

Resident Permit Scheme Booklet (Chelmsford)



South Essex Parking Partnership
Chelmsford City Council
Civic Centre
Duke Street
Chelmsford
Essex, CM1 1JE

T: 01245 606710
E: parking@chelmsford.gov.uk



Table of contents

	Page
What is a Resident Permit Scheme? Eligible roads within a zone	3 to 20
Types of permits and tickets	25
Resident & Motorcycle Permits, Temporary Permits and Visitor Permits Visitor Tickets Other permits FAQs	26 to 29
Queries and comments	30
Terms and conditions Data Protection Declaration Fair processing notice – National Fraud Initiative (NFI)	31 to 36

What is a Resident Permit Scheme?

A Resident Permit Scheme has been introduced in some of the roads in the Chelmsford City area. The purpose being to ensure that residents in these areas with limited or no off-street parking are able to park in the roads in the vicinity of where they live, especially in those areas where commuter parking would otherwise take place.

The parking scheme is split into several different parking zones. Residents within each parking zone are entitled to purchase a number of different permits and tickets to allow themselves and their visitors to park within the allocated areas of that zone. However, new developments are normally not included in the Resident Permit Scheme. The scheme does not specifically allocate a parking place outside your own property.

Eligible roads within a zone

Vehicles to which the scheme applies to are motorcycles, cars and commercial vehicles. A resident will not be eligible to apply for or renew a permit if the vehicle is:

- Over 2.2 metres in height
- Over 5.25 metres in length
- A passenger vehicle, dual purpose vehicle or a goods vehicle exceeding 3.5 tonnes in Gross Laden Weight (GLW)
- A vehicle that has 12 or more seats
- A vehicle which is not registered to the resident's specific eligible address in the Resident Permit Scheme

Residents obtaining permits for vehicles which fall outside the scope of the scheme will have their permit cancelled and no refund given.

Any resident of a road or a section of road included in the list in this booklet may access the system to check if their property is included in the Resident Permit Scheme, as per **The Essex County Council (Chelmsford City) (Prohibition of Waiting, Loading and Stopping) and (On-Street Parking Places) (Civil Enforcement Area) Consolidation Order 2019.**

Please be aware that not all properties in the list of roads may be eligible and not all roads in the list will have permit parking areas.

Please note: The resident of a property in a road or section of road included in the list below shall **not** be automatically eligible to apply for a Resident Permit if the property was built **after Wednesday 1 April 2009**, save that the Council may at its absolute discretion allow for the issue of a permit where it is satisfied that there is sufficient parking capacity within the relevant parking zone to accommodate additional vehicle(s).

Zone 01

- Acres End, Chelmsford
- Admirals Walk, Chelmsford
- Alma Drive, Chelmsford
- Andrews Place, Chelmsford
- Canterbury Way, Chelmsford
- Coval Avenue, Chelmsford
- Coval Lane, Chelmsford
- Cramphorn Walk, Chelmsford
- Elgin Avenue, Chelmsford
- Goodier Road, Chelmsford
- Hardy Close, Chelmsford
- Highfield Road, Chelmsford
- Lichfield Close, Chelmsford
- Mace Walk, Chelmsford
- Maltese Road, Chelmsford
- Norton Road, Chelmsford
- Park Avenue, Chelmsford
- Primrose Hill, Chelmsford
- Prykes Drive, Chelmsford
- Rainsford Avenue, Chelmsford
- Rainsford Lane, Chelmsford
- Rainsford Road, Chelmsford
- Richardson Place, Chelmsford
- Riddiford Drive, Chelmsford
- Ridgewell Avenue, Chelmsford
- Roxwell Road, Chelmsford
- School View Road, Chelmsford
- South Primrose Hill, Chelmsford
- St Fabians Drive, Chelmsford
- Sunningdale Road, Chelmsford
- Tower Avenue, Chelmsford
- Tudor Avenue, Chelmsford
- Valletta Close, Chelmsford
- Wheatfield Way, Chelmsford

Zone 02

- Bishop Road, Chelmsford
- Cedar Avenue, Chelmsford
- Lombardy Place, Chelmsford
- Marconi Road, Chelmsford
- New Street, Chelmsford
- Rainsford Road, Chelmsford
- Rectory Lane, Chelmsford
- Steamer Terrace, Chelmsford
- Townfield Street, Chelmsford
- Victoria Crescent, Chelmsford

Zone 03

- Baker Street, Chelmsford
- Belle Vue, Chelmsford
- Bradford Street, Chelmsford
- Cherry Garden Lane, Chelmsford
- Hart Street, Chelmsford
- Lower Anchor Street, Chelmsford
- New London Road, Chelmsford
- New Writtle Street, Chelmsford
- Perrin Place, Chelmsford
- Seymour Street, Chelmsford
- Stapleford Close, Chelmsford
- Upper Bridge Road, Chelmsford
- Wolseley Road, Chelmsford

