



Operation of  
**Permit Parking**  
in Leicestershire

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

**Version: 1.3**  
**Date: 08 June 2023**

**Document Control**

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
17/11/15	1.0	Draft for comment	AH
30/11/15	1.1	Alterations following internal consultation	AH
19/08/16	1.2	Minor amendments to text	AH
19/04/23	1.3	Amendments for Virtual Permits	GN

**Contents**

- 1 Overview..... 6
- 2 Scope ..... 7
- 3 General Definitions..... 8
- 4 General Principles..... 10
- 5 Hours of Operation..... 11
- 6 Permits ..... 12
  - 6.1 Type of Permit ..... 12
    - a) Residents’ Parking Permit ..... 12
    - b) Workplace Parking Permit..... 12
    - c) Visitors Parking Permit ..... 12
    - d) Trade Visitor Parking Permits ..... 13
    - e) Residents’ Parking Permits (Short-term Occupancy) ..... 14
  - 6.2 Businesses within Residents’ Parking Zones ..... 15
  - 6.3 Disabled Parking ..... 17
    - 6.3.1 Permits ..... 17
    - 6.3.2 Mandatory Disabled Parking Bays..... 17
    - 6.3.3 Advisory Disabled Parking Bays..... 17
    - 6.3.4 Residents’ Parking Bays ..... 18
    - 6.3.5 Summary of Disabled Parking within Residents’ Parking Bays..... 18
    - 6.3.6 Other areas within a Permit Parking Zone ..... 18
  - 6.4 Restrictions and Exemptions ..... 19
    - 6.4.1 Type of Vehicle ..... 19
      - a) Caravans and Trailers ..... 19
      - b) Motor Homes ..... 19
      - c) Breakdown Vehicles ..... 19
      - d) Courtesy Cars..... 19
      - e) Hire Cars ..... 20
      - f) Company Cars / Works Vehicles..... 20

g) Emergency Services .....	20
h) Taxis .....	21
i) Foreign Registered Vehicles .....	21
j) Removal Vehicles.....	21
6.4.2 Specific Users.....	21
a) Emergency Repairs / Callouts (non-Emergency Services).....	21
b) Regular Carers .....	22
c) Peripatetic Health Care Worker Permits .....	22
d) Doctors .....	23
e) Funerals .....	23
f) Vets.....	23
g) Childcare.....	23
h) Registered Charities .....	23
i) Councillors, MP's and Council Employees.....	24
6.5 Availability of spaces .....	25
6.6 General Parking Principles.....	25
6.6.1 Non-Permit Holder Parking .....	25
6.6.2 Loading and Unloading.....	25
6.6.3 Other Restrictions in Residents' Parking Zones.....	25
6.6.4 Footway Parking .....	25
6.6.5 Skips and Scaffolding .....	26
7.1 Residents' Parking Permits .....	27
7.1.1 General .....	27
7.1.2 Eligibility .....	27
7.1.3 Vehicle Type and Size .....	27
7.1.4 Applying for a Permit.....	28
7.1.5 Renewing a Permit .....	28
7.1.6 Number of Permits .....	28

7.1.7	Displaying the Permit .....	29
7.1.8	Change of Vehicle .....	29
7.1.9	Change of Residency .....	29
7.1.10	Cost of Permits .....	29
7.1.11	Conditions of Use .....	30
7.2	Workplace Parking Permits .....	31
7.2.1	General .....	31
7.2.2	Eligibility .....	31
7.2.3	Applying for a Permit.....	31
7.2.4	Renewing a Permit .....	31
7.2.5	Number of Permits .....	32
7.2.6	Displaying the Permit .....	32
7.2.7	Conditions of Use .....	32
8	Change of Use (Planning Applications) .....	33
8.1	Change of Land Use .....	33
8.2	Increase in number of Dwellings .....	33
9.	Existing Restrictions, Road Markings and Dropped Kerbs .....	34
9.1	General .....	34
9.1.1	Entrance Markings.....	34
9.1.2	Dropped Kerbs.....	34
10	Properties with Multiple Occupancy.....	36
11	Aggressive Customers .....	37
12	Fraud.....	38
13	Fair processing notice.....	39
14	Further Queries .....	40

## 1 Overview

Permit parking zones are designed to help residents and businesses to park close to their homes or business and make it more difficult for non-residents to park.

