

Parking Services

Postal Address:
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www.coventry.gov.uk

October 2021

Dear Resident

IMPORTANT INFORMATION

Resident Parking Permits – updates and system changes

I am writing to make you aware of some very important changes to the Resident Parking Scheme including changes to the permit system and the process of applying for parking permits.

Over the last 12 months we have been reviewing some of our resident parking policies. During this time there has been no charge for your permit. However, I can now update you on the changes and what they mean for you.

The main changes are:

- We have replaced the MiPermit system with a system called Taranto. Taranto operates in a similar way to MiPermit by giving you the option to buy and manage your permits online. Alternatively, if you don't have access to the internet, you can telephone and speak to an operator who will assist you with the process.
- We have changed the permit registration process by introducing additional controls that will help reduce the level of permit misuse.
- Any permits that were issued in MiPermit have been automatically extended until **31 December 2021** free of charge.

This is what you need to do now:

- Register for Taranto permits before 31 December 2021 as Taranto permits are required from 1 January 2022.
- Register an account on Taranto and then apply for your permits.

- Make sure you supply copies of relevant documents to show that the vehicle is correctly registered at the property. *[Further details of the registration process are set out below].*
- Make sure you know your zone and registration number before you start.
- If you don't have a vehicle yourself, you can still use the same process to apply for visitor permits.
- As a general rule we will issue virtual (paperless) permits and there is nothing to display in the vehicle.
- The maximum allocation of permits per household is three resident and three visitor permits* (**except student households where the maximum allocation is three permits.*)
- Check the terms and conditions which have been updated.

Additional information

- Where applicable, the cost of a resident or visitor permit is £20 for each permit.
- Permits will last for three years from the date of issue unless otherwise stated.
- The following information is included with this letter and is also available online at www.coventry.gov.uk
 - * How to register for permits
 - * Terms and conditions of use
 - * Frequently asked questions
 - * Data protection statement
- You can access Taranto online with effect from Monday 18 October 2021 <https://coventry.tarantopermits.com/>

Please remember:

- having a parking permit does not guarantee a parking space
- if a vehicle is parked in a permit parking space and does not have a valid permit, then a penalty charge notice (PCN) may be issued, which incurs a fine of £70 – reduced to £35 if it's paid within 14 days
- permits are issued subject to the Council's terms and conditions of use
- any misuse or abuse of permits may result in the permits being cancelled and withdrawn.

Further information about parking permits and parking enforcement is available online at www.coventry.gov.uk/parking

Yours sincerely,



Paul Bowman
Parking Services
Coventry City Council

HOW TO REGISTER FOR PERMITS

To register online

- Go to the Coventry portal: <https://coventry.tarantopermits.com/>
- Register for a new account
- Enter your postcode to select your property address.
- Follow the on-screen instructions to complete the process.

To register and apply by phone

- Phone 02476 833400 between 10am – 4pm during Monday to Friday and speak to a member of staff.
- Subsequently, you will need to send in the relevant documentation as proof of residency.
- Once we have received your documentation, we will be able to process the permit.

How to request a permit

- Login to your account.
- Select from either the resident or visitor permits from the permit applications list. If there is more than one type of permit available to you, select the type of permit you would like to request.
- Enter the vehicle registration number to be associated with the permit.
- When a permit has been acquired it will appear in your online account, ready for you to use.
- Please send a copy of proof of address and your vehicle registration document (V5) to parkingappeals@coventry.gov.uk within 7 days of applying for a permit.

How to use your virtual permits

Nothing needs to be displayed in the vehicle, you simply need to ensure the correct vehicle registration number is entered when you register, and you're covered.

You can change the vehicle registration number on the virtual permits as follows:

- Login to the portal and select **Change Vehicle Details**
- Select the relevant permit, **Click on View** and select **Change Vehicle Details**

