

## Clarendon Park Experimental Scheme Zone K - Frequently Asked Questions

**Q: Can I apply for a resident permit?**

**A:** If you are a resident of an eligible address within Clarendon Park experimental zone K you can apply for permits. Please download "Residents parking zones – eligible addresses" document from <http://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit/> and check for your address.

**Q: I am a Blue Badge holder. Can I apply for a resident parking permit?**

**A:** Blue Badge holders can apply for a resident parking permit and must be able to provide the relevant proofs along with both sides of the valid Blue Badge.

**Q: I am a pensioner and in receipt of state pension. Can I apply for a permit?**

**A:** Residents of State Pension age can apply for a state pensioner permit.

**Q: Can I apply for a business permit?**

**A:** If your business is located within Clarendon Park experimental zone K then you can apply for a permit. Please download "Residents parking zones – eligible addresses" document from <http://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit/> and check for your Business address.

**Q: I am a student living in Clarendon Park experimental zone K. Can I apply for a permit?**

**A:** Students living in Clarendon Park experimental zone are entitled to the same permits as permanent residents and must provide the same proofs.

**Q: I am expecting a visitor during the hours the scheme is in operation, what do I need to do?**

**A:** Surveys will be taking place at different times during the experimental scheme, so we have a good understanding if this is working or not. Therefore, we wish to discourage visitors to residents properties between 9.30am to 10.30am.

However we recognise that on occasions you may have a contractor working at your property and we ask if they cannot attend outside of the schemes time you can either call on 0116 454 6300 during office hours or email [parkingoffice@leicester.gov.uk](mailto:parkingoffice@leicester.gov.uk) giving as much notice as possible to include the name of the contractor and vehicle registration number of the vehicle to avoid being ticketed.

## **Proof documents**

**Q: Why was my Tenancy Agreement not accepted?**

**A:** Your Tenancy Agreement may not be accepted because:

- You only provided the first page of the Agreement;
- Your Agreement is not signed by both tenant and landlord/ letting agent;
- Your Agreement is out of date;
- Your Agreement does not show all required information, e.g. your name, address or duration of your tenancy.

Please e-mail ([parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk)) your entire signed Tenancy Agreement.

**Q: I have applied for a resident permit. I have provided proofs of residency, why do I need to provide proofs for my car?**

**A:** In order to issue a resident permit, we must see proofs showing that your vehicle is kept at your address in the experimental parking zone, this can be your logbook or vehicle insurance.

**Q: Why were my insurance documents not accepted?**

**A:** Your insurance documents may not be accepted because:

- You only provided the insurance certificate page, which does not show your address. Please provide a page which shows your address in the residents' parking zone together with your insurance certificate;
- Your address on the insurance documents differs from the address in the residents' parking zone. We must see proofs that show that your vehicle is kept/ registered at your address in the residents' parking zone. This can be your insurance documents or logbook (V5C);
- If you are a student and the vehicle is registered to your parent's address, you must inform your insurance company that the vehicle is now kept at your address in the experimental parking zone in Leicester. Your insurance company will then reissue your insurance documents showing your new address. Please provide these updated documents;
- Your insurance documents do not show all required details: your name, address in the residents' parking zone, the vehicle registration number and start and expiry dates of your insurance;
- You provided a temporary cover note.

**Q: Why was my V5C/2 (new keeper's slip) not accepted?**

**A:** We do not accept a hand-written portion of the logbook V5C/2. We only accept the V5C (logbook issued by DVLA).

**Q: My logbook hasn't arrived yet. What can I do?**

**A:** To avoid unnecessary delays please provide your insurance documents. Insurance companies usually issue documents the same day you inform them of any changes or purchase a new insurance for your vehicle.



## Requesting a new permit due to change of a vehicle, change of an address or change of a name

**Q: I have bought a new car; how can I replace my resident permit in the experimental scheme for the new vehicle?**

**A:** In order to change your permit to show your new vehicle registration number please complete an application online. Go to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits) and select "Change Name/Vehicle", enter your permit number and PIN. The PIN can be found in the covering letter which came with your permit. If you have misplaced your letter and do not know the PIN number, please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

After submitting the application, please post your old permit to: Parking Services, PO Box 8459, Leicester, LE1 8AW. You will also need to provide proof of ownership for your new vehicle by e-mail to [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk) or copies can be sent with your old permit by post with a cover letter.