Zone 04

- Anchor Street, Chelmsford
- Baddow Road, Chelmsford
- Boudicca Mews, Chelmsford
- Bouverie Road, Chelmsford
- Braemar Avenue, Chelmsford
- Burns Crescent, Chelmsford
- Burwood Court, Chelmsford
- Elm Road, Chelmsford
- Finchley Avenue, Chelmsford
- George Street, Chelmsford
- Gladstone Court, Chelmsford
- Godfreys Mews, Chelmsford
- Goldlay Avenue, Chelmsford
- Goldlay Gardens, Chelmsford
- Goldlay Road, Chelmsford
- Grove Road, Chelmsford
- Hall Street, Chelmsford
- Hamlet Road, Chelmsford
- Lady Lane, Chelmsford
- Lynmouth Avenue, Chelmsford
- Lynmouth Gardens, Chelmsford
- Manor Road, Chelmsford
- Marlborough Road, Chelmsford
- Mews Court, Chelmsford
- Mildmay Road, Chelmsford
- Moulsham Drive, Chelmsford
- Moulsham Street, Chelmsford
- New London Road, Chelmsford
- Nursery Road, Chelmsford
- Oaklands Crescent, Chelmsford
- Orchard Street, Chelmsford
- Parker Road, Chelmsford
- Queen Street, Chelmsford
- Redcliffe Road, Chelmsford
- Rochford Road, Chelmsford
- Roman Road, Chelmsford
- Rosebery Road, Chelmsford
- Rothesay Avenue, Chelmsford

Zone 04 (continued)

- Southborough Road, Chelmsford
- St Johns Avenue, Chelmsford
- St Johns Road, Chelmsford
- St Michaels Road, Chelmsford
- St Mildreds Road, Chelmsford
- St Vincents Road, Chelmsford
- Upper Roman Road, Chelmsford
- Van Diemens Road, Chelmsford
- Vicarage Road, Chelmsford
- Wellmeads, Chelmsford
- York Road, Chelmsford

Zone 05

- Arbour Lane, Chelmsford
- Boswells Drive, Chelmsford
- Brockley Road, Chelmsford
- Byron Road, Chelmsford
- Chaucer Road, Chelmsford
- Chelmer Road, Chelmsford
- Church Lane, Chelmsford
- Hill Crescent, Chelmsford
- Hill Road, Chelmsford
- Hill View Road, Chelmsford
- Hillary Close, Chelmsford
- Meadowside, Chelmsford
- Morris Road, Chelmsford
- Navigation Road, Chelmsford
- Old Court Road, Chelmsford
- Parklands Drive, Chelmsford
- Queens Road, Chelmsford
- Riverside, Chelmsford
- Ruskin Road, Chelmsford
- Sandford Road, Chelmsford
- Sandringham Place, Chelmsford
- Shelley Road, Chelmsford
- Shrublands Close, Chelmsford
- Springfield Park Avenue, Chelmsford
- Springfield Park Hill, Chelmsford
- Springfield Park Lane, Chelmsford
- Springfield Park Parade, Chelmsford
- Springfield Park Road, Chelmsford
- Springfield Road, Chelmsford
- Trinity Road, Chelmsford
- Turkey Oaks, Chelmsford
- Victoria Road, Chelmsford
- Weight Road, Chelmsford
- Yarwood Road, Chelmsford

Zone 06

- Gainsborough Crescent, Chelmsford
- Kingston Avenue, Chelmsford
- Kingston Crescent, Chelmsford
- Oaklea Avenue, Chelmsford
- Sandford Road, Chelmsford
- Springfield Road, Chelmsford
- St Margarets Road, Chelmsford
- The Heythrop, Chelmsford

Zone 07

- Borda Close, Chelmsford
- Broomfield Road, Chelmsford
- Chester Place, Chelmsford
- Chestnut Walk, Chelmsford
- Darrell Close, Chelmsford
- Dixon Avenue, Chelmsford
- Corporation Road, Chelmsford
- Fell Christy, Chelmsford
- Fifth Avenue, Chelmsford
- First Avenue, Chelmsford
- Fourth Avenue, Chelmsford
- Gloucester Crescent, Chelmsford
- Greenways, Chelmsford
- Kings Road, Chelmsford
- Kirklees, Chelmsford
- Pottery Lane, Chelmsford
- Second Avenue, Chelmsford
- Seventh Avenue, Chelmsford
- Sixth Avenue, Chelmsford
- Sunrise Avenue, Chelmsford
- Swiss Avenue, Chelmsford
- The Drive, Chelmsford
- Third Avenue, Chelmsford
- Town Croft, Chelmsford
- Woodland Road, Chelmsford

