

Terms and Conditions

These terms and conditions apply to the services offered by Parking Services through the MiPermit Newham online portal.

1. All Permit Types

- 1.1. This section applies to all permit types in addition to their specific sections contained within these terms and conditions.
- 1.2. All parking permits are virtual (except Care Home and Carers Permits), which means that there is no need to display anything in the respective vehicle. Civil Enforcement Officers (CEO) will be able to check whether a vehicle has an active permit using their hand-held devices.
- 1.3. The vehicle must park in a parking place for which the permit is valid in the zone assigned during the online permit application within the controlled hours.
- 1.4. Parking permits are only valid for use in designated bays/spaces (permit holder only bays or shared use bays that can be used by both permit holders and motorists who pay to park by obtaining a virtual payment session through the Council's third party provider) within the Controlled Parking Zone (CPZ) - often referred to as a Residential Parking Zone (RPZ) or an Industrial Parking Zone (IPZ) - assigned to the permit. The vehicle must be parked completely within the bay/space otherwise a Penalty Charge Notice (PCN) may be issued and the vehicle may be removed by the Council.
- 1.5. The issue of any permit does not guarantee the user a parking space.
- 1.6. The Council has the right to suspend parking bays at any time.
- 1.7. The Council will usually advise if on-street parking is going to be disrupted or suspended, although this is not always possible. In such circumstances, warning notices will be put up 72 hours in advance at the relevant parking bays. Emergency suspensions may be introduced at any time. Vehicles must not be parked in a place where parking has been suspended, as a PCN may be issued and the vehicle may be removed.
- 1.8. The applicant is solely responsible for renewing their parking permit before it expires. The applicant can renew their permit up to four weeks prior to its expiry date. The Council reserves the right to issue permits on a pro-rata duration only.
- 1.9. The applicant can choose to auto-renew their parking permit. This can be done for a maximum of 11 months, after this period has lapsed the applicant will need to re-upload the required documents listed on the council's website on the page for that particular parking permit.

Resident: <https://www.newham.gov.uk/parking-permits/resident-parking-permits-1/1>

Business: <https://www.newham.gov.uk/parking-permits/business-parking-permits/1>

Charity Business: <https://www.newham.gov.uk/parking-permits/business-parking-permits/2>
Industrial: <https://www.newham.gov.uk/parking-permits/business-parking-permits/3>

Failure to upload the correct documentation will result in the permit being cancelled.

- 1.10. If an applicant chooses the auto-renew option it is their responsibility to ensure that the parking permit has renewed. If the auto-renewal fails for a number of reasons including but not limited to the payment method being declined, the applicant will be solely responsible for ensuring that they have made other arrangements to renew their permit. The council does not take any liability for the permit not auto-renewing or notifying the applicant that the permit auto renew has failed.
- 1.11. Applications for permits will not be accepted by post.
- 1.12. If required, the applicant will support their parking permit application by providing the documentation outlined in the application process.
- 1.13. The Council will request proof of address and vehicle ownership at the point of application. The Council may review the documentation supplied and can request further information if address or vehicle ownership cannot be validated. The Council also reserves the right to revoke the permit if the additional information is not received within 28 days of the request being made if the applicant transfers or sells the vehicle to a new keeper, the permit will no longer be valid.
- 1.14. The applicant will notify the Council of any changes in their circumstances which may affect the validity of the parking permit including but not limited to:
 - a) a change of address within the borough;
 - b) leaving the borough; and
 - c) sale or disposal of the vehicle.

Failure to do so may result in additional costs for permits in the future.

- 1.15. Parking permits issued by the Council remain the property of the Council and an applicant is required to return any such permits (if applicable) to them if asked to do so by a Council officer or somebody authorised by the Council.
- 1.16. The Council reserves the right to withdraw, invalidate or refuse to issue a permit if;
 - a) it becomes apparent that a permit issued by the Council is improperly held or is being improperly used;
 - b) there is any default in payment of the Council's appropriate charge for the permit; and/or

2. Vehicle Requirements

- 2.1. The vehicle which a parking permit is applied for must:
 - a) be registered with the DVLA in the UK or, in the case of a temporary resident parking permit, be registered with the DVLA in the UK within six months from the date the application is accepted by the Council, i.e. the temporary permit issue date;
 - b) be roadworthy;

- c) have a valid vehicle excise duty (road tax) cover;
- d) be insured in accordance with UK law; and
- e) must not exceed 2.3 metres in height and/or 5.3 metres in length. Any parking permit issued to a vehicle which exceeds this height and/or length restriction will be invalid (this does not apply to IPZ permits).

