

Carer Permits – Enfield Council terms and conditions

1. Permit information

Definition of a carer parking permit and who can apply

Only one permit may be issued to a carer who uses their vehicle for the purposes of making home care visits to a resident in a Controlled Parking Zone (CPZ) or Permit Parking Area (PPA) who has an infirmity or disability. This permit does not allow the permit holder to park near his/her regular workplace.

The permit must be displayed when parking in a parking place during the restricted hours. The display of the permit must be to the front or near side of the vehicle.

Permit zones

Please check the Parking page on the website for carer permit prices.

2. What needs to be provided?

Details of the care service provided by the applicant for the resident of a parking zone/area must be supplied by a medical practitioner, district nurse, health visitor or social worker on Section 6 of the official London Borough of Enfield application form. In some cases, additional information may be required regarding the frequency and nature of the home care services provided. The originals or photocopies of these documents must be produced initially and on every renewal of a permit. These documents must be provided in person to the Crown Road vehicle pound, Enfield, EN1 1TH.

3. Vehicle details and what you need to provide

Proof of vehicle ownership - one of the following needs to be provided:

Your vehicle: a copy of the vehicle registration document (V5C).

Company vehicle: (if registered to the company) a letter of authority on letter headed paper signed by an executive or director confirming the vehicle details and that you have exclusive use of the vehicle.

Leased vehicle: a copy of the agreement from a reputable organisation. Your name and address must match those of the hirer as shown on the agreement. If you change or renew the lease, please inform us immediately and provide a copy of the new agreement.

Bill of sale: if you have purchased a vehicle and are not yet the registered keeper, we will accept a bill of sale from a recognised dealership and allow 1 month after change of vehicle for you to provide a copy of the V5C. **This only applies to existing permit holders only.** New applicants will have to wait to provide V5C or be advised to seek alternative parking or purchase a visitors parking voucher.

A permit is valid only for the specific vehicle registration given in the application. Failure to insert a vehicle registration mark correctly may result in a Penalty Charge Notice being issued.

4. Prevention of fraud

To ensure the integrity of the permit scheme, Enfield council may undertake sample checks to verify applicant's details, including requesting copy documents where appropriate. Your information may be shared with third parties such as NSL for the purpose of processing a permit and the prevention of fraud. If you would like more information about how we use your data, please read our Privacy Policy - <https://new.enfield.gov.uk/privacy-notice/> which also contains how to control your personal data and your rights.

5. How long can I have my permit for?

Permits are available for a period of twelve months.

Renewals

It is your responsibility to renew the permit on its expiry.

If you wish to renew your permit, please apply at least 21 days before the current permit expires.

Please note that the local authority will not be held responsible for a permit which has expired and a reminder has not been sent or received.

6. Where can I use my permit?

Valid carer permit holders may park their vehicles in any available space in a residents or appropriate shared use parking place only in the parking zone/area indicated on the permit during the restricted hours.

Carer permits are not valid for the business parking places.

Carer permits do not allow parking on:

- Single or double yellow lines
- Disabled bays
- Bays reserved for doctors, taxis, etc.
- Pay and display bays
- Across dropped kerbs
- Loading ban (yellow lines with kerb marks)
- Bus stops
- Footways/grass verges
- School entrance zig zags during restricted hours
- Pedestrian crossing zig zags
- Suspended parking bays

A permit does not grant you the right to park outside a house or guarantee the availability of a parking space. The council may suspend parking facilities for various reasons. The suspension notice will usually be erected the day before the suspension is due to commence. Wherever possible longer notice will be given.

7. Changes to any details and refunds

A change of address should be notified in writing to the parking contractor as soon as possible.

A new permit will be issued when a vehicle is changed either temporarily or permanently, **as long as the existing permit is returned**. Applications for change must be made in writing, enclosing proof of new/temporary ownership of the vehicle. There is a charge of £20 for replacement permits, for permits which have been lost, stolen or defaced.

If a permit has been stolen and a police crime reference number or confirmation from insurers is received then the permit will be reissued free of charge.

Permits cease to be valid when:

The dependant ceases to reside within the appropriate parking zone/area or the holder ceases to be the keeper/owner of the vehicle specified.

Change of address or vehicle, including temporary or courtesy vehicles

You must surrender the permit if the dependant changes address or cease to own or use the vehicle for which the permit was issued.

If you change your vehicle, you will need to amend your details immediately.

If you do not yet have the vehicle registration document (V5C), we can arrange temporary cover for your vehicle if you provide a copy of the bill of sale immediately and the V5C within one month.

Refunds

If you wish to cancel your permit, a refund can be made upon surrender of the physical permit to NSL Services at the Parking Shop.

8. Important information

Please note:

1. It is a criminal offence if, with intent to deceive, knowingly make a false statement or mishandle or forge documents to get a carer parking permit for yourself or others. The council may prosecute under the Theft Acts or other relevant criminal legislation.
2. Failure to have a valid permit or inform us of a change of vehicle or address may result in a Penalty Charge Notice being issued (PCN).
3. Any vehicle that is not displaying a valid permit may be issued a Penalty Charge Notice.
4. The council reserves the right to withhold or withdraw a permit.
5. Carers are not permitted to sell or transfer a permit to other parties.
6. If an application has been made fraudulently, the permit will be revoked immediately and the associated vehicle will become subject to enforcement.
7. Permits will not be issued to vehicles with outstanding unchallenged Penalty Charge Notices (PCN's).
8. A permit does not guarantee a parking space.
9. The responsibility for renewals rests with the permit holder.

Detailed information relating to the position/location of parking places and other related matters can be obtained from the London Borough of Enfield, Regeneration and Environment team or visit us online at <https://new.enfield.gov.uk/services/parking/parking/controlled-parking-zones/>