Zone 08

- Abbess Close, Chelmsford
- Ashford Road, Chelmsford
- Ashtree Close, Chelmsford
- Ashtree Crescent, Chelmsford
- Beeches Close, Chelmsford
- Beeches Road, Chelmsford
- Benedict Drive, Chelmsford
- Canuden Road, Chelmsford
- Dane Road, Chelmsford
- Hawkhurst Close, Chelmsford
- Nabbott Road, Chelmsford
- Priory Close, Chelmsford
- Ravensbourne Drive, Chelmsford
- Rossendale, Chelmsford
- St Catherines Road, Chelmsford
- St Peters Road, Chelmsford
- Waterhouse Lane, Chelmsford

Zone 09

- Parkinson Drive, Chelmsford
- Waterhouse Street, Chelmsford
- Writtle Road, Chelmsford

Zone 10

- Lawn Lane, Springfield, Chelmsford
- Lawn Lane Service Road, Springfield, Chelmsford
- Tees Road, Springfield, Chelmsford
- Waveney Drive, Springfield, Chelmsford
- Windrush Drive, Springfield, Chelmsford

Zone 11

- Links Drive, Chelmsford
- Widford Road, Chelmsford
- Wood Street, Chelmsford

Zone 12

- Amcotes Place, Chelmsford
- Burghley Way, Chelmsford
- Fraser Close, Chelmsford
- Langdale Gardens, Chelmsford
- Moulsham Chase, Chelmsford
- Regal Close, Chelmsford
- Van Diemans Lane, Chelmsford
- Van Diemans Road, Chelmsford
- Wallace Crescent, Chelmsford

Zone 13

- Fordson Road, Springfield, Chelmsford

Zone 14

- Broomhall Close, Broomfield, Chelmsford
- Broomhall Gardens, Broomfield, Chelmsford
- Broomhall Road, Broomfield, Chelmsford
- Church Avenue, Broomfield, Chelmsford
- Gernon Close, Broomfield, Chelmsford
- Jubilee Avenue, Broomfield, Chelmsford
- Main Road, Broomfield, Chelmsford
- Warren Close, Broomfield, Chelmsford

Zone 15

- William Porter Close, Springfield, Chelmsford

Zone 16

- Meadgate Terrace, Great Baddow, Chelmsford

Zone 17

- Alick Horsnell View, Springfield, Chelmsford
- Armistice Avenue, Springfield, Chelmsford
- Ben Wilson Link, Springfield, Chelmsford
- Centenary Way, Springfield, Chelmsford
- Gordon Carlton Gardens, Springfield, Chelmsford
- Joseph Clibbon Drive, Springfield, Chelmsford
- Lodge Vale, Springfield, Chelmsford
- Regiment Gate, Springfield, Chelmsford
- Robert McCarthy Place, Springfield, Chelmsford
- Robinson Gate, Springfield, Chelmsford
- Wright Crescent, Springfield, Chelmsford

Zone 18

- Arthur Turp Close, Springfield, Chelmsford
- Centenary Way, Springfield, Chelmsford
- Edward Harvey Link, Springfield, Chelmsford
- Fitch Close, Springfield, Chelmsford
- Frederick Hawkes Gardens, Springfield, Chelmsford
- Gardiner Way, Springfield, Chelmsford
- Herbert Ridley Close, Springfield, Chelmsford
- Jackson Bacon View, Springfield, Chelmsford
- James Daniels View, Springfield, Chelmsford
- John Eve Avenue, Springfield, Chelmsford
- Joseph Prentice Way, Springfield, Chelmsford
- Linge Avenue, Springfield, Chelmsford
- Minns Avenue, Springfield, Chelmsford
- Regiment Gate, Springfield, Chelmsford
- Robert Finch Crescent, Springfield, Chelmsford
- Samuel Parish Link, Springfield, Chelmsford
- Taylor View, Springfield, Chelmsford
- Wilfred Waterman Drive, Springfield, Chelmsford
- Willie Sewell Link, Springfield, Chelmsford

Zone 19

- Bir's Close, Runwell, Chelmsford
- Egbert Gardens, Runwell, Chelmsford
- Swan Lane, Wickford, Basildon