3. Property Requirements

3.1. The address/property against which a parking permit is applied for must:

- a) be the applicant's sole or main residence and/or place of business;
- b) fall within the boundaries of a RPZ/IPZ as defined by Newham Council; and Not be a car free or car restrained development (i.e. a property not entitled to apply for such a permit) as defined by the property's planning permission (unless otherwise specifically permitted).

4. Courtesy Vehicles

4.1. If the vehicle associated to any permit becomes unusable and a temporary vehicle is obtained, permit holders can apply for a courtesy vehicle permit via their MiPermit Newham account. The option to apply for a courtesy vehicle will only be available to accounts that have a current valid parking permit. Courtesy permit charges are non-refundable.

5. Resident Permits

5.1. Residents have the choice of parking permits that are valid for 12 months (except for vehicles that are not registered with the DVLA, such as foreign vehicles) or 1 month.

5.2. Foreign vehicles can only obtain a resident parking permit for a period of 6 months by contacting Mipermit Newham. These cannot be obtained through the MiPermit Newham online system.

5.3. The annual and monthly permit charges will be advised at the point of application and are also set out at the Newham web page set out below. Section 5.5 relates to the number of vehicles at a property that require a permit and are assigned to applicants on a first come first serve basis. Therefore applicant one will be able to obtain resident 1st permit, applicant two can obtain resident 2nd permit and so on. Provided permits are renewed before they expire the permit sequence (e.g. the order in which they were initially applied for and the charges therefore associated to them) will remain the same. Renewing permits after they have expired may result in the sequence of the permit charging.

<https://www.newham.gov.uk/parking-permits/emissions-based-charging/2>

5.4. Where a disabled resident permit bay is assigned to a property, the disabled resident permit will take up position one and be issued free of charge regardless of when it was applied for; emissions based charging does not apply to disabled resident permits. In the event a resident permit is applied for first and a disabled resident permit is required, the resident permit will need to be cancelled in order for a disabled resident permit to be obtainable. The applicant would need to contact the Council for this to be carried out. The applicant will then be able to obtain a resident 2nd permit at the property. Disabled resident permits have priority of position one in the permit sequence.

5.5. Charges

5.5.1. Resident parking permits are subject to two permit charges:

- a) annual permit charge; and
- b) emissions-based tier charge

5.5.2. The annual permit charge applies to the number of permit holders per household. These charges are per address as defined by the Local Land Property Gazetteer (LLPG).

5.5.3. In addition to the annual permit charge, all resident permits will be subject to emissions-based charging. This charging will be advised at the point of application and is also set out in detail on the following Newham web page.

<https://www.newham.gov.uk/parking-permits/emissions-based-charging/2>

5.5.4. Residents who no longer require a permit can cancel it by accessing their digital MiPermit Newham account. Refunds are calculated based on the number of full months left on the permit at the point of cancellation. A £5 administration fee will be deducted from any refund due before the refund is processed back to the applicant. Refunds can take up to 28 days to process.

5.5.5. If a resident permit is no longer required refunds will not be available for any additional vehicle permits already issued to the same address. It is the applicant's responsibility to ensure when applying for or renewing their permit, they are obtaining the next vacant permit position available. E.G. Permit 1 is not renewed, permit 2 cannot apply for a refund for the difference in permit pricing. Permit holder 2 can start a new application to become the first permit holder and so on for all subsequent permits.

6. Access Permit

6.1. These permits can only be applied for by residents and businesses who are who are based/ registered in an area with Automatic Number Plate Recognition (ANPR) camera controlled access enforcement. Further information on the areas in which this applies to can be found on the Council's website:

<https://www.newham.gov.uk/parking-permits/browning-road-healthy-school-streets-access-permits/1>

6.2. Residents with an active resident parking permit or disabled resident parking permit who live in a qualifying area with access controlled enforcement or holders of business a permit issued to an address within a qualifying area with access controlled enforcement, do not need to apply for a resident or business access permit as the permit details are automatically added to a list of vehicles allowed access with this being known as an 'Approved List'. If a vehicle is parked off-street (e.g. private driveway) and does not have an active resident, disabled resident or business permit then an access permit will need to be applied for.

