

Dispensation Virtual Permit Terms and Conditions

20/06/2022 v1.0

A dispensation virtual permit allows tradespeople to park a maximum of 3 vehicles in a residential zone on restricted areas such as yellow lines for a limited period of time for works to be carried out at a residential property.

The 'Council' means Solihull Metropolitan Borough Council.

'Virtual permit' means dispensation virtual permit.

Restrictions that a dispensation will not be granted for

- Double / single yellow lines with kerb ticks (no stopping no waiting)
- Red routes
- Loading bays
- Disabled bays
- School keep clear markings
- Clearways

Application requirements

All successful applications are subject to a satisfactory statement of reason being accepted by an authorised officer.

Applicants for a virtual permit will need to provide a statement of reason including:

- a) The company name and address
- b) A description of the works being carried out
- c) The road and position on the road a dispensation is required for
- d) What vehicle(s) will be parked in the area the dispensation has been requested for
- e) The time of day the vehicle(s) are expected to arrive
- f) How long the dispensation is required for

Evaluation criteria

A virtual permit application will be evaluated by an authorised officer on the criteria listed below:

- 1) The location and impact on the road network
- 2) The type of restrictions in place
- 3) The time of day access is required
- 4) How long the work will take to complete
- 5) The type of work to be undertaken
- 6) The justification for a dispensation
- 7) Whether there is suitable alternative parking

Your virtual permit(s) will not be active until an authorised officer has assessed your request.

If your request does not satisfy the evaluation requirements your application will be rejected.

You will be notified by email when your virtual permit is active, or why your application has been rejected.

Please allow 5 working days for your application to be processed.

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Terms and condition of use

- 1) Allow sufficient time in which to complete your application and to receive a response. The vehicle must be parked in adherence with the parking regulations until a virtual permit has been authorised.
- 2) Materials and goods must not be deposited on the footway or carriageway (except to the immediate rear of the vehicle). Nor shall they be passed across any part of the footway or carriageway in any manner which may interfere with the safety of pedestrians and/or other vehicles.
- 3) A virtual permit is only to be used for the reasons stated in the application for the period of time requested on the virtual permit solution and does not allow the holder to park on any parking restrictions other than the area applied for. Parking in contravention may result in the issuance of a Penalty Charge Notice which may remain payable.
- 4) The virtual permit holder must park safely at all times and not obstruct access to side roads and/or adjacent premises.
- 5) The virtual permit holder must move the vehicle if so directed by a police officer or an employee of the parking services team. Should you refuse to move the vehicle a Penalty Charge Notice may be issued, or appropriate sanctions taken.
- 6) The Council reserves the right to withdraw a virtual permit if it is deemed to be abused by the holder. In this event the virtual permit will be cancelled with immediate effect and the applicant notified using the email used to make the application.
- 7) Whilst the virtual permit is in use Solihull Council does not accept liability for any damage, loss or accident caused to or by this vehicle. It is the responsibility of the virtual permit holder to park properly and not risk the safety of the public at all times.
- 8) The Council has a duty to protect public funds and may use information the applicant provides to detect and prevent fraud. For this reason, the Council may also share the permit holders information with other organisations legally responsible for protecting public funds.
- 9) The Council wishes to prevent fraudulent applications. If you know or suspect virtual permit fraud, please contact the Council by completing the [fraud referral form](#) online or by calling the anti-fraud hotline on 0800 028 8535 or emailing antifraud@solihull.gov.uk
- 10) The Council reserves the right to alter these terms and conditions at any time.