Zone 23

- Exeter Road, Chelmsford
- Torrington Close, Chelmsford

Types of permits and tickets

Permit or ticket type	Valid	Used by	Criteria	Conditions
Resident and Motorcycle Permits	All day £20 for six months (£15 for motorcycles) £26 for one year (£21 for motorcycles)	One vehicle 24 hours	Maximum of two permits per individual property	<ul style="list-style-type: none"> • Connected to a specific vehicle. • Vehicle must be owned or hired by the resident. • If a Visitor Permit is already registered at this address, a Resident or Motorcycle Permit cannot be issued. • Residents over 65 are entitled to one FREE Resident or Motorcycle Permit; please telephone the telephone number on the front of this booklet (these are not available to buy or request online). • Residents with a valid Blue Badge are entitled to free parking for the first three hours.
Temporary Permits	All day One month £11	Any vehicle visiting or living at the address it is to be issued to	Four permits can be issued per address within a 12-month period	<ul style="list-style-type: none"> • Can be used in addition with Resident, Motorcycle or Visitor Permits and Visitor Tickets.
Visitor Permits	Up to four hours £20 for six months £26 for one year (£43 if you lose your permit and it needs to be reprinted)	One vehicle Up to four hours	Maximum of one Visitor Permit per address	<ul style="list-style-type: none"> • Digital permit not available; please telephone the telephone number on the front of this booklet (these are not available to buy or request online). • Visitors staying longer than four hours will need to use Visitor Tickets. • Cannot be used if a Resident or Motorcycle Permit is already registered at the address. • Residents over 65 are entitled to one FREE Visitor Permit; please telephone the telephone number on the front of this booklet (these are not available to buy or request online).
Visitor Tickets	One hour £5 for a block of 10 tickets (50p per ticket) Four hours £15 for a block of 10 tickets (£1.50 per ticket) Six hours £20 for a block of 10 tickets (£2 per ticket)	Any vehicle belonging to a person that is visiting the address that they are registered to	N/A	<ul style="list-style-type: none"> • Only valid if the conditions of use are adhered to. • If the visitor stays longer than the time period activated, further Visitor Tickets will need to be activated to cover the stay (Visitor Tickets can be activated in advance). • Paper Visitor Tickets are not available to buy or request online; please telephone the telephone number on the front of this booklet (we require at least three working days' notice to provide you with these).

Resident & Motorcycle Permits, Temporary Permits and Visitor Permits

Resident & Motorcycle Permits and Temporary Permits are available as digital permits and are obtained through the MiPermit online system. You will need to register an account via the MiPermit system. Once an account has been set up, you will be able to purchase the available Resident Permits. Visitor Permits remain as paper permits. Please telephone the telephone number on the front cover of this booklet to apply for a Visitor Permit.

Visitor Tickets

Visitor Tickets are available in books of 10, valid for one hour, four hours and six hours (up to midnight). They can be purchased online or by telephone.

Visitor Tickets are available as digital or paper tickets and are obtained through the online MiPermit system. You will need to register an account via the online MiPermit system. Once an account has been set up, you will be able to purchase Visitor Tickets.

Other permits

Any other permits, such as Dispensation Permits, are available as paper permits. Please telephone the telephone number on the front of this booklet to apply for one of these permits. For Dispensation Permits, an official estimate or confirmation of works will need to be provided.

MIPERMIT

What is MiPermit?

MiPermit is a new and improved system whereby people living in a Resident Permit zone can now buy **digital** Resident Permits and Visitor Permits online, quickly and easily.

What is a digital permit?

A digital permit replaces the need to display a paper permit or visitor scratch cards in a vehicle's windscreen.

When purchasing a Resident Permit or Visitor Tickets, you will be required to supply the vehicle registration number of the vehicle you wish to park in the zone. The Civil Enforcement Officers in the Parking Enforcement Team can identify the digital permit from the vehicle registration number.

How do I register with MiPermit?

For initial registration, you will need to contact the South Essex Parking Partnership via the telephone number or email address on the front cover of this booklet.

Residents over 65 are entitled to one FREE Resident or Motorcycle Permit or one FREE Visitor Permit. Proof of age will be required. An accepted form of evidence would be a copy of a birth certificate, driving licence or passport. This must be no more than 2MB in size and in .JPG, .PNG or .PDF format.

I have no access to online facilities! How do I apply for a permit or tickets?

Please telephone the South Essex Parking Partnership on the telephone number on the front of this booklet where a member of staff will register and activate a permit or ticket on your behalf.

If you have not already set up a MiPermit account, you will need to provide your Council Tax account number and credit or debit card details (except American Express) when using this facility.

Can I have paper Visitor Tickets instead?

Yes. **Paper Visitor Tickets are not available to buy or request online**; please telephone the telephone number on the front of this booklet (we require **at least three working days' notice** to provide you with these).

If you have not already set up a MiPermit account, you will need to provide your Council Tax account number and credit or debit card details (except American Express) when using this facility.

I do not have my Council Tax account number. How can I obtain it?

If you are unable to locate your Council Tax account number, you can request a copy bill from Chelmsford City Council via the following telephone number or email address:

T: 01245 606400
E: ctaxbilling@chelmsford.gov.uk

This will be sent to the normal billing address. Reference numbers will not be provided over the phone or by email unless the normal method of delivering a bill is via email.

How do I activate a Visitor Ticket by SMS (text message)?

To activate a Visitor Ticket by SMS (text message), you can text the word VISITOR to **61600** followed by the vehicle registration number to assign the Visitor Ticket to and the length of time the vehicle will be visiting. For example:

VISITOR T123EST 4hours or 4hrs

There is no need to display anything in the vehicle, as the Civil Enforcement Officers in the Parking Enforcement Team have a real-time list of authorised vehicles to check against.

How do I renew a permit?

The date your permit expires is shown on your MiPermit account. You will receive an email notification that your permit is due for renewal one month before your current permit is due to expire.