6.3. If a courtesy permit is issued for a vehicle which has an active access permit then the courtesy vehicle will automatically have the same access rights but these will only apply for the duration of the courtesy permit

7. Resident Visitor Permits and Free Parking Allocation

7.1. Visitor Permits

7.1.1. All households registered for Council Tax purposes are permitted to purchase visitor permits, including car free developments or car restrained developments.

7.1.2. Visitor permits are sold individually and will be available within the Residents Digital Permit account'. Visitor permit charges are based on the length of the permit stay being applied for plus the emission charge linked to the CO2 emissions of the vehicle for which the visitor permit is being purchased. If the CO2 emissions for a vehicle is not available the emission charge will be based on the vehicles engine size. Details of visitor permit charges and the emissions charge will be given at the point of application and full details can also be found at the following Newham website: <https://www.newham.gov.uk/parking-permits/resident-parking-permits-1/3?documentId=547&categoryId=20124>

7.1.3. A total of 240 resident visitor permits will be allocated to each residential address per 12 month period. Therefore if the 240 allocation is applied for on 4 September 2023 it can be renewed on 4 September 2024. The 240 permit allowance limit covers all visitor permit types for example you could purchase 140 x 6hr permits 50 x 12hr permits & 50 x 24hr permits within the 12mth period or any variation that the resident chooses up to the maximum 240 allowed.

7.1.4 The maximum allowance per residential address is 240 per 12 month period so any unused allocation from the previous 12 month period will not be carried forward.

7.2. Free Parking Allocation

7.2.1. The Council offers a two hour monthly free parking allocation which is only available to resident permit holders. If a resident permit is not held, this allocation cannot be obtained or used.

7.2.2. The two hour allocation is available for use in 15 minute slots and can be used in permit holder or shared use bays in any RPZ in the borough. Residents whose properties are located within a car free or car restrained development cannot obtain this allocation. The allocation resets on the anniversary of when it is obtained each month by the applicant (e.g. allocation obtained on 17th, new allocation will be available from 17th the following month). Any unused minutes cannot be transferred to the next month and will be lost. More information on this free allocation can be found at the following Newham web site: <https://www.newham.gov.uk/parking-permits/resident-parking-permits-1/4>

8. Business Permits, Charity Business Permits and Industrial Permits

Terms of use for these permit types can be found at the following web pages:-

Business - <https://www.newham.gov.uk/parking-permits/business-parking-permits/1>

Charity Business - <https://www.newham.gov.uk/parking-permits/business-parking-permits/2>

Industrial - <https://www.newham.gov.uk/parking-permits/business-parking-permits/3>

8.1. Business permits

8.1.1. Business permits are available to either the business or employees of a business, that is based at a non-residential address within Newham and where the business or the employees of the business, need to use their vehicle(s) to travel around and park within Newham for business purposes. Travel to and between places of official work such as company offices or similar buildings is not considered an eligibility for a business permit.

8.1.2. Business permits cannot be issued to foreign registered vehicles.

8.1.3. Business permits are 'all zone' permits and therefore can be used in any RPZ or IPZ as defined in 1.3.

8.1.4. Business permit holders can park in all RPZs and IPZs.

8.2. Charity Business permits

8.2.1. Charity business permits are available to either the charity/business or employees of the charity/business, that is based at a non-residential address within Newham and where the charity/business or the employees of the charity/business need to use their vehicle(s) for charitable business purposes in and around the borough. Travel to and between places of official work such as charity offices or similar buildings is not considered an eligibility for a charity business permit.

8.2.2. Applications for charity business permits can only be made by the charity/business or employees of the charity/business which is based at a "non-residential" Newham address. If the permit application address is a residential premises the application will not be allowed

8.2.3. Charity business permits cannot be issued to foreign registered vehicles

8.2.4. Charity business permits are 'all zone' permits and therefore can be used in any RPZ or IPZ as defined in 1.3.

8.2.5. Charity business permit holders can park in all RPZs and IPZs.

8.3. Industrial Permits

8.3.1. Industrial permits can only be applied for and obtained by businesses located within an IPZ.

8.3.2. Industrial parking permits cannot be issued to foreign registered vehicles.

8.3.3. The address within the Industrial Parking Zone must be a non-residential address. If the employers address given in the permit application is residential the application for an IPZ permit will not be allowed.