A number of parking zones are in operation in Leicestershire. The majority of these are residents' preferential, i.e. allow non permit holders to park for a limited period of time, usually around 1 hour. In general, the zones operate only during the working day, though some are in operation for 24 hours per day.

Workplace parking zones operate at business or industrial parks where parking is restricted to permit holders only.

Leicestershire will be replacing paper permits with virtual permits so there will be no requirement for a permit to be displayed within a vehicle

- Please note existing paper permits still need to be displayed until the date of expiration

Leicestershire County Council is responsible for the implementation and operation of all on-street permit parking in Leicestershire.

This document forms the definitive guidance on the operation of permit 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 replaces 'The Operation of Residents Parking in Leicestershire'.

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.leicestershire.gov.uk](http://www.leicestershire.gov.uk)

## **2 Scope**

This document covers the operation of all on-street permit parking in Leicestershire; residents only, residents' preferential and workplace parking.

The types of permit 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.

### ***Workplace Parking:***

Workplace parking is used in business or industrial parks where the demand for parking is greater than the number of spaces available.

By allowing businesses to park where the underlying order prevents parking at any time provides the business with a much greater opportunity to find a parking space and operate the business more effectively.

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.
“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. This is a virtual permit which does not need to be displayed
“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 for the vehicle for which they were issued, if the expiry data has not elapsed. 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.
“workplace parking permit”	A permit issued to a business for use in a particular parking zone.
“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 permit parking. They are not definitive or exhaustive.

- Residents with a postal address within a resident parking zone are entitled to apply for residents' 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.
- Businesses with a postal address within a workplace parking zone are entitled to apply for workplace parking permits.
- A permit allows the holder to park a vehicle without restriction in the areas designated for parking.
- Permit parking does not reserve or guarantee spaces exclusively for each permit holder.
- Residents' Parking Permits are vehicle specific and non-transferable.
- Workplace Parking Permits are vehicle specific and non-transferable.
- Residents' parking permit holders in some zones are entitled to apply for visitors' parking permits.
- Trade visitor permits are vehicle specific and are transferable between vehicles.
- Essential carer permits are available under special circumstances. Each application will be assessed individually on a case-by-case basis.
- A fee is payable for the provision of parking permits. The fee covers the administration costs associated with permit issue, the costs of enforcement and signing and lining maintenance.
- It is the responsibility of the vehicle owner to ensure that a valid permit is active 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 Hours of Operation**

The operating times of each permit zone are detailed in the appropriate zone information sheet.

During these times, permit holders can park without restriction in the permit parking bays provided in any of the streets within their designated zone. In certain permit 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 permit 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, Boxing Day 2023 is treated as a standard Tuesday.

## **6 Permits**

### **6.1 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 or where parking bays are not provided but the street is still subject to the restrictions 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) Workplace Parking Permit**

Workplace parking permits are available to businesses with a postal address within a designated zone, subject to the conditions outlined in this document. A workplace parking permit entitles the permit holder to park in a designated parking bay or where parking bays are not provided but the street is still subject to the restrictions within the permit parking zone for an unlimited period of time.

Workplace parking permits are vehicle specific and are non-transferable.

Workplace parking permits are normally issued on an annual basis.

#### **c) Visitors Parking Permit**

Permits are available for bona fide visitors and are issued to registered applicants of a residents' parking scheme.

Visitor permits allow a visitor to park within the parking bays or where parking bays are not provided but the street is still subject to the restrictions 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 a virtual permit is in place whilst parked in an area where parking is permitted by permit-holders only.

A maximum of 20 virtual visitors permits may normally be issued per property per calendar month. Any unused allocation may not be carried forward to the next month.

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

#### **d) 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 is allowed within the residents' parking bays for vehicles 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, Leicestershire County Council require 10 days' notice to process trade permits.

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 are available but limited to 10 per month. 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 up to 12 weeks and will include the start and end date of the validity period.

Further long term permits may be issued on request, subject to a maximum number of consecutive permits in any calendar year. 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.

All 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 cancelled by the resident. Refunds will not be issued for permits returned prior to their expiry date.

It is the responsibility of the trade visitor to ensure that they have a valid permit in place 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 hold 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.

#### **e) 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. 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.

## **6.2 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 with the exception of workplace permits.

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 virtual 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.

Additional parking permits may be issued, subject to a written request to the County Council. 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 cancelled. If the permit is not, 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). If both the residential property and the business property is registered as separate addresses and this can be proven with a council tax form then both properties will be eligible for a permit allocation.