If you did not supply an email address on registration, you will be notified by the South Essex Parking Partnership by post. It is your responsibility to make sure your permit is current.

You can renew your permit using your MiPermit account or by telephoning the telephone number on the front of this booklet.

What happens if I change my vehicle?

To change your vehicle details on a permit, you must telephone the South Essex Parking Partnership on the telephone number on the front of this booklet. It is in your own interest as a resident to ensure that non-residents do not obtain permits.

A Resident Permit can only be issued to a vehicle belonging to or hired by a person who is a resident within one of the Resident Permit zones. You can enter the vehicle registration number of your nominated vehicle on the initial application or renewal of the permit. Thereafter, you will need to telephone number on the front of this booklet if you wish to change your vehicle details. A member of staff may, at any time, ask for proof of ownership to confirm the validity of the vehicle.

An accepted form of evidence would be:

- A copy of the V5 registration document showing the vehicle is registered against the property within the designated Resident Permit zone.
- An insurance document showing the vehicle is insured against the property within the designated Resident Permit zone.
- A letter from a hire or lease company confirming that the resident has permission to drive the vehicle.

Residents obtaining permits for vehicles which fall outside the scope of the scheme may have the permit cancelled and no refund given.

How do I cancel a permit?

You may cancel your Resident Permit at any time. To cancel a permit, you must telephone the South Essex Parking Partnership on the telephone number on the front of this booklet.

You are entitled to a refund which will be calculated as one twelfth of the permit price multiplied by the number of whole months remaining until the permit expires.

N.B. Any refunds requested for Resident Permits or Visitor Permits are subject to a £5 administrative fee. Refunds are not available for Temporary Permits or Visitor Tickets.

What do I do if I have a courtesy vehicle?

If you have to use a courtesy vehicle, you have two options:

1. Telephone the South Essex Parking Partnership on the telephone number on the front of this booklet and arrange for your registration details on your Resident Permit to be change (you must also telephone the office again to re-instate your original vehicle once the courtesy vehicle is returned).
2. Purchase and activate a Visitor Ticket using the online MiPermit system.

What do I do if I am moving?

If you move to another property within a Resident Permit zone, you must telephone the South Essex Parking Partnership on the telephone number on the front of this booklet. A member of staff will transfer the details of your permit(s) to the new address.

If you move to a property which is not included in a Resident Permit zone, you must telephone the South Essex Parking Partnership and cancel your Resident Permit.

What do I need to do if I am having some work being carried out on my house?

You will need to supply all vehicles parked with Visitor Tickets.

What about if I own a property but do not live there?

Owners and landlords of properties within a resident zone (proof required) can purchase Visitor Tickets for their use when visiting the property. As the scheme is in place to protect the residents, the amount of Visitor Tickets purchased will be monitored.

What do I need to do if I am hiring a skip?

A skip does require a special permit to park in a road, but the skip company should arrange this with Essex County Council's Highways Department. No permits or tickets will be required for the skip. However, if your vehicle is parked in the road due to the skip being on your drive, you will need to display a permit or ticket in the vehicle.

What if I require a doctor/nurse/carer to visit?

Please telephone the telephone number on the front of this booklet for further details of other types of permits available.

When are restrictions in force in my Resident Permit zone?

The times when anyone can park in resident bays without a permit vary from road to road, so it is best to check the signs on the individual road. However, the restrictions can in some places start at 8am and run until 11pm.

Do the restrictions still apply during Bank Holidays?

All resident parking restrictions still apply over Bank Holidays, unless specifically stated on the signs at the site of the restrictions.

If I am not using my allocation of permits for my property, can I purchase one or two for a non-resident?

No. A permit cannot be purchased for a non-resident. From time to time, the Council will ask for evidence to support permits purchased.

I have regular visitors to check or maintain my property while I am away on business or holiday. How do I activate my Visitor Tickets when they arrive?

You have three options:

1. Add the mobile number of any regular visitor(s) to your account. They can then activate Visitor Tickets on your behalf.
2. Email the email address on the front cover of this booklet and agree that you would like to give permission to a particular person or company to activate Visitor Tickets on your behalf. You will need to agree a random verbal password (different to your MiPermit account details) with your nominated visitor. Once you have this information, email the email address on the front cover of this booklet with details of the visitor or company and the nominated password and a member of staff will note these instructions against your MiPermit account. The visitor, on arrival to your property, should telephone the telephone number on the front cover of this booklet, state who they are and provide your agreed password. Provided these details match the same instructions against your account, they will be able to activate Visitor Tickets for the duration of their visit. It will be the responsibility of the resident to ensure ample Visitor Tickets have been purchased against the account.
3. Request for paper Visitor Tickets to be delivered by post.

Why can't parking be free?

The Partnership is required to ensure that the cost of running the scheme is self-financing. Charges for permits have been calculated at the minimum level possible and compare very favourably with neighbouring areas. The greater part of the income comes from the penalties charged to those who park in contravention of the scheme.