8.3.4. The permit is only valid in parking bays within the specified IPZ.

8.3.5. Any vehicle size is permitted to apply for and obtain an IPZ permit.

8.4. Charges

8.4.1. Business permits, charity business permits and industrial permits are subject to;

<https://www.newham.gov.uk/parking-permits/emissions-basedcharging/3?documentId=521&categoryId=20124>

<https://www.newham.gov.uk/parking-permits/emissions-based-charging/4>

9. Disabled Resident Permits

- 9.1. Properties that have a disabled resident bay allocated to them (either outside the property or in close proximity) can apply for a disabled resident permit. This permit will allow the resident of that property to park within any disabled resident parking bay within the RPZ.
- 9.2. Disabled resident permits are issued free of charge and are valid for 12 months.

10. Trade Permits

- 10.1. Residents and businesses located within a RPZ can apply for trade permits to allow tradespersons to attend the property in order to carry out works.
- 10.2. Trade permits can only be applied for via the MiPermit Newham account of either the resident or business.
- 10.3. Trade permit charges are set out at the point of application and details of these can also be found at the following Newham website:
<https://www.newham.gov.uk/parking-permits/courtesy-trade-parking-permits/1>

11. Courtesy Permits

- 11.1. Courtesy permits can be applied for by holders of a current Newham resident, disabled resident, business, charity business or Industrial zone parking permit.
- 11.2. You can apply for a courtesy permit if the vehicle for which you have a Newham permit becomes unavailable and you are using a temporary vehicle. This permit is only available if the courtesy vehicle is provided through your insurance.
- 11.3. Please note that courtesy permits are linked to your current Newham parking permit and if that permit is cancelled or expires then it will also automatically cancel the courtesy permit.

When you apply you will need to provide:

- 1) The courtesy vehicle agreement from your insurance company
- 2) Proof of address

- 11.4 If a courtesy permit is being applied for a vehicle where the resident, disabled resident, business, charity business or industrial zone permit for that vehicle already has an exemption for Browning Road Bridge or a Healthy School Street, then the same exemption will automatically be applied to the courtesy permit issued. Please note the exemption granted for a qualifying courtesy permit only applies for the period that the courtesy permit is valid for.

For more information please visit web page:

<https://www.newham.gov.uk/parking-permits/courtesy-trade-parking-permits/2>

12. Carers Permits

- 12.1. Residents who live within an RPZ who receive care either from Newham or externally can apply for a carers permit. By applying the applicant gives the Council permission to verify that they are in receipt of care from Newham. If the care is not provided by Newham Council the applicant will

be required to provide proof of their care during the application process.

- 12.2. Carer parking permits are valid for 12 months. There is a limit of one Carer parking permit per qualifying resident per address. To clarify each qualifying resident is only eligible for a maximum of 1 x carers permit in their name. Conditions of use - Refer to following web page; <https://www.newham.gov.uk/parking-permits/care-care-home-parking-permits/1>
- 12.3. Carers' parking permits are issued by the Council in a paper format which is posted to the applicant's address. The Council takes no responsibility for permits lost in the post.
- 12.4. Carers' parking permits are for the sole use of the applicant's Carers and must only be displayed in a vehicle which is being used by the Carer to deliver care to the applicant at the time that the permit is displayed. At all other times the permit must be retained by the applicant.
- 12.5. A Carers' parking permit must be displayed in the vehicle so that it is clearly visible from the front or nearside of the vehicle. Failure to clearly display a permit may result in a penalty charge notice being issued.
- 12.6. If the applicant moves address they must return the permit if requested by the Council. The permit will be cancelled or alternatively can be transferred to the applicant's new Newham address.
- 12.7. Carer's parking permits issued by Newham Council remain the property of the Council and an applicant is required to return any such permit(s) to them if asked to do so by a council officer or somebody authorised by the Council.

13. Care Home Permits

- 13.1. Care homes can apply for care home permits which are issued free of charge.
- 13.2. Care home permits are issued by the Council in a paper format which is posted to the applicant's address. The Council takes no responsibility for permits lost in the post.
- 13.3. Care home permits are intended for use by visitors to the care home. These permits must be handed back to the care home after each visit.
- 13.4. A care home permit must be displayed in the vehicle so that it is clearly visible from the front or nearside of the vehicle. Failure to clearly display a permit may result in a penalty charge notice being issued.
- 13.5. Care home permits issued by Newham Council remain the property of the Council. An applicant must return any such permit(s) to them if asked to do so by a Council officer or somebody authorised by the Council.

