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Introduction

This booklet is designed to inform you of the terms and conditions of the operation of residents' parking schemes in Salisbury. Should you need further information, the staff in the Parking Services Team will be pleased to help. Contact details can be found on the back page of this booklet.

Residents' Parking Schemes General Information

Residents' Parking Schemes in Salisbury

Residents' parking schemes are aimed at tackling problems caused by commuter and shopper parking. All schemes operate between the hours of 8am to 6pm Monday to Saturday inclusive, except public holidays. Please note that the schemes are not intended to solve parking problems outside of these times.

In Salisbury two types of residents' parking schemes are operated, these being:

1. **Limited Waiting Residents' Parking Schemes** - This type of scheme is designed to protect residents from all day parking by commuters and shoppers. Limited waiting residents' parking schemes allows non permit holders to park within limited waiting parking zones for a maximum of two hours without needing to display a permit.
2. **Residents' Only Parking Schemes** - This type of scheme is designed to protect residents from parking by commuters and shoppers. Residents' only parking schemes require a valid permit/visitor scratch card to be displayed at all times when parking within residents' only parking zones.

Parking Permits

What types of permits are available?

There are five different types of parking permits available for use within resident parking zones in Salisbury, these being:

- Resident's Parking Permit
- Annual Visitor Parking Permit
- Daily Visitor Scratch Cards
- Business Parking Permit
- Tradesmen's Waiver

By displaying any one of the above types of valid permit you may park in a designated residents' parking bay, within the zone for which your permit is applicable, without time restriction.

A permit does not allow you to park illegally. Permit holders must park in accordance with the terms and conditions of the permits as well as any waiting restrictions present at all times. Failure to do so may result in the issuing of a Penalty Charge Notice.

Please remember that parking permits have been introduced as a benefit to residents, giving them priority to park their vehicles within a reasonable distance of their homes during the hours that residents' parking zones are in operation. Abuse of parking permits by lending or selling them to friends or commuters or parking of vehicles contrary to the regulations of residents parking schemes in Salisbury will result in the cancellation of all parking permits.

Residents' Parking Permit

General Information

Residents' parking permits are issued to residents living within residents parking zones for use with their own vehicle. A residents' parking permit will have your vehicle registration number printed on it, so when you apply you will need to provide:

- Proof of ownership - this must be the vehicle registration document (or a letter of authority from the supplier in the case of a lease car or an employer in the case of a company car); and
- Proof of your residence within the zone (this must be a copy of your current Council Tax demand, a current utilities bill or a current tenancy/lease agreement showing your name and address).

Permits issued can only be used with the vehicle specified on the permit. Permits will be valid for one year to the date shown on the permit. Do not forget to renew your permits as no period of grace is allowed. When you renew your permit, if you have not changed your vehicle, only your current proof of residence will be required.

If the details on your registration document do not match your address you may be asked to get it changed.

The council may withdraw or refuse to issue a permit if it appears to them that any of the particulars or evidence supplied by the applicant are untrue.

Permit Restrictions

Because of the general lack of on-street parking space, the issuing of residents' parking permits is restricted as follows:

- To vehicles under 2 tonne unladen weight and/or 6 metres in length or with a maximum of 12 passenger seats.
- To a maximum of 2 permits per residence. This allocation is reduced by one permit for each off-road parking space (driveway and/or garage) available within the residence.
- To vehicles not drawing a trailer.
- To motorcycles.

Cost of Permits

Residents living in limited waiting residents' parking zones will be entitled to purchase permits at a cost of £20 per permit per year.

Residents living in residents' only parking zones will be entitled to purchase permits at a cost of £40 per permit per year.

Annual Visitor Parking Permit

General Information

Residents who are over the age of 60 or are housebound, who do not own a car and who live in a household to which no permit has been issued may apply for an open annual visitor's parking permit. When applying for this type of permit you will need to provide:

- Proof of your residence within the zone (this must be a copy of your current Council Tax demand, a current utilities bill or a current tenancy/lease agreement showing your name and address).
- Proof of your age.
- In the case of housebound residents, confirmation from a medical practitioner/carer.

