

# Resident Visitors' Scratchcards Application Form



Please read through the application pack before completing this page.

Before completing this application form you should check with your landlord or solicitor to find out if you live in a designated Car Free Development. Refer to section 8 for more information.

You must submit this page, the exempt Form if you have a daily carer and the relevant proof(s). Please keep the other pages for your reference as they contain important information. Please note that a photocopy of your proofs (excluding a bank statement or post office account) will be taken and authenticated by the Processing Officer.

## 1. Applicant's Details (Please enter your details in capital letters)

You must write your full legal name. If you have a passport or UK driving licence please bring it along for us to verify your name and date of birth.

Title	First Name	Middle Name	Last Name (Surname)

  

<b>Address in the London Borough of Tower Hamlets</b>	<b>Gender</b>	<b>Date of birth</b> for identification purposes	
		DD	MM YYYY
	<b>Day Time and/or Mobile Telephone Number</b>		
<b>Postcode</b>			

## 2. Proof of Residency (Council Tax Reference Number)

If you are the person liable for council tax you should enter your council tax reference numbers in the boxes below as proof of residency. If you are in receipt of a second property discount your billing address must be the same as given in section 1. If you are liable for council tax at another property in the borough you are ineligible for a permit at the address in section 1.

If your full name is not shown on the council tax database or if misspelt we will take a photocopy of your UK driving licence or passport for council tax to update your record. Otherwise, we will accept one alternative proof of residency from section 6.

<b>Council Tax Reference Number</b>										
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## 3. Eligibility for Free Scratchcards

Please tick one of the boxes if you think you may meet the criteria to be eligible for free scratchcards.

	You are 60 years old or over – provide your original freedom pass, drivers licence, passport, birth certificate or DWP pension letter as proof of age (we only require a photocopy if applying by post).
	You have a carer call on a daily basis – your General Practitioner (GP) or social worker will need to complete the exemption form in section 7. Please note that you do not qualify if your carer lives within the same zone as the above address.

## 4. Number of Books and Cost

<b>Please provide</b>		<b>Books, at £10.00 a book</b>	<b>Total (unless exempt)</b>	<b>£</b>
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## 5. Declaration

I have read, understand and freely make the Applicant's Declaration set out in section 13. I further declare that the information and documentation that I have provided is true, accurate and authentic. I understand that the information and documentation provided may be used to prevent and detect fraud. If another person is authorised to sign on my behalf I submit a legal document showing the 'Power of Attorney'.

<b>Signature</b>		<b>Date</b>	
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Official Use Only		
Product Ref		
Receipt No.		
Officer/Outlet		
Liable for Council Tax?	Yes	No

## 6. Alternative Proof of Residency

You must provide ONE original alternative proof of residency from the list below if applying in person or by post. This document must show your full name (*initials not accepted*), address as given in section 1 and be dated within 15 weeks of your application, unless specified otherwise.

If your full name is not shown on the alternative proof of residency a photocopy of your UK driving licence or passport will be taken to verify your details. Your application form will be declined if you do not have your passport or UK driving licence.

- **Bank Statement or Post Office Account\*** - showing your account number and sort code (*If you do internet banking we will accept a print out*).

OFFICIAL USE ONLY			
DATE ON BANK STATEMENT		PROCESSING OFFICER NAME	PROCESSING OFFICER SIGNATURE
DD	MM	YYYY	

- **Electric, Gas or Landline Telephone Bill** (*water rates not accepted*).
- **Letter of Completion** (*or proof of purchase*) - dated within 28 days of receiving your application.
- **Tenancy Agreement or Valid Licence** - which sets out the rights and responsibilities of both the landlord and tenant(s). It should also contain the date the tenancy began, length of the agreement, the rent payable, and be signed by all parties.

\* Neither document is accepted for a postal application.

## 7. Proof of Exemption (If you have a daily carer who does not live at the same address)

This Exemption Form must be completed by a General Practitioner, Social Worker or the Primary Care Trust. Any supporting information or documentation should be attached to the application form.

Exemption Form	Yes	No
a. Does the applicant receive personal care on a daily basis?		
b. Does the person providing daily care live at the same address?		
c. How many visits does the daily carer make per day?		
d. Is daily care provided for an indefinite period?		
e. Name of person providing daily care:		
f. Relationship to applicant:		
g. Name of person completing this form:		
h. Position/Job title of person completing form:		
Date form completed:		
Your Organisation Stamp		

**Please retain from this page onwards**

**Parking Services reserves the right to request from the applicant at any time information and/or documentation to prove that they continue to meet the criteria for scratchcards. In the event that the applicant fails to provide the information and/or documentation requested within the specified period their scratchcard order will be cancelled and if continued to used, enforcement action may be taken.**

## **8. Car Free Developments**

If you are the holder of a disabled person's (blue) badge issued pursuant to Section 21 of the Chronically Sick and Disabled Person's Act 1970, or if the applicant meets the eligibility criteria as a social housing decantee and live at a Car Free Development, you are entitled to the normal allocation of scratchcards.