Queries and comments

If you have any general queries about the Resident Permit Scheme, please contact the South Essex Parking Partnership via the telephone number or email address on the front cover of this booklet.

If on any occasion you do not feel satisfied with the way we have dealt with a particular matter, you should initially pursue your grievance in writing to the South Essex Parking Partnership Manager at the address on the front cover.

Resident Permit Scheme (Chelmsford) – Terms and Conditions

1. Digital permits

- (a) A digital permit can only be issued to a vehicle belonging to or hired by a person who is a resident within one of the Resident Permit zones; it cannot be purchased for a non-resident or property landlords, both of which would need to purchase digital or paper tickets. The amount of tickets purchased by property landlords will be monitored.
- (b) A vehicle will be confirmed as allowed to park in a designated Resident Permit zone when a digital permit, specifying the correct vehicle registration details and zone, has been purchased and activated via the online MiPermit system with a date and time that has not expired.
- (c) A digital permit is only valid for a vehicle registered to the address of the resident living at the address within the designated Resident Permit zone.
- (d) Where a vehicle registration number is indicated, a digital permit is not transferable between vehicles.
- (e) The resident must ensure that the correct vehicle registration details are given at the time of purchase and renewal. Thereafter, you will need to contact the Council if you wish to change your vehicle details.
- (f) A member of staff may, at any time, ask for proof of ownership to confirm the validity of the vehicle. An accepted form of evidence would be a copy of the V5 registration document showing the vehicle is registered against the property within the designated Resident Permit zone; an insurance document showing the vehicle is insured against the property within the designated Resident Permit zone; or a letter from a hire or lease company confirming that the resident has permission to drive the vehicle.
- (g) A digital permit is only valid in the permit holder only areas within the designated Resident Permit zone unless otherwise stated.
- (h) A digital permit is only valid until the date and time specified on the digital permit and must not be used thereafter.
- (i) A digital permit does not give concessions for parking in car parks, on yellow lines during restricted hours or within limited or no waiting bays unless otherwise stated.
- (j) Any misuse of digital permits may result in the resident being unable to purchase further digital permits or a digital permit being cancelled.
- (k) A digital permit does not guarantee the holder a space or the unrestricted right to a space, nor does it render the Council subject to any liability in respect of theft of, or damage to, any vehicle in a permit bay or the contents or fittings of any such vehicle.
- (l) The use of permit bays may be suspended by Police Officers or duly authorised Council Officers.
- (m) The vehicle must be parked wholly within a designated marked bay.
- (n) The vehicle must not be parked in a suspended permit bay.
- (o) The times when anyone can park in resident bays without a permit vary from road to road. All resident parking restrictions still apply over Bank Holidays, unless specifically stated on the signs at the site of the restrictions.
- (p) It is your responsibility to make sure the digital permit is always current and renewed by the due date. An email reminder of your renewal will be sent to you prior to the renewal date. A letter reminder of your renewal will be sent to you prior to the renewal date if you do not have an email address.

Resident Permit Scheme (Chelmsford) – Terms and Conditions

- (q) The vehicle that the digital permit has been allocated to must be classed as a car, a motorcycle or a commercial vehicle which does not exceed 2.2 metres in height, 5.25 metres in length or 3.5 tonnes in Gross Laden Weight (GLW) and does not have 12 or more seats.
- (r) If you move to another property within a Resident Permit zone, you must contact the Council and a member of staff will transfer the details of your permit(s) to the new address.
- (s) If you move to a property which is not included in a Resident Permit zone, or you wish to cancel your permit(s) regardless, you must contact the Council and a member of staff will cancel your permit(s).
- (t) If you move to a property which is not included in a Resident Permit zone and do not notify the Council, your permit(s) will be cancelled as you will no longer reside within the designated Resident Permit zone.
- (u) Failure to comply with any of these terms and conditions may result in the issue of a Penalty Charge Notice.
- (v) You are entitled to a refund which will be calculated as one twelfth of the permit price, multiplied by the number of whole months remaining until the permit expires. Any refunds requested for digital permits are subject to a £5 administrative fee.

2. Digital tickets

- (a) A vehicle which has been allocated a digital ticket will be confirmed as allowed to park in a designated Resident Permit zone when a digital ticket, specifying the correct visitor vehicle registration details and zone, has been purchased and activated via the online MiPermit system with a date and time that has not expired.
- (b) The resident must ensure that the correct vehicle registration details are given at the time of purchase.
- (c) A digital ticket is only valid in the permit holder only areas within the designated Resident Permit zone unless otherwise stated.
- (d) A digital ticket is only valid until the date and time specified on the digital ticket and must not be used thereafter.
- (e) A digital ticket does not give concessions for parking in car parks, on yellow lines during restricted hours or within limited or no waiting bays unless otherwise stated.
- (f) Any misuse of digital tickets may result in the resident being unable to purchase further digital tickets.
- (g) A digital ticket does not guarantee the holder a space or the unrestricted right to a space, nor does it render the Council subject to any liability in respect of theft of, or damage to, any vehicle in a permit bay or the contents or fittings of any such vehicle.
- (h) The use of permit bays may be suspended by Police Officers or duly authorised Council Officers.
- (i) The vehicle must be parked wholly within a designated marked bay.
- (j) The vehicle must not be parked in a suspended permit bay.
- (k) The times when anyone can park in resident bays without a permit vary from road to road. All resident parking restrictions still apply over Bank Holidays, unless specifically stated on the signs at the site of the restrictions.