TERMS & CONDITIONS OF USE

General principles of operation

1. The Council reserves the right to amend these Terms and Conditions of Use without notice and at any time.
2. By applying for or purchasing any type of parking permit, the resident:
 - Agrees that all the information that they have given in the application process is correct.
 - Accepts and agrees to be bound by and comply with the Terms and Conditions of Use which may be amended from time to time.
 - Agrees to be bound by and comply with the relevant Traffic Regulation Order.
3. The maximum number of resident and visitor permits allowed per property will not be increased.
4. The permit is only valid for use in the zone for which it has been issued during the times that the parking scheme is operational.
5. The permit does not guarantee a parking space. Neither does it guarantee that the permit holder will be able to park directly outside of their property.
6. The permitted vehicle can park in the scheme for as long as required on the proviso that the permit is used in accordance with these **Terms and Conditions of Use**.
7. The Council has absolute discretion to revoke and cancel permits without notice, if it believes that the permit has been misused or has been obtained fraudulently.
8. No refunds will be given for unused, unwanted or withdrawn / cancelled permits.
9. Permits are valid from the date of issue until the expiry date unless it has been revoked or cancelled.
10. The vehicle registration document (V5) must be provided together with proof of residency when applying for a permit. The Council may check its Council Tax records to confirm the eligibility of a resident for a permit.
11. A Resident Permit will only be issued where:
 - The vehicle is correctly registered with the DVLA at the property.
 - The property is located within the residents' parking scheme and zone in which the permit is required.
 - The resident has paid the required fee for the permit.
 - The resident has not previously been expelled or had permits withdrawn and cancelled.
12. Permits will be invalid if the permit holder no longer lives at the permit address.

13. It is an offence to provide false or misleading information when applying for permits and any individual who does so could be liable for a fine of **£5,000** and / or **imprisonment**.
14. Falsely or fraudulently obtaining or possessing a permit will invalidate the permit.
15. Permits can only be assigned one vehicle registration number at a time.
16. It is the permit holder's responsibility to ensure that the vehicle registration number assigned to the permit is correct. An incorrect vehicle registration number may lead to the issue of a Penalty Charge Notice and a fine of £70.
17. The permit holder is responsible for renewing the permit in a timely manner.
18. Permits are not valid in car parks or where other parking restrictions apply (e.g. double yellow lines). Vehicles must be parked in accordance with the parking restrictions at all times.

Permit misuse

19. Permit misuse will result in all permits that have been issued to the property being **revoked and cancelled** and no refunds will be given.
 - Permits are for use by residents and their bona fide / genuine visitors **only**. Vehicles that are not 'genuine visitors' may be issued with a penalty charge notice and a fine of **£70**.
 - Use of permits by anyone other than genuine residents and their visitors constitutes **misuse**.
 - The selling or re-selling of permits (resident or visitor) is strictly prohibited and constitutes **misuse**.
 - Reproducing, copying, defacing or altering a paper permit in any way constitutes **misuse** and the permit will not be considered valid for use.
 - Any resident who is responsible for the misuse of a permit will be **expelled** from the parking scheme and will not be eligible for permits.
 - Any resident who has been expelled from the scheme due to permit misuse is not allowed to park their vehicle within the residents' parking scheme and the vehicle will be issued with a fine of £70 if they do.

DATA PROTECTION & DETECTION OF FRAUD

Privacy Notice - Residents' Parking Permits

GDPR and the Data Protection Act 2018 - Under new Data Protection regulations (GDPR) Coventry City Council needs to inform you of the reasons why we are capturing your data and what we will do with your data. Any personal data collected and/or processed under this policy/procedure will be dealt with in accordance with Data Protection Legislation and the Council's Data Protection Policy. Data is held securely and accessed by, and disclosed to, only individuals where relevant to this policy/procedure.

Data Protection Privacy Statement – Issue of various permits, dispensations and waivers. In order to deliver services to the residents and communities in Coventry, it is necessary for the Council to collect, gather and process personal data about residents, staff and other individuals. Coventry City Council is committed to protecting your personal data when you use its services and/or correspond with it. The Council has registered as a Data Controller with the Information Commissioner's Office. This registration can be viewed on the ICO website (Registration Number Z6007528).

As a Data Controller, the Council sets out the purposes and methods for processing information and ensures safeguards over any personal and special category information it processes.

The sections below explain the arrangements we have in place to protect the information entrusted to the Council.

- **In relation to Issue of various permits, dispensations and waivers, Coventry City Council will process your personal data for the following processing purposes:** Processing applications for permits, dispensations and waivers. It is processing this personal data by virtue of the following Lawful Basis: Consent of the data subject
- **Personal data provided for issue of various permits, dispensations and waivers may be shared with, or obtained from the following organisations (in addition to any other disclosure required by a Court of Law or in response to a valid request by, normally, a law enforcement agency):** We may share data between services within the Council so that we can keep our information on you as up to date as possible and so that we can improve our services to the customer. We sometimes need to share information with other organisations such as Police, Courts and Tribunals and Debt Collection Agencies.
- **The processing of your personal data will be restricted in time to:** Personal data and private information are kept in a form which permits identification for no longer than necessary. The data and information are no longer retained once the purpose for processing has been fulfilled.