If you do not hold a disabled person's (blue) badge you may apply for a maximum of three books of visitor scratchcards in a rolling twelve month period, which applies to the household.

**Prior to applying for visitors scratchcards, you should check with your landlord or solicitor to confirm that the property is not designated as a Car Free Development.**

Occasionally Parking Services may be given late notice of the property's Car Free status. In the event of Parking Services being informed that a property is designated as Car Free after a scratchcards have been issued, you will be notified of the property's change in status and be advised that you will be limited to a maximum of three books of visitors' scratchcards in a rolling twelve month period.

## **9. How, Where and Method of Payment**

**One Stop Shops** – ONLY accept a debit or credit card (*except American Express or Diners Club card*).

- Bethnal Green One Stop Shop, 1 Rushmead (off Bethnal Green Road) E2 6NE
- Bow & North Poplar One Stop Shop, Gladstone Place, 1 Ewart Road (off Roman Road) E3 5EQ
- Isle of Dogs One Stop Shop, Jack Dash House, 2 Lawn House Close, Marsh Wall E14 9YQ
- South Poplar One Stop Shop, 15 Market Square, Chrisp Street E14 6AQ
- Stepney & Wapping One Stop Shop, Cheviot House, 227-233 Commercial Road E1 2BU

**Cashiers Section\*** – Accept all methods of payment (*except American Express or Diners Club cards*).

- Cashiers Section (Pay Point), Albert Jacob House, 62 Roman Road, Bethnal Green E2 0PG

**Postal Application** – Only accept a cheque or postal order made payable to 'London Borough of Tower Hamlets'.

- Parking Permits, P. O. Box 62475, London E14 1GL

## **10. How and Where to Use a Scratchcard**

This section explains the Residents Visitor Parking Scheme in more detail. After completing your application please keep this safe.

The visitor's scratchcard should be displayed on the front or nearside of the vehicle so that all particulars are readily visible.

### **Parking Controls**

Scratchcards are only valid in the minizone printed on the front of the card and you should check carefully to ensure that your visitor does not park in any other minizone. Parking restrictions are currently in place from 8.30am to 5.30pm Monday to Friday, and in some places controls apply in the weekend. You should also be aware that in some minizones these hours are extended.

You should always check the plates near to where your visitor parks to make sure your scratchcard covers them for the whole of the time they will be parked. If your visitor parks without a valid scratchcard during restricted hours, or in a suspended bay, they may be issued with a Penalty Charge

(parking ticket) and additional enforcement (clamping and/or removal) may also be used. You should therefore check where your vehicle is parked each day to ensure that a suspension is not planned or in place (or arrange for this to be done for you).

### **How Your Scratchcard Works**

Residents of Tower Hamlets may apply for visitors' scratchcards. Only one application can be made from each property. The address given on the application must be your main or only home (you stay there at least four nights a week) to qualify for scratchcards, regardless of your interest in the property.

From Monday to Friday each scratchcard is valid for up to five hours on-street in parking bays signed "Resident Permit Holders Only", "Permit Holders Only", or "Permit Holders or Pay at Machine" in the minizone where you live and which is printed on each individual scratchcard. On Saturday and Sunday a scratchcard is valid all day up until midnight. Scratchcards are also valid for parking in off-street visitors' bays managed by Tower Hamlets Homes. The controlled parking times on each estate may vary so you must comply with the parking restrictions. Failure to comply with the parking restrictions may result in your vehicle being towed away.

You are entitled to buy up to 24 books in a rolling 12 month period. Applicants aged 60 years or over will be entitled to their books free of charge. Applicants in receipt of daily personal care may be entitled to up to 48 free books in a rolling 12 month period. There are 10 scratchcards in a book. Each scratchcard expires one year after the date of printing, and the expiry date is printed on the card. No refunds will be given for unused or expired scratchcards.

**If you qualify for free scratchcards you will only be able to reorder by telephone or by post.**

### **Where a Scratchcard is Not Valid**

Your visitors' scratchcard is not valid for parking in bays signed differently to those above or off-street on estates not managed by Tower Hamlets Homes. You should also make sure you do not park in suspended bays regardless of whether or not the reason for the suspension is apparent. You should always check the signs close to the bay where you park to make sure you can use it.