**Please note:** We do not accept a hand-written portion of a logbook V5C/2. Please provide your insurance documents.

Once your permit and proof are received, we will post you the new permit.

**Q: I have bought a new car. How can I park my car while exchanging my permit?**

**A:** You will need to park legally until you have received a permit for your new vehicle.

**Q: Can I continue to use my old permit in the new car?**

**A:** You cannot use your old permit in your new vehicle. The vehicle registration number on the permit and the vehicle must match, otherwise you may receive a Penalty Charge Notice (PCN). Please refer above for information about changing your permit.

**Q: I was involved in an accident; my car was taken for repairs and I have a courtesy car. How can I park in a residents' parking zone?**

**A:** You will need to park legally until your vehicle has been repaired. If the repairs are expected to take longer than four weeks please email us at [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk) urgently and provide a copy of the courtesy car contract.

**Q: I have changed my name. What do I need to do?**

**A:** You can continue to use your current permit, however, you will need to e-mail us (our e-mail address is [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk)) and provide proof of your new name such as a marriage certificate or deed poll. If the scheme goes ahead you will be able to apply for a permit in your new name and provide the relevant proofs.

**Q: I have moved to a different address in the same zone. What do I need to do?**

**A:** If you move address within Clarendon Park experimental zone please let us know by e-mail to [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk) as soon as possible.

**Q: I have moved into a different permit zone. What do I need to do?**

**A:** You will need to request a cancellation of your current permits and return them to Parking Services. Once your cancellation has been confirmed you may make a new application for a parking permit for your new address.

## **Replacements of lost or defaced permits.**

**Q: I requested permits online but did not receive them. What do I do?**

**A:** All permits are posted by 1st class post.

If a permit with a vehicle registration number (VRN) printed on the permit (such as a resident permit, business permit with VRN) was posted by us, but not received by a customer, we will post a duplicate permit. Please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk) to request a replacement.

If a permit without a VRN or with multiple registrations printed on the permit (such as a carer/state pensioner permit, or business permit without VRN) was lost in the post, please check with your household members and neighbours before contacting us. If the permit cannot be found, please e-mail us and we will issue a replacement. We will also cancel the lost permit and request the Enforcement Team to issue Penalty Charge Notices to vehicles displaying this permit.

We will only replace lost in the post permits without VRN or with multiple VRNs printed on the permit once. If it is lost again, we will not replace them, and customers are advised to contact the Royal Mail.

**Q: I have lost my resident permit. What do I do?**

**A:** All resident permits should be secured to a windscreen to prevent loss or damage. At present we replace resident permits free of charge. Please submit an online application. Go to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits), select "Request Replacement", enter your permit number and PIN. The PIN number can be found in the covering letter which came with your permit. If you misplaced your letter and do not know the PIN, please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

Once your application is received, we will post you the replacement permit.

**Q: I have lost my carer/state pensioner permit. What do I do?**

**A:** Please submit an online application. Go to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits), select "Request Replacement", enter your permit number and PIN. The PIN can be found in a covering letter which came with your permit. If you misplaced your letter and do not know the PIN, please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

Once your application is received, we will e-mail you asking to pay a £10 replacement fee. Once the payment is received, we will post you the replacement permit. Please remember to park legally until you receive your replacement permit.

**Please note:** only two replacements of lost permits will be issued at the discretion of the council. If you lose your permit a third time, we will not replace it and you will need to wait until the permit expires to apply for a new one. Any fraudulent use of permits will lead to enforcement action.

**Q: My permit has been defaced, what do I do?**

**A:** If your permit is defaced, you must send it back to us together with a covering letter. Our address is: Parking Services, PO Box 8459, Leicester, LE1 8AW. Once your defaced permit is received, we will post you the replacement permit. Please remember to park legally until you receive your replacement permit.



