

Residents' Permit – Terms and Conditions of Use

By applying for a permit, the applicant agrees to be bound by the following terms and conditions:

1 Residents' parking permit details

A residents' permit may only be issued to a qualifying resident in possession of a qualifying vehicle (See Section 2 for what constitutes a qualifying vehicle). For the purposes of the following terms and conditions, a 'qualifying resident' is defined as a) a person who is solely or mainly resident at premises the postal address of which is in a road described in Schedule 3; or b) a medical practitioner with consulting rooms the postal address of which is in such a road described in Schedule 3; or c) any person who owns or leases, on a long-term basis, any residential property the postal address of which is in a road described in Schedule 3, where the said property is not the sole or main place of residence and is used as a second home or holiday home; d) a mews resident.

Schedule 3 is a list of roads, or part of a road, where permits will be issued. A copy is available upon request.

We will verify your address meets the above requirements by carrying out an Experian check. This will not affect your credit rating. If you do not wish an Experian check to be carried out, or if you fail this check, you will need to confirm where you live by uploading one of the following a) a current lease, b) current utility bill or bank statement (no more than 3 months old), a copy of a current council tax bill (in your name and for the Edinburgh address for which you are applying) or card, medical card or mortgage agreement (signed within the last 3 months and NOT a mortgage offer).

Each resident is entitled to one residents' permit. There is a maximum limit of two permits per household. In some situations, there may be no eligibility or a limit of only one permit when a property has been newly built, sub-divided or converted.

In situations where the residential property is not the sole or main place of residence and is being used as a second home or holiday home, only one permit will be issued for said property.

A maximum of two vehicles can be registered to any permit (a merged permit), where both vehicles must be registered to qualifying residents at the same address.

Charges for residents' parking permits are based on either your vehicle's CO2 emissions (g/km) or cylinder capacity (cc). This depends on when your vehicle was registered. If your vehicle was registered before 1 March 2001 you must use the cylinder capacity. If your vehicle was registered on or after 1 March 2001 you must use the CO2 emissions. If members of a household apply for two permits the first application approved will be allocated the first permit price. There is a surcharge on second permits in a household.

We will carry out a DVLA check on your vehicle to verify the CO2 emissions or cylinder capacity of your vehicle. You are required to upload a copy of your vehicle registration document (V5C).

From May 2023, a surcharge will apply to all new applications made for diesel-fuelled vehicles.

Furthermore, if the vehicle is not registered in your name, you must upload a copy of the insurance certificate/schedule detailing your name, address, postcode and vehicle registration or a recent letter from the insurance company verifying the vehicle is usually kept by you at an address within the Controlled Parking Zone.

You must also provide (1) Letter from the registered keeper (including where the registered keeper is a business) declaring that you are the main user and keeper of the vehicle (for company car/vehicles, we require confirmation on company headed paper), or where the registered keeper is registered as resident at the same address as the applicant or (2) Lease or hire agreement. If your vehicle is "owned" by a leasing or hire company. If the vehicle is not leased or hired to you personally, you must provide a written declaration from the hirer or leaser of the vehicle advising that the vehicle is for your sole use.

2 Vehicle application requirements

A qualifying vehicle is defined as: (a) passenger vehicle constructed or adapted solely for carrying no more than 12 passengers (excluding the driver), and their effects and not drawing a trailer; (b) a goods vehicle, not drawing a trailer;

(c) a motorcycle; (d) an invalid carriage, not drawing a trailer. In all cases, no permits shall be issued for any vehicle the height of which exceeds 2.5m.

3 Permitted parking areas

A residents' permit is only valid for parking in permit holders or shared use parking places within the zone or area, in which the address is located, provided there are no further parking restrictions in force. Residents' permits do not allow parking in any other designated parking place, restricted areas or access scheme (including any Low Emissions Zone) and it is the drivers responsibility to ensure that their vehicle is parked in accordance with the parking restrictions at all times. A residents' permit does not guarantee the holder a parking space.

4 Verification of parking permit

We do not issue paper copies of parking permits. On-street, Parking Attendants will use their handheld devices to check for a valid residents parking permit using the vehicle registration number.

In the case of merged permits, where two vehicles are registered to use the same permit, only one vehicle may be parked at one time. You must access your online permit account to assign the electronic permit to the relevant vehicle making it eligible to park on-street.

5 Conditions of use

Residents' permits can only be used for qualifying vehicles which must meet the application requirements at all times when using the permit. If, for any reason, the vehicle no longer meets the permit application requirements then the permit can no longer be used for that vehicle and the permit should be returned to the Council.

6 Change of details

If you change your address and you are moving to another parking zone please email residentsparking@edinburgh.gov.uk and we will explain how to change your permit. You may be eligible for a refund for any remaining time. This will be issued back to the card you used to purchase the permit. We can issue a temporary permit for five days, this will allow you to continue to park in the zone, whilst you complete your move. When you contact us please ask about arranging a temporary permit.