Permits will be valid for one year to the date shown on the permit. Do not forget to renew your permit as no period of grace is allowed.

Costs of Permits

Annual visitor parking permits are issued free of charge.

Daily Visitor Scratch Cards

General Information

Daily visitor scratch cards should be used by residents when a visitor to their home needs to park a vehicle within a residents' parking zone, this includes visiting tradesmen and delivery persons (i.e. builders, plumbers and electrical appliance deliveries). Daily visitor scratch cards are valid for up to one day if the relevant date, day, month and year are correctly scratched off. When applying for daily visitor scratch cards you will need to provide:

- Proof of your residence within the zone (this must be a copy of your current Council Tax demand, a current utilities bill or a current tenancy/lease agreement).

You may also display a correctly validated visitor scratch card if you are awaiting an updated resident's parking permit. Daily visitor scratch cards will not be accepted in mitigation against a Penalty Charge Notice. Please ensure that daily visitor scratch cards are correctly validated and displayed as soon as a visitor's car is parked.

Visitor scratch cards are not issued to businesses.

Cost of Permits

Residents living in limited waiting residents' parking zones will be entitled to purchase 50 daily visitor scratch cards per household per year at a cost of 40p per permit.

Residents living in residents' only parking zones will be entitled to purchase 100 daily visitor scratch cards per household per year at a cost of 40p per permit.

Residents are requested to assess the number of visitors to their property per year and apply for the appropriate number of cards required.

Daily visitor scratch cards will be issued to residents in books of 10 (total £4.00).

Residents will be entitled to purchase an additional 50 daily visitor scratch cards at a cost of £2.85 per permit.

Any additional daily visitor scratch cards required by residents can then be purchased at a cost equivalent to that of the all day parking charge in the city centre. There is no limit on how many additional daily visitor scratch cards residents may purchase.

Business Parking Permit

General Information

Business parking permits are designed to be handed in and out to customers who need to park in a residents parking zone when visiting businesses located within residents' parking zones. Business parking permits are **not** issued to provide parking for staff of the business.

A maximum of two business permits may be issued to businesses that have no off-street parking facilities available. Due to the general lack of on-street parking space no business permits are issued in Residents' Parking Zones B & E. When applying for business parking permits you will need to provide:

- A copy of your current non-domestic rate bill

Permits will be valid for one year to the date shown on the permit. Do not forget to renew your permits as no period of grace is allowed.

Cost of Permits

Businesses situated within limited waiting residents' parking zones, where business permits are issued, will be entitled to purchase business parking permits at a cost of £20 per permit per year.

Businesses situated within residents' only parking zones, where business permits are issued, will be entitled to purchase business parking permits at a cost of £40 per permit per year.

Tradesmen Waiver

General Information

Tradesmen working in residents' parking zones should, where possible, utilise a daily visitor scratch card supplied by the resident. Where no other parking is available a tradesmen's waiver will be issued by Parking Services that will temporarily lift the parking restrictions. Tradesmen's waivers will only be issued to works vehicles when it is essential that the vehicle be parked on-site.

It is the responsibility of the tradesmen, not the resident, to apply for tradesmen's waivers. When applying for a tradesmen's waiver they will need to provide:

- Details of the property where the work is to be undertaken.
- The vehicle registration number.
- Details of the company.
- Details of the work to be undertaken.

Cost of Permits

Tradesmen Waiver

The owner of any commercial works vehicle may apply for a tradesmen's waiver.

Tradesmen's waivers cost £10 per day and can be purchased on either a daily or weekly (7 days) basis from the Customer Services Office at 27-29 Milford Street, Salisbury, Wiltshire, SP1 2AP. Alternatively, you can apply for a tradesman's waiver for Salisbury by calling 01722 434323, which can be collected, faxed or emailed. When applying in person payment for tradesmen's waivers can be made by credit or debit card, cheque or cash.

Who Can Apply for Permits?

Residents Parking Permits

Any person who regularly lives and sleeps more than four nights a week at a premises within a residents' parking zone may apply for a permit. The council will require applicants to provide evidence to verify the particulars supplied on the application form. This also applies to applications for annual visitor parking permits and daily visitor scratch cards.

Business Parking Permits

The proprietor of any registered business located within a residents' parking zone may apply for a permit (not applicable in Residents' Parking Zones B & E). The council will require applicants to provide evidence to verify the particulars supplied on the application form. Permits are for use by customers/delivery drivers to the business only and must not be used to provide parking for staff members.

Applying for Permits

Residents Parking Permit / Daily Visitor Scratch Cards / Annual Visitor Parking Permit / Business Permits

You need to complete and return an application form to Parking Services, PO Box 3106, Chippenham, Wiltshire, SN15 9BE or by hand to Customer Services Office at 27-29 Milford Street, Salisbury, Wiltshire, SP1 2AP. Copies of the application form are available from either of the Parking Services, addresses as above. To obtain an application form please contact the council on 0300 456 0100. Alternatively application forms can be downloaded from the council's website.

You should return your completed application form by post. Please remember to attach the necessary documentation (copies are acceptable) to the completed application form. Where appropriate please complete the credit/debit card details or enclose a cheque or postal order with the completed application form. Please do not send any cash through the post. Permits have no face value and therefore no refunds will be given. Once your application has been processed your permit(s) will be sent to you in the post.

If you have any queries about the permit application process please contact a member of the Parking Services staff who will be able to answer any queries you may have.

Frequently Asked Questions

How do I know what residents parking zone I am in?

The city has been divided into a number of different residents parking zones. A letter shown on the road signs within the zone and any residents parking permits issued identifies the zone you are in. The information shown on the road signs will also indicate if you live in a limited waiting or residents' only parking zone.

Your permit will only allow you to park in streets within your zone.

What happens if I change my car?

If you change your car you must inform Parking Services and obtain a new permit. Please contact the council on 0300 456 0100 to obtain information on how to proceed.

When you apply for your new permit you will need to produce proof of ownership (or a letter of authority from your supplier in the case of a lease car or an employer in the case of a company car).

What happens if I change my address?

If a permit holder changes their address to another dwelling within the zone Parking Services must be notified immediately and proof of residency must be provided. If a permit holder ceases to reside within the zone to which the permit relates, the permit must be returned to Parking Services as it will no longer be valid. If a resident moves from one zone to a different zone the permit must be returned for cancellation and confirmation of residency must be provided before a new permit can be issued.

If you move away from a residents' parking zone you must return all permits and unused daily visitor scratch cards to Parking Services. It is a contravention to allow any type of permit to be used by an unauthorised person.

How many permits can I have?

Each residence is entitled to a maximum allocation of two permits unless off road parking is available. If off road parking is available at the residence the permit allocation is reduced by one permit for each off-road parking space (driveway and/or garage) present. The purpose of reducing permit allocations is to make sure that all residents get a fair chance of finding a parking space within their zone.

If you feel that there are mitigating circumstances that need to be considered when determining your permit allocation you should make reference to these in writing when applying for your permits. Parking Services will consider requests for additional permits on a case by case basis.

You will be required to declare how many off road parking spaces you have available at your residence when completing your application form. Failure to declare any or all off road parking spaces will result in the cancellation of all parking permits. Civil Enforcement Officers will undertake checks whilst on patrol to make sure that these rules are adhered to.

How is a residence defined?

A residence is defined as a property being individually rated for the purpose of Council Tax.

Houses in multiple occupation where the Council Tax is for the whole building will be entitled to the allocation for a single residence.

How is a garage defined?

A garage is defined as a building designed to accommodate a parked motor vehicle, with the minimum dimension being 5.0 metres long by 2.5 metres wide. Any garage that measures smaller than the minimum dimensions will not be classed as an off-road parking space. Residents who have a garage smaller than the minimum dimensions will not have their permit allocation reduced.

How is a driveway defined?

A driveway is defined as an area of land designed to accommodate a parked motor vehicle, with the minimum dimension being 5.0 metres long by 2.5 metres wide. Any driveway that measures smaller than the minimum dimensions will not be classed as an off-road parking space. Residents who have a driveway smaller than the minimum dimensions will not have their permit allocation reduced.