## Moving out of the residents' parking zone

**Q: I have moved out of the residents' parking zone. Can I continue to use my permits?**

**A:** You cannot continue to use your permits if you have moved out of the residents' parking zone. Please cancel your permits online by going to [www.leicester.gov.uk/applypermits](http://www.leicester.gov.uk/applypermits), select "Cancel permit", enter your permit number and PIN. If you have misplaced your letter and do not know the PIN, please e-mail [parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk).

You must return your permit(s) to us. Our address is Parking Services, PO Box 8459, Leicester, LE1 8AW.

If you continue to use the permit, you may receive a Penalty Charge Notice (PCN).

## Other questions

**Q: I have applied for a permit. How long is it going to take for me to receive it?**

**A:** In most cases we will review new applications within 48 hours, however applications are not processed on Saturdays, Sundays and Bank Holidays and will be processed the following working days.

When you apply for the first time, you will need to provide proofs of residency and proof of vehicle ownership (if applicable). Therefore, it is very important for you to submit the correct proofs straight away, otherwise your application will be delayed. We will not approve your application until all correct proofs are received. Therefore, the waiting time for your application depends on you and how quickly you send the correct proofs. Once we are satisfied with the proofs, we will post your permits the same or next working day by first class post.

If you have had permits before, you may not need to provide any proofs. However, we may ask for additional proofs at any time, especially if some time has elapsed since you last received permits.

**Please note:** If you have a carer/pensioner permit, before and now would like to apply for a resident permit, you will need to provide proof of vehicle ownership.

**Please note:** For Carers permit for residents requiring regular carer attendance proofs must be provided with each application.

**Q: I applied for a resident permit. Can I park in residents' parking bays or spaces while waiting for my permit?**

**A:** No. You can only park in residents' parking bays or spaces once your permit is displayed in your vehicle. If you park without displaying a valid permit, you may receive a Penalty Charge Notice (PCN).

**Q: Can I give or sell my carer/state pensioner permit, to someone who wants to park in the area, but are not visitors to my property?**

**A:** You must not give away or sell your permits to someone who wants to park in the area. If you are found selling or giving permits to someone apart from your visitors, you will lose the right to apply for further permits.

You also cannot allow anyone else who does not live with you to use your address to apply for permits and pass the permits to them.

**Q: I do not have internet or an e-mail address. How can I apply for permits?**

**A:** You can ask a relative or friend to apply on your behalf or alternatively please contact Parking Services on 0116 454 6300 and we will help you.

**Q: I made an application online. Can I pick up or pay for permits in Customer Services?**

**A:** Unfortunately, permits are not available from Customer Services.

**Q: I made an online application but need a permit now. What do I do?**

**A:** Unfortunately, we cannot assist with such requests. You or your carers can park outside of Clarendon Park experimental parking zone or in pay & display bays or spaces (where available). Therefore, we advise customers to apply for permits in advance.



**Q: I am a landlord/ estate agent of a property located within Clarendon Park experimental zone. Can I apply for permits?**

**A:** Surveys will be taking place at different times during the experimental scheme so we have a good understanding if this is working or not therefore we wish to discourage visitors to residents properties between 9.30am to 10.30am however, we recognise that on occasions you may have a contractor working at your property and we ask if they cannot attend outside of the schemes time you can either call on 0116 454 6300 during office hours or email [parkingoffice@leicester.gov.uk](mailto:parkingoffice@leicester.gov.uk) giving as much notice as possible to include the name of the contractor and vehicle registration number of the vehicle to avoid being ticketed.

**Q: I am a contractor working on a property located in Clarendon Park experimental zone. Can I apply for permits?**

**A:** Surveys will be taking place at different times during the experimental scheme so we have a good understanding if this is working or not. Therefore we wish to discourage visitors to residents properties between 9.30am to 10.30am.

However, we recognise that on occasions contractors may need to work at a property and we ask if you cannot attend outside of the schemes time you can either call on 0116 454 6300 during office hours or email [parkingoffice@leicester.gov.uk](mailto:parkingoffice@leicester.gov.uk) giving as much notice as possible to include the name of the contractor and vehicle registration number of the vehicle to avoid being ticketed.

**If the scheme is successful, after the 6-month experimental period, you will be required to submit another online application for a 12-month permanent permit and the relevant permit charge will apply.**