If you change your address but stay within the same zone, you do not need to change your permit, however, you should access your online account to update your address. This request will be approved by our back office.

If you need to change your vehicle, you must access your online account. You will be required to register the details of the new vehicle and a request should be made for the change to be approved by the back office. You will not be able to park until your request has been approved. If you have gone up a band and an additional payment is required, you will receive an email to advise. Payment will activate the permit for your new vehicle. You cannot park until your permit is active. If you have gone down a band and require a refund this will be credited automatically back to the card used to purchase the permit. You are eligible to park immediately.

A diesel surcharge was introduced in May 2023. Existing permit holders with a diesel vehicle were exempt for a three-year period upon its introduction. However, if you replace an existing diesel vehicle with another or switch to a new diesel vehicle, even within the three years period, the surcharge will apply.

If you require a temporary change to your permit because your vehicle is off the road being repaired and you have a courtesy car for a short period you should email residentsparking@edinburgh.gov.uk. You must supply proof that the vehicle is being repaired and evidence linking you to the temporary vehicle. You will not be able to park until your request has been confirmed in email by the Residents' Parking Section.

6.1 Refunds Due to Change of Details

Refunds will always be credited back to the card that was used to make payment. However, due to financial legislation, we can only refund a payment back to a payment card if the payment is less than 180 days old. If your payment is older than this you should email residentsparking@edinburgh.gov.uk to request your refund via an alternative method.

7 Permit renewals

We will use the email address on your permit account to send an email to you before your permit expires. However, it is your responsibility to keep your email address up to date and to renew your permit on time.

A diesel surcharge was introduced in May 2023. Existing permit holders with a diesel vehicle were exempt for a three-year period upon its introduction. However, the exemption will only apply when you renew your permit on time for your current vehicle. If you allow your permit to expire and need to complete a new application, this will be considered as a new application and the surcharge will apply.

8 Voluntary surrender of permit

Permit holders may apply to cancel their permit at any time. You will receive a refund (back to the card you used to purchase the permit) for each complete unexpired day, less a £10.00 administration charge.

If you have paid a surcharge for a diesel vehicle, your refund will only be issued on the price of the permit before the surcharge was applied. The diesel surcharge is a one-off payment and is non-refundable.

Please note, due to financial legislation, we can only refund a payment back to a payment card if the payment is less than 180 days old. If your payment is older than this you should email residentsparking@edinburgh.gov.uk to request your refund via an alternative method.

The Council may suspend or cancel a permit in the following circumstances: (a) if the permit ceases to be valid (1) the residents' permit holder ceases to be a qualifying resident; (2) the permit holder ceases to be the keeper of the vehicle, or, as the case may be, vehicles for which the permit was issued; (3) the vehicle in respect of which such permit was issued has been adapted or being used in such a manner that it is no longer a qualifying vehicle (b) if no payment is received (c) if requested in writing by the Council.

9 Misuse of permits

The Council reserves the right to suspend or cancel residents' permits without refund if they have reason to believe that the permit is being misused.

To help us prevent fraud and abuse of the residents' permit process, spot checks will be carried out on a monthly basis. Permit holders will be contacted by email and asked to upload any missing or out of date documentation to prove their residential eligibility or vehicle details. Customers will be given 21 days in which to provide the requested documents.

Your permit may be suspended or cancelled if we do not receive a reply or the required documentation. If your parking permit is cancelled, you may receive a parking ticket which could potentially lead to your vehicle being impounded.

10 Offences and penalties

It is an offence to mishandle, alter, make or fake any parking document with intent to deceive or to make a false statement in order to obtain such a document for yourself or any other person by virtue of section 115 of the Road Traffic Regulation Act 1984. Any person suspected of doing so will always be reported to the police who will refer the matter to the Procurator Fiscal for prosecution. The penalty if found guilty of mishandling, altering, making or faking any parking document is a maximum fine of £5,000 or 2 years in prison. The penalty if found guilty of making a false statement in order to obtain such a document for yourself or any other person is a maximum fine of £2,500.

11 Privacy

To deliver our services we need to collect, store, use, share and dispose of personal information. This is known as data processing. The information collected when you apply for a parking permit will be used by the Council to process your application as we have an obligation under the law to maintain and manage roads in Edinburgh.

Before submitting your parking permit application, you should read our privacy notice which can be found at: www.edinburgh.gov.uk/parkingprivacy.

12 Contact details

The Residents' Parking Section can be contacted by e-mail at residents.parking@edinburgh.gov.uk

Please do not hesitate to contact us before submitting your application form if you have any questions.

Only applications with an “Active” Residents Parking Permit will be accepted as valid. An application with any other status such as “waiting for payment” is not considered valid and may lead to the issue of a parking ticket after which your vehicle may be removed to our Car Pound.



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