

Frequently Asked Questions pertaining to RPS permits

- How do I apply for a resident's parking permit scheme where I live?

All new requests must be submitted in writing and marked for the attention of the Resident Parking Scheme Officer, The Isle of Wight Council, Parking Operations, Floor 2, County Hall, Newport, Isle of Wight, PO30 1UD. Via e-mail, contact Resident.Parking.Schemes@iow.gov.uk mailbox.

- Is there an eligibility criteria to have a resident's parking permit scheme or can anyone have one?

Eligibility is based on a set number of criteria which must be met in order for a scheme to proceed. This will include an initial consultation period, an in depth survey of current parking availability and a points scoring system to help fairly identify an area's suitability for a scheme.

- How much will a Residents Parking Scheme permit cost?

The cost of a permit from the 8 April 2019 will be £44 for a car and £11 for a motorcycle. Any subsequent permits will remain at the same price.

The cost of permits from 1 September 2019 will be increasing to £60 for the first permit issued at a property and £100 for any subsequent permit issued (subject to availability). There will no longer be separate charging for cars and motorcycles from this date onwards.

Please note that after the purchase and issue of a first permit, additional permits will only be issued if sufficient road space is available and when all residents have had the opportunity to obtain their permit entitlement. There is no guarantee that more than one permit will be issued to a household.

- How will I receive my permit?

If a Residents' Parking Scheme is deemed suitable and implemented, your online application would be processed and a permit validated electronically by the Council's Parking Services Team. The online application can be accessed using this link <https://easipermitsuat.xrxpsc.com/IsleOfWight/EP-FE/EasiPermits/Index.aspx>

- Do I get a paper permit or is it electronically issued?

No Residents' Parking Scheme paper permits will be issued as all permits will be virtual. The Council's Civil Enforcement Officers will be able to check the validity of a vehicle's permit by using their handheld devices.

- How do I pay?

The fee can be paid by debit/credit card over the internet at www.iwight.com/online, selecting "pay online" or by online banking. For online banking; you will need the Council's details:-
Bank:- Lloyds Bank, Sort Code:- 30-80-12, Account Number:- 14867260, Account Name:- Isle of Wight Council Receipts Account and quote your Invoice number.

If making a payment from abroad, you will need the following:- IBAN - GB65LOYD30801214867260, BIC - LOYDGB21F09. Payment can be made by Direct Debit (Direct Debit Mandate can be sent on request).

- **Would my permit automatically renew or would I have to apply for a new one each year?**

The Council does not send permit expiry reminders as it is not a prudent use of Council resources to write letters to all permit holders reminding them of the imminent expiry of a permit, especially as the vast majority of permit holders would be aware of the expiry date and take steps to reapply should they wish to purchase a further permit.

- **If I move part way through the year to an area with no permit parking, will I be eligible for a refund?**

A refund will only be issued on the remaining full months left on your permit. There will be an administration charge of £10 + VAT. Refunds will be made by BACS and as such, you will need to provide your bank details at the time of submitting your refund request.

- **I have more than one vehicle at my property. Does that mean I need more than one permit?**

After the purchase and issue of a first permit, additional permits will only be issued if sufficient road space is available and when all residents have had the opportunity to obtain their permit entitlement. Therefore, there is no guarantee that more than one permit will be issued to a household.

If the Council deem that sufficient road space is available for households to have more than one permit, an on-line application would need to be completed for any second vehicle registered at the address within the Resident Parking Scheme. The online application can be accessed using this link <https://easipermitsuat.xrxpsc.com/IsleOfWight/EP-FE/EasiPermits/Index.aspx>.

- **Is there a limit on the number of permits I can have?**

Yes a maximum of 2 per property. After the purchase and issue of a first permit, additional permits will only be issued if sufficient road space is available and when all residents have had the opportunity to obtain their permit entitlement.

- **What happens if I have visitors to my property that need to park their cars?**

Books of visitor permits are available for residents to purchase where visitors/trades people require parking in a residents' parking zone. One book of visitor permits will cost £5.00. One book contains 10 permits and up to 5 books can be purchased in any 3 month period.

- **How do I apply for visitors permits?**

The application form can be downloaded and taken to selected libraries across the Island for permits to be issued immediately (as below):-

Freshwater Library: 41 School Green Rd, PO40 9AP, 01983 752377 (Y1 permits)

Newport Library: Lord Louis Library, Orchard St, PO30 1LL, 01983 823823 (CS1, CS2, N1, N2, Y1 permits)

Ryde Library: 101 George St, PO33 2JE, 01983 562170 (R1, R2, R3 permits)

Sandown Library: High St, PO36 8AF, 01983 402748 (SA1, SH1 permits)

Alternatively, applications can be sent to PO BOX 239, Newport, Isle of Wight, PO30 9FQ or emailed to parking.services@iow.gov.uk. Permits applied for by post will be sent first class by recorded delivery. Currently the charge is £2.40 to cover the postage costs but from 1st April 2019 this will increase to £3.00.

- **What happens if I have tradespeople that need to park in resident parking zone whilst they carry out work?**

Any tradespeople will require either a visitor's permit for shorter parking durations or a parking suspension for longer durations, both of which incur a fee. For information on visitors permits please refer to questions "**What happens if I have visitors to my property that need to park their cars?**" and "**How do I apply for visitors permits?**"

Parking suspensions would need to be requested through the Parking Services Team with a minimum of 5 days' notice. The Parking Services Team can be contacted by writing to Parking Services, PO Box 239, Newport, Isle of Wight, PO30 9FQ or by phoning 01983 823714. Opening times are Monday – Thursday 8:30am – 5:00pm, Friday 8:30am – 4:40pm

- **Will vans, minibuses, buses and coaches be eligible for parking permits?**

Cars, vans and all vehicles that fit within the parameters of a parking bay will be eligible for a Resident Parking Permit.

