Business Parking Permit Guidance Notes

1 – ABOUT THIS GUIDE

Please read the following notes carefully as they contain essential information for all applicants.

2 – WHO QUALIFIES FOR A PERMIT?

You are entitled to a business parking permit if your business premises are located within a controlled parking zone and the permit is used solely for business purposes. Your business must also be registered as paying Non Domestic Rates to Aberdeen City Council.

The vehicle must be a passenger or lights goods vehicle weighing less than 3.5 tonnes and designed for 8 passengers or less (driver excluded).

Permits are not required for motorcycles which may be parked free of charge in any parking bay.

Permits must be displayed on the vehicle windscreen and are only valid for use within the designated residents only, on street pay and display, ticket zone and voucher parking bays.

You are not guaranteed a space in your zone.

The number of permits that a business is entitled to depends on the zone in which its premises are located.

Zones A to G

Businesses are entitled to a maximum of 1 fixed permit.

Zones H to Z and Zone RR

Businesses are entitled to a maximum of 2 permits.

Please see the payment chart in section 8 of this guide for details of the charges.

If a permit application is received and the maximum entitlement for that business address has been met then the application will be rejected. It is the responsibility of occupants to decide who will be the permit holders.

3 – WHO DOES NOT QUALIFY FOR A PERMIT?

You will not qualify for a business parking permit if:-

- for use on a trailer or caravan
- the permit is to be used to simply facilitate the journey to and from work.

4 - HOW TO MAKE YOUR APPLICATION

First time applicants must complete the online Business Permit Application form. Please ensure you provide the necessary supporting documents (see sections 6 and 7 of this guide) as part of the application. An email will be issued to confirm the permit has been dispatched by post or if any further information is required from you.

Applicants wishing to renew an existing residential parking permit should complete the online Business Permit Renewal form.

You are responsible for applying for a new permit before your old permit expires. You can renew your permit up to 20 days before it expires. There is a 10 day grace period after the expiry of your old permit. The email address you provide on the permit application form will be used to send a permit renewal reminder.

Please allow at least 10 working days for a permit to be issued if applying online. In the meantime, you may not park your vehicle in the controlled zone unless:

• a valid residential permit is displayed OR

• payment is made to a pay and display machine

If you require the permit immediately, you will need to apply in person at our Marischal College Customer Service Centre. The opening hours are 8.30am to 5pm, Monday to Friday. Please note that the busiest times are during the lunch time period.

The local Customer Access Points do not deal with parking permit applications.

5 – FIXED OR FLEXIBLE PERMIT?

There are 2 types of permit available:

Fixed permits are only valid for one specific vehicle and cannot be transferred to any other vehicle. The vehicle registration number must be declared on the application form.

Flexible permits can be used on any vehicle, e.g. a visitor's vehicle. Flexible permits are not available to residents in Zones A to G.

6 – PROOF OF BUSINESS ADDRESS

You are required to provide proof of business residency to obtain your business parking permit. In addition to providing a Non Domestic Rates demand (dated within the last 3 months) you must provide a document from the list below.

• A current utility bill (dated within the last 3 months)

• A current bank/credit card statement (dated within the last 3 months)

• A mortgage agreement (dated within the last 3 months)

• A current tenancy agreement (it must be issued by a solicitor or leasing agent on headed paper and be dated within the last 3 months).

The document must clearly show your business name and address.

7 – PROOF OF VEHICLE OWNERSHIP

If applying for a new fixed permit, you are required to show proof of vehicle use and ownership of the vehicle as detailed below.

• If the vehicle is owned by yourself or the business, please provide all pages of the DVLA Vehicle Registration Certificate (V5C) and your certificate of insurance showing the vehicle is insured for business use or the company's group policy insurance certificate showing all drivers and vehicles. Only a 3 month permit will be issued if you are unable to supply the V5C documentation but have the bill of sale or insurance documentation confirming the make, model and vehicle registration. If

after the 3 months you are still unable to produce the V5C as form of proof for your following application, it will be rejected.

• If you are hiring the vehicle, please provide the contract hire agreement showing your name / the business name and the vehicle registration number.

8 – CHARGES

Permits can be issued with a 12 months, 6 months or 3 months expiration. The prices are as follows:-

Zones A to G			
	12 months	6 months	3 months
1st permit	£500.00	£260.00	£135.00

All other Zones			
	12 months	6 months	3 months
1st permit	£500.00	£260.00	£135.00
2nd permit	£500.00	£260.00	£135.00

9 – HOW TO PAY

When applying online, payment will be taken by debit or credit card. Debit or credit card is the easiest way to pay at the Customer Service Centre but cash is also accepted.

10 – LOST, STOLEN OR DAMAGED PERMITS

If you need a replacement permit then please complete the online Business Parking Permit Replacement Application form.

Proof of business residency must be provided (see section 6 of this guide). Replacement permits are valid for the remaining period of your original permit.

A £10 administration fee is payable for all replacement fixed permits. The charge for a replacement flexible permit depends on the circumstances. If a flexible permit has been stolen or damaged and evidence is provided, e.g. a crime reference or relevant insurance documentation, you will be charged a £10 fee. Lost flexible permits will be replaced once at half the cost of the original permit. Further replacements within a 12 month period will be charged at full cost of the original.

10 – CHANGE OF VEHICLE / NUMBER PLATE

If you permanently change your vehicle or number plate and have a fixed permit then please complete the online Business Parking Permit Change of Vehicle Registration form. You must return your original permit, provide proof of business address and proof of ownership for your new vehicle (see sections 6 and 7 of this guide). You will be charged a £10 administration fee for a replacement which will be valid for the remaining period of your original permit.

11 – CHANGE OF ADDRESS

If you change your business address then please complete the Business Parking Permit Change of Address form.

If your business is moving within the same parking zone then you can continue to use your existing permit but you must inform us of your change of address.

If you change your business address and are moving to a different parking zone within Aberdeen City then you must return your existing permit(s) for a replacement permit to be issued. A £10 administration fee is payable unless returned within the renewal period.

Permits can be returned to Customer Service Centre, Marischal College, Broad Street, Aberdeen, AB10 1AB. However, please note refunds are not given for unused time for permits.

12 – MISUSE AND ABUSE OF THE SCHEME

Permits will be withdrawn if conditions of use are contravened. This includes:-

- selling your permit;
- providing false information to obtain a permit;
- allowing non residents to use your address to obtain a permit;
- Using the permit for non business purposes.