## **6.3 Disabled Parking**

### **6.3.1 Permits**

Residents who possess a valid Blue Badge are entitled to apply for a residents' parking permit free of charge, maximum of 1 per address. Visitors parking permits may also be issued, but will incur the standard fees applicable at the time of application.

### **6.3.2 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. 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.

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'

Disabled bays will not be provided in a permit zone where a workplace permit scheme is in operation

### **6.3.3 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 2016. Leicestershire County Council therefore, cannot support the implementation of advisory disabled markings within permit parking zones.

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

**6.3.4 Residents’ Parking Bays**

In a residents’ preferential 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 obtain a residents’ or visitor’s parking permit.

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

The following table summarises the waiting allowances within permit parking zones. They apply to residents’ preferential, residents only bays and permit only zones (workplace).

	Road markings within Permit Zones (all types)			Mandatory disabled road markings	Advisory disabled road marking
	Residents Only	Residents Preference	Permit Only (Workplace)		
Blue badge holder only	Not Allowed	Unlimited	Not Allowed	Unlimited	Not used
Blue badge and permit holder*	Unlimited	Unlimited	Unlimited	Unlimited	Not used

\* specific reference to zone applies

**6.3.6 Other areas within a Permit Parking Zone**

Within a permit 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 clock 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.

In Residents’ Only and Permit Only Zones, that are signed by a zone entry sign and where no bays are marked on the road, Blue Badge holders are not permitted to park. They can however park on any single and double yellow lines for up to a maximum period of three hours, as long as they are displaying a valid Blue Badge and clock.

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

## **6.4 Restrictions and Exemptions**

### **6.4.1 Type of Vehicle**

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

Caravans, trailers or any other non-motorised vehicle are not permitted in the residents'/permit parking bays or zones. 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'/permit parking bay or zone provided that a valid virtual permit is in place, 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 obtain a virtual permit.

Unattended breakdown vehicles not having a valid virtual 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/permit 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.

### **6.4.2 Specific Users**

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

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

Failure to obtain a valid virtual 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 carers permit to allow parking for their carers within the residents' parking bays in a particular zone.

A supporting letter from the resident's Doctor, Social Services or other medical professional 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. NB if the resident already has a free Blue Badge permit, there will be a charge for the carers permit.

The permit is vehicle specific and non-transferable.

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) Peripatetic Health Care Worker Permits**

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 health care permits valid for the relevant zone/ within the area, for use by their staff whilst on official business.

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 Penalty Charge Notice 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 Penalty Charge Notice 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 virtual permit must be obtained 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'/permit 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.



## **6.5 Availability of spaces**

From time to time it may be necessary to restrict access to spaces within a residents'/permit 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.

## **6.6 General Parking Principles**

### **6.6.1 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/zones or permit only parking bays/zones

### **6.6.2 Loading and Unloading**

Loading and unloading is allowed in the residents'/permit parking bays/zones, 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'/permit parking zone, and will be indicated by a corresponding traffic sign and yellow kerb tabs.

### **6.6.3 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.

### **6.6.4 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.

**6.6.5 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:

[Online Contact Form](#)

Customer Service Centre (E&T)  
Leicestershire County Council  
County Hall  
Glenfield  
Leicestershire  
LE3 8ST

Phone: 0116 305 0001  
Fax: 0116 305 0006  
Minicom: 0116 305 0007

## **7 Operation of Permit Parking**

### **7.1 Residents' Parking Permits**

#### **7.1.1 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, or where bays are not provided on the carriageway, where parking is not prohibited, 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.

#### **7.1.2 Eligibility**

Any resident with a postal address within the designated zone area is eligible for consideration for a permit (exclusions may apply), 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.

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

#### **7.1.3 Vehicle Type and Size**

Permits are only issued to vehicles of the following types:

- Passenger vehicles designated as carrying up to 9 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 6 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.

#### **7.1.4 Applying for a Permit**

All permits are now virtual. To apply for a permit, the applicant needs to apply online and provide the following:

- The vehicle registration document (V5C or equivalent)
- Proof of residency (Utility bill dated within the last 3 months, Council tax letter or tenancy agreement.
- The fee

Details on how to apply for a permit are provided at the following website: -

<https://secure.mipermit.com/leicestershire>

#### **7.1.5 Renewing a Permit**

Residents are issued a renewal invitation prior to the expiry of their current permit. Vehicles that do not have a valid parking permit registered may receive a Penalty Charge Notice if parked in a residents' parking bay at a time when a permit is required.

