

Parking Services

Postal Address:
Coventry City Council
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Council House
Coventry
CV1 5RR

www.coventry.gov.uk

Wednesday, 07 June 2023

Dear Resident / Business Owner

City Centre improvements – traffic changes

We recently wrote to you to tell you about some traffic changes that include the introduction of a new bus gate on Hales Street to restrict access on Hales Street, Trinity Street, Burges, and Palmer Lane [**Zone TS** – Trinity Street Loop].

Access to Zone TSL will be restricted to authorised vehicles and permit holders only between 10am and 6pm, Monday to Saturday.

As your property or business is within Zone TS, you now need to apply for a permit to access the area.

What you need to do next:

- You will need to create an online account on our permit system (called Taranto) as soon as possible. Alternatively, contact Parking Services by phone and speak to a member of staff who will assist you with the process.
- You can access Taranto online from **Monday 19 June** using the following link: <https://coventry.tarantopermits.com/>
- You need to register for permits before **Sunday 16 July** as enforcement will commence on **Monday 17 July**.
- Make sure you know the vehicle registration number before you start the permit registration process.
- Make sure you provide copies of the relevant documents to show the vehicle is correctly registered at the property. *[See further details below on how to register for permits].*

Other information:

- Permits are free during the Experimental Traffic Regulation Order which lasts for eighteen months. Charges may apply if the scheme is made permanent after that.

- You need to ensure the correct vehicle registration number is assigned to the permit.
- We will issue you with virtual permits and so there is nothing to display in your vehicle.
- Ensure you check the terms and conditions of use.

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

Permits are issued subject to the Council's terms and conditions of use and any misuse of permits may result in the permit being cancelled and withdrawn.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 Manager
Coventry City Council

How to register for permits

Register an account online:

- Go to the Coventry portal: <https://coventry.tarantopermits.com/>
- Register for a new account
- Enter your postcode to select your property address.
(If you don't see your property listed, please contact parkingappeals@coventry.gov.uk)
- Follow the on-screen instructions to complete the process.
- Select the relevant Account Type

Request a permit online:

- Login to your account.
- Click on Select the relevant permit from the permit applications list.
- Enter the vehicle registration number to be associated with the permit.
- If no vehicle is required enter NOVRM instead of the vehicle registration number.
- When a permit has been acquired it will appear in your online account, ready for you to use.
- If you are unable to upload the required documents, 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.

To register and apply by phone:

- Send in the relevant documentation as proof.
- Once we have received your documents, we will be able to process the permit.
- Telephone 02476 833400 between 10am – 4pm during Monday to Friday (excluding Bank holidays) and speak to a member of staff for assistance.

How to use your permits

As the permits are virtual nothing will need to be displayed in the vehicle, you just need to ensure the correct vehicle registration number is assigned to the permit.

If you need to change the vehicle registration number on the virtual permit, you can do it as follows:

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

How to use your virtual permits

Permits are virtual (paperless) and there is nothing to display 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**

About Visitor Vouchers

You must have a Resident or Business Permit on the system, to purchase Visitor Vouchers. If you have no vehicle, enter NOVRM instead of the vehicle registration number and this will give you access to the Visitor Vouchers.

Visitor Vouchers are like digital 'scratch cards' and are valid for 1 day only from 00:00am to 23:59pm the same day. They can be pre-set in advance for a specific date.

You will need to use more than one voucher if you have a visitor staying overnight or for more than a day. You can activate a maximum of three Visitor Vouchers at the same time.

When a voucher has expired you can replace it the following day.

Terms & Conditions of use

General principles of operation

1. The Council reserves the right to amend the Terms and Conditions of Use without notice and at any time.
2. By applying for or purchasing any type of parking permit, the applicant:
 - 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
 - Agrees to be bound by and comply with the relevant Traffic Regulation Order.
3. The maximum number of business, 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 restriction is operational.
5. The permit does not allow the permit holder to park at the property.
6. The Council has absolute discretion to revoke and cancel permits without notice if it believes that the permit has been misused or obtained fraudulently.
7. No refunds will be given for unused, unwanted, or withdrawn / cancelled permits.
8. Permits are valid from the date of issue until the expiry date unless it has been revoked or cancelled.
9. The vehicle registration document (V5) must be provided together with proof of residency when applying for a permit. The Council may check Council Tax records to confirm the eligibility of a resident for a permit.
10. A permit will only be issued where:
 - The vehicle is correctly registered with the DVLA at the property.
 - The property is located within the zone
 - The resident has paid the required fee for the permit.
 - The resident has not been expelled or had permits withdrawn and cancelled.
11. Permits will not be valid if the permit holder no longer lives at the permit address.
12. It is an offence to provide false or misleading information when applying for permits and anyone who does so could be liable for a fine of £5,000 and / or imprisonment.
13. Falsely or fraudulently obtaining or possessing a permit will invalidate the permit.
14. Permits can only be assigned one vehicle registration number at a time.
15. 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.
16. The permit holder is responsible for renewing the permit in a timely manner.

Permit misuse

17. 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.
 - Any resident who is responsible for the misuse of a permit will be expelled from the scheme and will not be eligible for permits.
 - Anyone who is expelled from the scheme due to permit misuse is not allowed to access the restricted zone and the vehicle will be issued with a fine of £70 if they do.

Data Protection & Detection of Fraud Privacy Notice - Residents' 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 Commissioners Officer at:

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

Frequently Asked Questions

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. Please note a permit cannot be issued until we have received a copy of the relevant documents and payment for the permit.

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, your Permit does not allow you to park in the zone or in contravention of parking restrictions.

How much does a permit cost?

Permits are free of charge during the Experimental Traffic Regulation Order. Charges may apply thereafter.

I have a Carer, are Carers entitled to apply for a permit?

They can 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 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 restricted zone, this can be your logbook or vehicle insurance policy document.