14. School Visitor Permits (Parking On Demand – POD)

- 14.1. School POD (Parking on Demand) account can only be applied for by schools within the London Borough of Newham.
- 14.2. Approved accounts can activate parking sessions for visitors as and when required. Payment for the parking session is required at the time of activation.

15. Suspensions

- 15.1. Authorisation of your suspension request is at the Council's discretion.
- 15.2. All charges are published on our website in line with daily Resident Parking Zones' (RPZs) and Car Park tariffs.
- 15.3. Each **location** is subject to an administration fee listed on MiPermit for Resident and Commercial Suspensions.
- 15.4. A location is defined a single street/road where the suspensions are required for the same time periods. If a request covers different date periods for the same street or the same dates for different streets then although part of a single application each individual bay suspension request will be subject to the administration charges set out on MiPermit.
- 15.5. Cancellations are accepted in writing if received within 5 working days prior to the commencement date but the administration fee will be non-refundable. Any changes to requests may incur additional administration fees (as per point 3).
- 15.6. Please allow at least 10 working days for your request to be processed.
- 15.7. Payment for a suspension is required when making the application of the suspension being carried out. Failure to make payment by this time will result in the cancellation of your request

16. Fraud Prevention

- 16.1. The London Borough of Newham wishes to prevent fraudulent applications. If you know of or suspect permit fraud, please call 0800 052 2420. All calls are treated in the strictest confidence.
- 16.2. In order to confirm proof of residency and to reduce instances of fraudulent applications, an authorised officer of Newham Council may ask to visit the applicant's home before or after issuing a permit. If the applicant refuses to allow inspection of their residence, Newham Council may refuse to issue or withdraw the permit.
- 16.3. It is an offence to give false or misleading information. If the applicant provides false or misleading information, they may be prosecuted and ordered to pay a fine of up to £2,500. Failure to abide by one or more of the terms and conditions herein may lead to Prosecution and they could receive a fine of up to £5,000. If the case goes to the crown court, the maximum penalty is an unlimited fine or two years in prison, or both.
- 16.4. If a permit is found to have been obtained using false or misleading information the permit will be cancelled and no refund will be issued. The applicant may also be restricted from applying for and obtaining permits in the future.
- 16.5. The Council and/or its agents may use the information provided by the applicant to satisfy itself that the applicant is eligible for the permits or parking sessions and/or to prevent and detect fraud.
- 16.6. The Council has a duty to protect the public money it deals with and may use information the applicant provides to detect and prevent fraud. For this reason, the Council may also share this information with other organisations dealing with public money.

17. General

- 17.1. This contract is between the applicant and the London Borough of Newham. No other person shall have any rights to enforce any of its terms.
- 17.2. Each clause within these terms and conditions operates separately. If a court or relevant authority finds part of this contract prohibited by law, unlawful, void or unenforceable, the provision shall be severed from these terms and conditions and the remaining agreement shall continue in full force and effect.
- 17.3. If Newham Council does not insist immediately you comply with requirements under these terms, or delays in taking steps against you in respect of a breach of this contract, it does not prevent Newham Council from enforcing its rights under this agreement or taking steps against you at a later date.
- 17.4. The validity, construction and performance of these terms and conditions and all contractual and non-contractual matters arising out of them shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.
- 17.5. The information on this form may be used by the council in line with any Data Protection Legislation (for the periods in which they are in force in the United Kingdom, including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) and the Data Protection Act 2018 as amended) and it may be passed within the Council or to other agencies in order to help prevent fraud.
- 17.6. The applicant shall not, without the written consent of Newham Council, assign, transfer, novate or in any way dispose of the benefit and/or the burden of the permit of these terms and conditions or any part of these terms and conditions.
- 17.7. The Council will only collect and use personal information if it is needed to deliver a service or meet a requirement. By applying for a permit, the applicant agrees to receive correspondence relating to the expiry/validity of that permit. If the applicant does not wish to be contacted, the applicant can log in to their account and change the permissions accordingly. The Council handles applicant data in line with General Data Protection Regulation and the Councils [privacy policy](#).