## **11. Applicant's Declaration**

I declare that:

- a. My main or only home at which I reside for a minimum of 4 nights a week is at the address given in section 1 and I wish to apply for a visitors scratchcards. I understand that I am ineligible for visitors' scratchcards if I am liable for council tax at another address in the borough, in receipt of a "Second Home" council tax discount at a different billing address or "Vacant Property" council tax discount..
- b. I understand that the visitors' scratchcards are only valid for vehicles with taxation class of private light goods (PLG) and the vehicle will not exceed 2.3m (8'6") in height or 5.2m (16'8") in length.
- c. I know that having a scratchcard does not guarantee my visitor a parking bay.
- d. I understand that I am responsible for renewing my scratchcards as and when required.
- e. I understand that the scratchcards remains the property of Tower Hamlets Council and I agree to return the scratchcards if:
  - i. I move to a different zone within Tower Hamlets or move out of the Borough altogether.
  - ii. The method used to pay for the scratchcards is subsequently dishonoured.
  - iii. The Council deems that the scratchcards have been misused.
- f. I understand that while the scratchcards are in my possession I am responsible for their safe keeping and correct use.
- g. I understand that providing my visitors correctly display a scratchcard, they can park for up to 5 hours in a day in any resident bay, permit holder bay or dual use bay (where a permit or Pay and Display ticket must be displayed), in the minizone specified on the front of the scratchcard and in visitor bays on Council owned estates. My scratchcards do not offer me the same facilities in other minizones. I understand that if parking controls operate over the weekend, a scratchcard is valid for the whole day.
- h. I know that I am entitled to buy (or receive) a maximum 24 books (of ten scratchcards per book) in a twelve month rolling period, or a maximum of 48 books if I qualify as having a daily carer. I know

that if my property is a Car Free Development and I am not a Disabled Blue Badge holder, the maximum I can receive is three books in a twelve month rolling period.

- i. I understand that scratchcards expire one year after the date of printing and I will not receive a refund for any unused or expired scratchcards.
- j. I understand that my scratchcard account will automatically be cancelled if I do not reorder any scratchcards within 18 months of the last order expiry date.
- k. I understand that scratchcards are **NOT FOR RESALE**. They are only to be used by visitors attending the address given in section 1, and the Council will always investigate cases of suspected fraud or misuse and in these circumstances no further scratchcards or other permits will be issued.
- l. If I send any documents by post I know the Council will not accept liability if they are lost (we suggest you use recorded delivery). I understand that you will return my original documents by recorded delivery, but cannot accept liability for a third party if it is lost.
- m. I understand that any threat to or attack on a Civil Enforcement Officer (CEO) or other authorised officer of the council may result in the scratchcard being withdrawn or refused and the applicant being barred from Council premises and open to prosecution.
- n. I declare that any photocopies of documents submitted in support of my application are true and faithful copies of the original documents required by the Council to validate my application.
- o. I understand that Parking Services reserves the right to request at any time information and/or documentation to prove that I continue to meet the criteria for scratchcards. In the event that I fail to provide the information and/or documentation requested I understand that my scratchcard order will be cancelled and if I continue to use them, enforcement action may be taken.
- p. I understand that I could face prosecution for making a false statement or declaration on this application form.

## 12. Fraud

The London Borough of Tower Hamlets wishes to prevent fraudulent applications. If you know of or suspect parking permit/scratchcard fraud, call 020 7364 6945 or email us on [parking.fraud@towerhamlets.gov.uk](mailto:parking.fraud@towerhamlets.gov.uk). All reports are treated in strictest confidence.

## 13. General Parking Enquires

For general parking enquires please visit [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk), telephone Parking Services on 020 7364 5003 or send an email to: [generalenquiries@towerhamlets.gov.uk](mailto:generalenquiries@towerhamlets.gov.uk).

## 14. Data Protection Statement

The information that you provide will be processed in accordance with the provisions of the Data Protection Act 1998 and relevant legislation. This authority has a duty to protect the public funds it administers, and may use information held about you for the prevention and detection of fraud and other lawful purposes. This may include, but not be limited to, matching Parking Permit data with Council Tax records and Housing Benefit records. The Council will also use the information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds. We will not disclose your information to third parties for marketing purposes.

Further information can be obtained from the "Data Protection" section of our website at <http://www.towerhamlets.gov.uk>, or by e-mailing [dataprotection@towerhamlets.gov.uk](mailto:dataprotection@towerhamlets.gov.uk) or by contacting the Information Governance Manager, London Borough of Tower Hamlets, 6th Floor, Mulberry Place, 5 Clove Crescent, London E14 2BG.

## 15. Your Comments, Complaints and Compliments

Please contact the Corporate Complaints Team on telephone number 020 7364 4161 or visit our website at [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk).