for as long as such waiting by that vehicle is reasonably necessary in connection with any funeral” and so do not require a permit.

**f) Vets**

There are no exemptions for vets. A valid visitor or trade visitor permit must be displayed if parked for more than the allowed limited waiting time.

**g) Childcare**

Parking for the purposes of childcare, for example Nannies, should be handled with the use of visitor permits.

Drop-off and pick-up of children from schools is permitted as long as the waiting time does not exceed the limited waiting time available in that zone.

**h) Registered Charities**

Registered charities included within residents’ parking zones are subject to the same conditions as for other businesses.

**i) Councillors, MP’s and Council Employees**

Vehicles used in the service of a local authority in pursuance of statutory powers or duties are exempt from residents’ parking bay restrictions, as long as they are being used in such service that it is necessary for the vehicle to be positioned where it is waiting.

Other than this, there are no exemptions for: Members of Parliament; County, District, Borough, Town or Parish Councillors; County, District, Borough, Town or Parish Council employees or any other person either directly or indirectly in the service of a public authority, whether on official duty or not.

## **5.6 Availability of spaces**

From time to time it may be necessary to restrict access to spaces within a residents parking area for the purposes of maintenance and/or roadworks, either at the location or in the vicinity. Whilst we regret the inconvenience this may cause, no refund of permit fees will be given for the times that spaces are unavailable.

## **5.7 General Parking Principles**

### **5.7.1 Non-Permit Holder Parking**

Where allowed by the traffic regulation orders in force, non-permit holders are allowed to park within residents' preferential parking bays for a limited period. If applicable, this period is defined in the appropriate zone information sheet, and is also displayed on the signs within the zone.

There is no limited waiting available in residents only parking bays.

### **5.7.2 Loading and Unloading**

Loading and unloading is allowed in the residents' parking bays, for both permit holders and non-permit holders.

Prohibition of loading restrictions may be in force along certain lengths of road within other areas of a residents' parking zone, and will be indicated by a corresponding traffic sign and yellow kerb tabs.

### **5.7.3 Other Restrictions in Residents' Parking Zones**

Existing waiting restrictions in the residents' parking zone, but outside the designated bays, continue to be valid and enforceable.

Permit holders are not exempt from any of these restrictions, and no special preferences are available to permit holders with respect to them. Failure to comply may result in the issue of a Penalty Charge Notice.

### **5.7.4 Footway Parking**

Footway parking is permitted in some residents' parking zones. Where this is permissible, it will be indicated by the lining and signing.

In the absence of any such signs, footway parking is not permitted and may constitute an offence.

### 5.7.5 Skips and Scaffolding

No skip will be authorised to park on the public highway during periods when traffic restrictions are in force. Exemptions may be permitted subject to the extent of the building works and the existing traffic conditions.

All enquires with reference to skips and scaffolding should be addressed to:

Customer Service Centre (HT&WM)  
Leicestershire County Council  
County Hall  
Glenfield  
Leicestershire  
LE3 8ST

Email: [customerservices@leics.gov.uk](mailto:customerservices@leics.gov.uk)  
Phone: 0116 305 0001  
Fax: 0116 305 0006  
Minicom: 0116 305 0007

## **6 Change of Use (Planning Applications)**

### **6.1 Change of Land Use**

Should a significant change of land use occur within a residents' parking zone, for example the conversion of a factory unit to residential housing or apartments, then the zone will be re-assessed to ensure that it still meets the required criteria. If as a result of a re-assessment a zone can no longer be sustained due to additional demand for on-street parking, the residents' parking facility may be withdrawn.

If additional parking bays within a zone are needed as a result of a development and the additional road space is available, the costs of implementation of the extra space will be passed on to the developer as part of a Section 106 agreement. The criteria for the introduction of the residents' parking zone must continue to be satisfied in order for the zone to continue to operate.

If the proposed development is deemed to create an unsustainable demand for on-street parking, planning conditions shall be imposed to exclude the proposed development from the existing residents' parking zone. The onus is on the developer to ensure that sufficient off-street parking provision is provided in accordance with the appropriate section of the latest version of the Highways, transportation and development (Htd) document.

Proposals which may impact upon the operation of an existing or proposed residents' parking zone should be forwarded to the Traffic Management team at County Hall for comment.

### **6.2 Increase in number of Dwellings**

Should a property be altered such that the number of independent residencies changes, the permit entitlement at that property will be re-assessed.

The re-assessment will take into consideration factors such as:

- Number of residents of the property prior to the change;
- Number of residents (or potential residents) subsequent to the change;
- Any provision for off-road parking. The provision of off-road parking may preclude the issue of residents' parking permits, depending on the individual situation.

The re-assessment will be carried out in a fair and objective manner, taking into consideration the criteria for the particular zone and the possible effects the change in residence may have. The assessment may result in the number of permits being issued being different to the number issued prior to the development, and there is no guarantee that every resident within the revised property will be issued with a permit. In these circumstances, the allocation of permits may be discussed with the property owner or agent.

Leicestershire County Council accept no responsibility for the resolution of any disputes between landlords and tenants as to who should be eligible for permits.