Resident Permit Scheme (Chelmsford) – Terms and Conditions

- (l) It is your responsibility to make sure the digital ticket is always current.
- (m) The vehicle that the digital ticket has been allocated to must be classed as a car, a motorcycle or a commercial vehicle which does not exceed 2.2 metres in height, 5.25 metres in length or 3.5 tonnes in Gross Laden Weight (GLW) and does not have 12 or more seats.
- (n) Where a vehicle registration number is indicated, a digital permit is not transferable between vehicles.
- (o) A digital ticket is only valid for use by visitors or tradespersons visiting the resident living at the address within the designated Resident Permit zone and they must enter the address connected to the digital ticket immediately once it has been activated.
- (p) Failure to comply with any of these terms and conditions may result in the issue of a Penalty Charge Notice.
- (q) Refunds are not available for digital tickets.

3. Paper permits

- (a) A paper permit can only be issued to a vehicle belonging to or hired by a person who is a resident within one of the Resident Permit zones; it cannot be purchased for a non-resident or property landlords, both of which would need to purchase digital or paper tickets. The amount of tickets purchased by property landlords will be monitored.
- (b) A vehicle will be confirmed as allowed to park in a designated Resident Permit zone when a paper permit, specifying the correct vehicle registration details and zone, has been purchased and displayed with a date that has not expired.
- (c) The resident must ensure that the correct vehicle registration details are given at the time of purchase and renewal. Thereafter, you will need to contact the Council if you wish to change your vehicle details.
- (d) A member of staff may, at any time, ask for proof of ownership to confirm the validity of the vehicle. An accepted form of evidence would be a copy of the V5 registration document showing the vehicle is registered against the property within the designated Resident Permit zone; an insurance document showing the vehicle is insured against the property within the designated Resident Permit zone; or a letter from a hire or lease company confirming that the resident has permission to drive the vehicle.
- (e) A paper permit is only valid in the permit holder only areas within the designated Resident Permit zone unless otherwise stated.
- (f) A paper permit is only valid until the date specified on the permit and must not be used thereafter.
- (g) A paper permit does not give concessions for parking in car parks, on yellow lines during restricted hours or within limited or no waiting bays unless otherwise stated.
- (h) Any misuse of paper permits may result in the resident being unable to purchase further paper permits.
- (i) A paper permit does not guarantee the holder a space or the unrestricted right to a space, nor does it render the Council subject to any liability in respect of theft of, or damage to, any vehicle in a permit bay or the contents or fittings of any such vehicle.
- (j) The use of permit bays may be suspended by Police Officers or duly authorised Council Officers.

Resident Permit Scheme (Chelmsford) – Terms and Conditions

- (k) The vehicle must be parked wholly within a designated marked bay.
- (l) The vehicle must not be parked in a suspended permit bay.
- (m) The times when anyone can park in resident bays without a permit vary from road to road. All resident parking restrictions still apply over Bank Holidays, unless specifically stated on the signs at the site of the restrictions.
- (n) A paper permit is only valid for a vehicle registered to the address of the resident living at the address within the designated Resident Permit zone.
- (o) It is your responsibility to make sure the paper permit is always current and renewed by the due date. An email reminder of your renewal will be sent to you prior to the renewal date. A letter reminder of your renewal will be sent to you prior to the renewal date if you do not have an email address.
- (p) The vehicle that the paper permit has been allocated to must be classed as a car, a motorcycle or a commercial vehicle which does not exceed 2.2 metres in height, 5.25 metres in length or 3.5 tonnes in Gross Laden Weight (GLW) and does not have 12 or more seats.
- (q) A paper permit must be displayed so that all details are clearly visible and easily readable from the outside of the vehicle throughout the period parked within a parking bay in the designated Resident Permit zone.
- (r) If you move to another property within a Resident Permit zone, you must contact the Council and a member of staff will transfer the details of your permit(s) to the new address.
- (s) If you move to a property which is not included in a Resident Permit zone, or you wish to cancel your permit(s) regardless, you must contact the Council and a member of staff will cancel your permit(s).
- (t) If you move to a property which is not included in a Resident Permit zone and do not notify the Council, your permit(s) will be cancelled as you will no longer reside within the designated Resident Permit zone.
- (u) Failure to comply with any of these terms and conditions may result in the issue of a Penalty Charge Notice.
- (v) If you lose your Visitor Permit, a £43 fee is applicable for reprinting this permit.
- (w) You are entitled to a refund which will be calculated as one twelfth of the permit price, multiplied by the number of whole months remaining until the permit expires. Any refunds requested for paper permits are subject to a £5 administrative fee.