- **Will I have to display my permit at all times?**

Residents' Parking Scheme permits are virtual so there is no paper permit to display. The exception is visitor's permits, which must be displayed in a prominent position inside the vehicle so that the whole face can be clearly seen from outside the vehicle.

- **How will the Resident Parking Scheme be enforced?**

Residents' Parking Scheme zones will be patrolled and enforced by Isle of Wight Council Civil Enforcement Officers in the same way as any other on-street parking area that has parking restrictions.

This for most areas is a daytime problem over a 5 or 6 day week. It is not considered appropriate for schemes to extend into hours when commuter activity is reduced as this gives a false assurance to the resident who expects enforcement, or more importantly has an expectation of a space during hours when the issue may be too many cars owned by residents who are entitled to permits.

- **Does a permit guarantee me a parking space where I live?**

No. A Residents Parking Scheme Permit does not guarantee the right to a parking space. The scheme itself is designed to help control and reduce existing parking by non-residents within that scheme in the hope they are encouraged to make better use of more appropriate off-street facilities.

- **What happens if there are no spaces when I need to park my car?**

Unfortunately, a Resident Parking Permit does not guarantee a parking space. The permit holder would need to find alternative parking.

- **I have off-street parking at my property; will I still need a permit?**

No, not if all vehicles registered to the household park on private, off-street parking within the zone.

As part of the consultation process to determine a scheme's suitability, information on the number of off-street parking spaces will have been recorded and the results used to determine which households fit the eligibility criteria for a permit.

- **How do I find out which days and times my permit applies to?**

The consultation process will determine the days and times that parking restrictions will be in place within a parking zone. Once the scheme is implemented, clear signage will be erected within the permit zone clearly showing the days/times of parking restrictions.

- **If I apply for a scheme and am turned down, is there an appeals process?**

If a Resident's Parking Scheme has been deemed unsuitable at the time of consultation and a resident feels the decision could be challenged, the Parking Operations Team can review the decision if a change of circumstances can be evidenced that meets the eligibility criteria.

- **Would all households on my street need a permit if the scheme was implemented?**

No. It is not mandatory for all households to apply for a permit if a scheme is introduced, however if they wish to park a vehicle registered to them on-street in that zone, they will need to adhere to the parking restrictions as per the signage and purchase the relevant permit.

- **I am a disabled blue badge holder; do I still need a residents parking permit?**

Blue badge holders would be permitted to park in a Residents Parking Scheme zone on yellow line restrictions under the national regulations and concessions for legitimate badge holders. In other areas, badge holders would need to adhere to the signage as some areas may be exempt for badge holders.

- **What types of evidence will I need to provide in order to apply for a Residents Parking Scheme Permit?**

You must provide a copy of your current Council Tax Bill or your Council Tax reference number as proof of residence. You will also need to provide a copy of your V5 (vehicle registration document) as proof of vehicle ownership.

- **I do not own my vehicle as it is a company vehicle I use for work; am I still eligible for a permit?**

If your vehicle is a lease/company vehicle, you must provide a copy of the vehicle ownership along with a copy of the lease agreement or letter from your employer confirming that the vehicle is for your sole personal use.

- **I live in a flat within a larger building; can I still have a permit?**

A property is defined as a residence being individually rated for the purpose of Council Tax. Homes in multiple occupancy, where the Council Tax is for the whole building will be entitled to the allocation for a single residence.

- **I own a business within a proposed Residents Parking Scheme; will I be eligible for a permit?**

No. Businesses operating within a Residents Parking Scheme will not be considered eligible for a permit.

- **What terms and conditions apply to a Residents Parking Scheme permit?**

The permit is only valid for use within the Resident Parking Scheme zone it has been applied for. Failure to comply with this may result in a Penalty Charge Notice being issued. The permit does not guarantee a parking space. The permit is only valid for the registered vehicle and household that it has been applied for and is non-transferable.

- **How will I know if a Residents' Parking Scheme has been started in my street?**

Clear signage highlighting that the area is part of a Resident Parking Scheme will be in place.

- **Will I need a Residents' Parking Permit if I have a motorcycle?**

Yes. Motorcycles will also need to have a valid permit within the Residents Parking Scheme.

- **What happens if I am using a courtesy vehicle from a garage whilst my own vehicle is unavailable?**

The virtual permit is linked to your registration number and as such will not cover the parking of any other vehicle. Should you have the use of a courtesy vehicle because of an accident or repair, we can offer temporary cover to the vehicle. Please call us on 01983 823714. You will also need to email a copy of the hire agreement to parking.services@iow.gov.uk. When your original vehicle has been repaired, you will need to call us so we change the details back. Failure to do so may result in a Penalty Charge Notice being issued.

- **How long is a Residents' Parking Permit valid for?**

Permits will be valid for 12 months from the date of online purchase.

- **How to contact?**

By post, mark for the attention of the Residents Parking Scheme Officer, The Isle of Wight Council, Parking Operations, Floor 2, County Hall, Newport, Isle of Wight, PO30 1UD. Via www.iwight.com/**TBC** By phone, contact the Contact Centre on (01983) 823714.