Your personal data will be held by/for the Council within the UK or the EU. We have a range of measures to protect the personal data you provide. These include:- cyber security; physical security of the Council's buildings and training on Data Protection for staff. Coventry City Council is the Data Controller processing your information, who can be contacted as follows:

You have the right to submit a complaint if you are unhappy with the way your request is handled or disagree with a decision made by the Council regarding your data. In these circumstances you can contact the Data Protection Officer (DPO), Adrian West and request a review of the decision. DPOTeam@coventry.gov.uk

If you are dissatisfied with the outcome from the DPO you may wish to apply to the Information Commissioner's Office at:

The Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Resident Parking Schemes – Frequently Asked Questions

If I park on my property, do I have to display a permit?

No, you do not need to display a permit when parked on your own property or driveway.

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

You can either ask a relative or friend to apply on your behalf or you can contact the Parking Admin Team by telephone (Tel: 024 76833400) and a member of staff will be happy to help you.

How do I renew my permit(s)

You will receive a renewal reminder e-mail approximately 4 weeks before the permit expiry date. The e-mail will contain instructions on how to renew your permit.

Can I park anywhere?

No, you are only permitted to park in a permit zone if you have a valid permit. You cannot park on double yellow lines or single yellow lines when the restriction applies.

How much does a permit cost?

Where applicable, the cost of a resident parking permit is £20. The cost of a visitor permit is also £20.

How many permits can I apply for?

You can register for a resident permit for each vehicle registered to the property (up to three permits) plus up to three visitor permits.

If you live in a student household the maximum number of permits per property is three.

What happens when I have visitors?

If you have visitors, you can provide them with a 'virtual' visitor parking permit, which can be transferred to other visitors. You are allowed a maximum of three visitor permits per household.

I have a carer. Are carers entitled to apply for a resident's parking permit?

They can use your visitor parking permits or apply for a Carer's Permit.

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

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

When you apply for the first time, you will need to provide proofs of residency and proof of vehicle ownership so it is important for you to submit the correct proofs straight away, otherwise your application may be delayed. We will not approve your application until we had received all the correct proofs from you. Once we are satisfied with the proofs, we will e-mail you asking you to make a payment. Once the payment is received, we will issue your permits the same or next working day.

What supporting documents do I need to provide to show that I am eligible for permits?

You will need at least two recent documents that are less than 3 months old that include your name and address to show that you are the resident at the property. This can be a copy of a utility bill or Council Tax bill, a vehicle insurance policy or insurance certificate, a signed current tenancy agreement, a bank statement, a valid driving licence or passport. Please send copies of the documents not the originals.

I have a lease car / hire car / company vehicle. What documents do I need to supply?

We will need either a copy of the finance agreement or a letter from the insurance company (on headed paper) or a letter from the company (on headed paper) confirming that the vehicle is kept at the address.

I have applied for a resident permit and I have provided proof of residency, so why do I need to provide proof for my car?

We must see proof that your vehicle is correctly registered with the DVLA at your address in the residents' parking zone, this can be your log book or vehicle insurance policy document.

Where can 'Blue Badge' holders park?

Blue Badge holders can park in permit parking zones without a permit, but the Blue Badge must be correctly displayed.

Does a parking permit guarantee me the right to park outside my house?

No, we cannot reserve parking spaces. However, by preventing non-residents from parking in the area, it should be easier for you to find parking spaces near to your property.

Why do I have to pay to park outside of my house? Is it a money-making scheme for the council?

Resident parking schemes were requested by residents to stop non-residents from parking in the area. Residents were consulted before the schemes were introduced and most residents who replied to the consultation voted in favour of introducing a Resident Parking Scheme. Permit charges go towards the cost of implementing and maintaining the scheme.

I am a contractor working on a property located in a residents' parking zone. Can I apply for permits?

No. A resident or landlord of the property can arrange for visitor parking permit for you. If you cannot obtain permits from the resident, you can apply for a dispensation waiver permit online.

How are the restrictions enforced?

Uniformed Civil Enforcement Officers (Traffic Wardens) patrol the area and will issue penalty charge notices (PCN) to vehicles that are illegally parked that don't have a valid permit. A PCN incurs a fine of £70 fine which is reduced to £35 if paid within 14 days.