4. Paper tickets

- (a) A vehicle which has been allocated a paper ticket will be confirmed as allowed to park in a designated Resident Permit zone when a paper ticket, specifying the correct visitor vehicle registration details and zone, has been purchased and displayed with a date and time that has not expired.
- (b) The resident must ensure that the correct vehicle registration details are given at the time of purchase.
- (c) A paper ticket is only valid in the permit holder only areas within the designated Resident Permit zone unless otherwise stated.
- (d) A paper ticket is only valid until the date and time specified on the paper ticket and must not be used thereafter.

Resident Permit Scheme (Chelmsford) – Terms and Conditions

- (e) A paper ticket does not give concessions for parking in car parks, on yellow lines during restricted hours or within limited or no waiting bays unless otherwise stated.
- (f) Any misuse of paper tickets may result in the resident being unable to purchase further paper tickets.
- (g) A paper ticket does not guarantee the holder a space or the unrestricted right to a space, nor does it render the Council subject to any liability in respect of theft of, or damage to, any vehicle in a permit bay or the contents or fittings of any such vehicle.
- (h) The use of permit bays may be suspended by Police Officers or duly authorised Council Officers.
- (i) The vehicle must be parked wholly within a designated marked bay.
- (j) The vehicle must not be parked in a suspended permit bay.
- (k) It is your responsibility to make sure the paper ticket is always current.
- (l) The times when anyone can park in resident bays without a permit vary from road to road. All resident parking restrictions still apply over Bank Holidays, unless specifically stated on the signs at the site of the restrictions.
- (m) The vehicle that the paper ticket has been allocated to must be classed as a car, a motorcycle or a commercial vehicle which does not exceed 2.2 metres in height, 5.25 metres in length or 3.5 tonnes in Gross Laden Weight (GLW) and does not have 12 or more seats.
- (n) Where a vehicle registration number is indicated, a paper ticket is not transferable between vehicles.
- (o) A paper ticket is only valid for use by visitors or tradespersons visiting the resident living at the address within the designated Resident Permit zone and they must enter the address connected to the paper ticket immediately once it has been displayed.
- (p) A paper ticket must be displayed so that all details are clearly visible and easily readable from the outside of the vehicle throughout the period parked within a parking bay in the designated Resident Permit zone.
- (q) A paper ticket must be displayed within five minutes of arrival and must not be pre-dated or pre-timed.
- (r) A paper ticket will be invalid if more than one of each Day, Date, Month, Hour or Minute panel is scratched off or if any amendments are made to the information.
- (s) Failure to comply with any of these conditions may result in the issue of a Penalty Charge Notice.
- (t) Refunds are not available for paper tickets.

5. Data Protection Declaration

Chelmsford City Council is a Data Controller for the purposes of data protection legislation. All personal information is held and processed in accordance with this. Please refer to our Privacy Notices published on our website at www.chelmsford.gov.uk/privacy for details. Please contact us if you need the privacy notice in an alternative format.

Resident Permit Scheme (Chelmsford) – Terms and Conditions

6. Fair processing notice – National Fraud Initiative (NFI)

Chelmsford City Council is required by law to protect the public funds it administers. It may share and may be required to share information it holds with other public bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.

The Audit Commission appoints the auditor to audit the accounts of this authority. It is also responsible for carrying out data matching exercises. At least one data matching exercise is undertaken each year by the Audit Commission and involves all local authorities and a range of other public bodies, such as the Department for Work and Pensions in matching data.

Data matching involves comparing records held by one body against other computer records held by the same or another body to see how far they match. The information matched is usually personal information, such as name, date of birth, and address. Computerised data matching allows potentially fraudulent claims and payments to be identified. Where a match is found it indicates that there is an inconsistency which requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until an investigation is carried out.

The Cabinet Office's National Fraud Initiative currently requires the Council to participate in a data-matching exercise to assist in the prevention and detection of fraud. The Council is required to provide particular sets of data to the Cabinet Office for matching for each exercise, and these are set out in the Home Office guidance, which can be found at: www.gov.uk/guidance/national-fraud-initiative-public-sector-data-requirements

Because the data-matching exercise is carried out by the Audit Commission using its powers in Part 2A of the Audit Commission Act 1998, it does not require consent of the individuals concerned to use their data, as would normally be the case under the Data Protection Act 1998.

Data-matching carried out as part of the NFI is subject to a Code of Practice. This may be found at:

www.gov.uk/government/collections/national-fraud-initiative

For further information on the Audit Commission's legal powers and the reasons why it matches particular information, visit:

www.gov.uk/government/publications/fair-processing-national-fraud-initiative/fair-processing-level-3-full-text