Will everyone need a permit?

There are cases where some residents, visitors and others will not need a permit. These are:

- In limited waiting residents' parking zones that have 2 hours free parking non permit holders can park within the zone for a maximum of two hours without needing to display a permit.
- Where you always use off-street parking such as a driveway or garage;
- Where you do not park on road between the hours of 8am - 6pm Monday to Saturday; or
- You are registered as disabled. You will be allowed to park as you do at present as long as your Blue Badge is correctly displayed in the vehicle on the nearside front windscreen. Blue Badge holders are able to park in marked residential bays for an unlimited time.

Doctors, midwives, district nurses and carers have been provided with permits. There are others i.e. ministers of religion who are exempt from parking restrictions when visiting a resident. If in doubt always check with the council on 0300 456 0100 or use a daily visitor scratch card.

How should permits be displayed?

All permits must be clearly displayed in the front windscreen of your car on the passenger side. A permit should be displayed at all times when parking in a residents' parking zone during the hours of operation.

Please remember to display parking permits correctly at all times. Failure to correctly display a parking permit may result in a Penalty Charge Notice being issued.

Does having a parking permit guarantee me a parking space?

Having a parking permit does not guarantee that you will be able to find a parking space within your residents parking zone. Similarly having a parking permit does not give you any "right" to park outside your property.

Do parking permits have a face value?

Parking permits have no face value and therefore no refund can be given.

How do I know where to park?

Parking bays are marked on the road with white lines. Only park within designated parking bays, not overlapping the white lines so that you do not receive a penalty charge notice. The bays have been marked out to allow the maximum use of the space available without vehicles causing an obstruction.

Do not park over "white-bar" markings by a dropped kerb vehicle access unless you are the sole owner of that property. Persistent obstruction of vehicle accesses will result in the cancellation of all parking permits.

How will the Council control the scheme?

Wiltshire Council is responsible for enforcement of parking restrictions throughout the city. During patrols of your resident's parking zone for cars parked in contravention, residents' vehicles will be checked to make sure a valid permit is displayed.

The Police remain responsible for the enforcement of obstruction offences. The Police may issue a Fixed Penalty Notice and/or remove your vehicle if you cause an obstruction when parking.

Unless road markings show otherwise parking on the pavement remains a criminal offence. Offences will be reported to the Police to undertake enforcement.

What are the rules on loading and unloading?

Single and double yellow lines mean that although you cannot park, you may be permitted to load and unload goods or persons. Each instance will be judged on its merits. You must not cause an obstruction and there must be evidence to the Civil Enforcement Officer that continuous loading or unloading is taking place. If there is no evidence of this, a Penalty Charge Notice will be issued. For example, the terms loading and unloading could not be applied to an able bodied person leaving their vehicle whilst delivering or collecting a small parcel or item of shopping. Equally, do not leave your vehicle unattended in between loads otherwise you may find a Penalty Charge Notice has been issued. Think whether it is absolutely necessary for the vehicle to be parked in order to load and unload. The goods must be either too heavy, numerous, cumbersome or bulky to carry from a legitimate parking place. If in doubt, find a legitimate parking place.

Loading and/or unloading is not permitted in designated residential parking bays unless a correctly validated daily permit/visitor scratch card is displayed.

Please check for special waiting restrictions such as bus stop clearways (indicated by a thick solid yellow line) or loading restrictions (indicated by two yellow lines on the kerb at frequent intervals).

Useful websites

If you wish to find out more about national parking policy and rules and regulations governing parking in the United Kingdom then please visit the following websites:

www.dft.gov.uk
www.highwaycode.gov.uk
www.parking-appeals.gov.uk

If you wish to find out more about local parking policy, rules and regulations governing parking in Salisbury then please visit the following websites:

www.wiltshire.gov.uk

Contact Details

Parking Services
Wiltshire Council
P.O. Box 3106
Chippenham
Wiltshire
SN15 9BE

Tel: 0300 456 0100

Email: parking@wiltshire.gov.uk
Web: www.wiltshire.gov.uk