## **7. Existing Restrictions, Road Markings and Dropped Kerbs**

### **7.1 General**

All lining and signing within residents' parking zones shall be in accordance with the Traffic Signs Regulations and General Directions 2002, or any subsequent amendments or updates to that document.

#### **7.1.1 Entrance Markings**

In some residents' parking zones, entrance markings (or H-bars) have been installed within on-street parking bays in order to indicate the presence of a vehicular access or private driveway. This maximises the use of the available road space by allowing vehicles to be parked across an access without contravention, provided that permission has been granted by the owner of the adjacent premises.

Using the powers conferred under the Traffic Management Act 2004, Local Authorities are able to issue a Penalty Charge Notice to any vehicle parked across a dropped kerb that does not have the permission of the adjacent property owner, and is proven to be causing an obstruction.

The addition of an H-Bar across a private access within a marked residents' parking bay may lead to confusion as to whether the legality of the designated parking bay is affected, potentially making it very difficult to carry out enforcement of any obstruction reported to the Local Authority. The regulations are clear, however, that the installation of advisory H-bar markings does not in any way affect the underlying parking orders.

The position of Leicestershire County Council is therefore that they will not enforce obstruction contraventions across entrances within residents' parking bays, whether marked by advisory H-bar markings or not, as the presence of the marked parking bay gives a legal right for motorists to park, subject to the parking restrictions in force at that location and time.

Drivers who are unable to get out of their premises due to a parked vehicle blocking their access, and wish the vehicle to be removed, should contact their local Police to report a vehicle obstructing the highway. A Civil Enforcement Officer may only issue a Penalty Charge Notice to the vehicle, subject to the conditions above, but cannot arrange for it to be removed.

#### **7.1.2 Dropped Kerbs**

Guidance notes on the criteria for the installation of a dropped kerb, and how to apply for one may be found on Leicestershire County Council's website at:

[http://www.leics.gov.uk/index/highways/road\\_pathway\\_maintenance/dropped\\_kerbs](http://www.leics.gov.uk/index/highways/road_pathway_maintenance/dropped_kerbs)

Alternatively a request may be made to the Leicestershire County Council Customer Service Centre, who will advise on the procedures involved.



Should approval be granted to install a dropped kerb in order to gain access to off-street parking, the dropped kerb will be installed without a change to the adjacent parking bays and their associated traffic Orders.

However, Leicestershire County Council is unable to enforce the obstruction of a dropped kerb where it has been provided within the limits of a parking bay, as specified in the Traffic Management Act 2004.

Any vehicle not displaying a valid permit may still be subject to the issue of a PCN if they are observed staying over the allowed waiting time in the zone or fail to park within the limits of the parking bay, irrespective of whether they are obstructing a dropped kerb.

## **8 Properties with Multiple Occupancy**

Permits will be issued on a “per residency” basis. In houses in multiple occupation (HMO), permits will be allocated in accordance with the maximum entitlement specified on the zone information sheet. Permits will be issued to residents of a HMO on a first come, first served basis and no further permits will be issued to the HMO once the maximum allocation for the property has been reached.

Leicestershire County Council cannot and will not be involved in any disputes between residents living in multiple occupation, and likewise will not enter into any discussion arising from disputes between landlord and tenants living in a HMO in relation to permit allocation.

Visitors parking permits will also be issued on a “per residency” basis and will be issued to the resident(s) who has registered for a parking permit. Visitors’ permits may be used by other residents in the HMO but the maximum number of visitors’ permit books that may be issued to the property will be the same as the maximum allocation specified for that particular zone.

In a HMO, if the resident(s) who has registered moves out before the expiry date of their parking permit, the resident must return their permit and any unused visitors parking permits to the issuing office.

Once the permit has been returned, the resident will be removed from the residents’ parking database. Other residents within the HMO may then apply for a residents’ and visitors parking permit, which again will be issued on a first come, first served basis. The residents’ parking permit will be issued for the duration of the current permit period.

## **9 Aggressive Customers**

Staff at Leicestershire County Council have a right to work in an environment free of harassment. Aggressive or abusive enquiries, whether by telephone or face to face, will not be tolerated. If this situation occurs then the officer concerned will politely point out that if the unacceptable behaviour continues then it will be necessary to terminate the call or interview.

## **10 Fraud**

There is significant pressure on residents' parking spaces in Leicestershire, which is exacerbated by non-residents obtaining permits using false information. This document aims to ensure that measures are in place to allow only eligible residents to hold a current permit. Every effort is made to make it more difficult for non-residents to obtain a permit that they are not entitled to.

Any person knowingly making a false statement for the purpose of obtaining a Business Parking Permit is liable to prosecution under section 115(2) of the Road Traffic Regulation Act, 1984

If you believe that someone is using a residents' parking permit that they are not entitled to, please notify your issuing office. Alleged offences will be investigated accordingly. All calls relating to the fraudulent use of parking permits will be treated in confidence.

## 11 Further Queries

Any further queries on residents' parking should be directed to:

Residents Parking  
PO Box 9854  
Leicester  
LE3 7BX

Tel: 0116 305 5442  
E-mail: [residentparking@leics.gov.uk](mailto:residentparking@leics.gov.uk)  
www: [www.leics.gov.uk/parking](http://www.leics.gov.uk/parking)