#### **7.1.6 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.

#### **7.1.7 Displaying the Permit**

All parking permits are now virtual, there is no requirement for a permit to be displayed within a vehicle, however it is the responsibility of the vehicle owner to ensure that the details provided for the virtual permit are correct.

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

#### **7.1.8 Change of Vehicle**

If a registered vehicle is replaced before its permit expires, a new virtual permit must be obtained by applying for a change of vehicle and providing proof of the new vehicle details.

There is a small administration fee payable for the issue of the new permit.

In the interim period, between permits, visitor permits are available.

#### **7.1.9 Change of Residency**

On moving from a property, it is the resident's responsibility to cancel their residents' permit.

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 given.

#### **7.1.10 Cost of Permits**

The cost of each type of permit is defined at application stage.

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

Permits for Blue Badge holders are issued free of charge (Maximum of 1 free permit per address), 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.

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.

#### **7.1.11 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.

Applicants for permits of any description will be required to read and agree to the terms and conditions 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.

## **7.2 Workplace Parking Permits**

### **7.2.1 General**

A permit allows the holder to park a vehicle without restriction in the area designated for permit holder 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 permit holder parking bay, or where bays are not provided on the carriageway, where parking is not prohibited, anywhere within that zone.

Permit Holder 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 will be available, but with the removal of parking by non-permit holders, there is a much greater availability of parking space.

### **7.2.2 Eligibility**

Any business 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 virtual permits that may be issued to an individual property is specific to each zone and is detailed in the zone information sheet.

Workplace parking permits shall not be issued if:

- No proof of business address

### **7.2.3 Applying for a Permit**

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

- Proof of business address
- The fee

Details on how to apply for a permit are provided at the following website: -

<https://secure.mipermit.com/leicestershire>

### **7.2.4 Renewing a Permit**

Businesses are issued a renewal invitation prior to the expiry of their current permit.

It is the responsibility of the business to ensure that their renewal application is completed before their current permits expire.

Vehicles that do not have a valid virtual parking permit in place may receive a Penalty Charge Notice if parked in a residents' parking bay at a time when a permit is required.

### **7.2.5 Number of Permits**

The maximum number of permits that may be issued per address 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 address basis.

Permits are issued to businesses at an address on a first come first served basis. Leicestershire County Council cannot and will not be involved in any disputes between employer and employee.

Leicestershire County Council reserves the right to change the number of permits issued per business at any time.

### **7.2.6 Displaying the Permit**

It is the responsibility of the vehicle owner to ensure that the details provided for the virtual permit are correct.

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

- Please note existing paper permits still need to be displayed until the date of expiration

Failure to or have a permit correctly assigned to a vehicle may result in the issue of a Penalty Charge Notice.

### **7.2.7 Conditions of Use**

Workplace permits are transferable between vehicles, details on the transfer of virtual permits can be found at the following website: -

<https://secure.mipermit.com/leicestershire>

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

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.



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

### **8.1 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 & Signals team at County Hall for comment.

### **8.2 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.

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

### **9.1 General**

All lining and signing within residents' parking zones shall be in accordance with the Traffic Signs Regulations and General Directions 2016, or any subsequent amendments or updates to that document.

#### **9.1.1 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.

#### **9.1.2 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:

[www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)

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 without a valid permit may still be subject to the issue of a Penalty Charge Notice if the vehicle is observed staying over the allowed waiting time in the zone or fails to park within the limits of the parking bay, irrespective of whether they are obstructing a dropped kerb.

## **10 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’ permits 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 cancel to free up the allocation for that property.

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.

## **11 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 discussion.

## **12 Fraud**

There is significant pressure on residents'/permit 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/businesses to hold a current permit. Every effort is made to make it more difficult for non-residents/businesses to obtain a permit that they are not entitled to.

Any person knowingly making a false statement for the purpose of obtaining a Resident/Business/Trade 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'/workplace/trade parking permit that they are not entitled to, please notify Leicestershire County Council. Alleged offences will be investigated accordingly. All reports relating to the fraudulent use of parking permits will be treated in confidence.

**13 Fair processing notice**

[Residents Parking Fair Processing Notice](#)

## 14 Further Queries

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

Residents Parking  
PO Box 9983  
Leicester  
LE3 7DD

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