

6. 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.
- 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 when necessary.
- 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. I move to a car free development.
 - iii. The method used to pay for the scratchcards is subsequently dishonoured.
 - iv. The Council withdraws the scratchcards.
- 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 a maximum 24 books (of ten scratchcards per book) in a twelve month rolling period. If I meet the exemption criteria; and I am 60 years or over I can order 2 free books a month or if I am in receipt of personal care up to 4 free books a month.
- 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 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.
- k. 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 third parties i.e. the post office.
- l. The vehicle will be covered by a valid insurance certificate, MOT certificate (if applicable) and vehicle licence (tax disc) while a scratchcard is being displayed. I understand that if the vehicle is not covered by these documents this will render the scratchcard invalid and enforcement action may be taken.
- 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 I could face prosecution for making a false statement or declaration on this application form.

7. Alternative Proof of Residency

If you are not the person liable for Council Tax, you must provide ONE of the following alternative proofs which shows your full name (initials are not accepted) and address as stated in Section 1.

- **Electric, Gas or Landline Phone Bill** (*water rates are not accepted*)
- **LBTH Housing Benefit Award Letter**
- **Department for Work and Pensions (DWP) Award or Benefit Letter**
- **Formal Tenancy Agreement in compliance with the Housing Act 2004**
- **Bank Statement** (*showing account number and sort code; credit card statement not accepted*)
- **Rent Statement from LBTH or Housing Association**

The document you provide in person or by post must be an original (photocopies will not be accepted) and be dated within 15 weeks of receiving your application.

8. Proof of Exemption (only if you have a carer)

Your GP or LBTH Social Worker needs to confirm that you receive personal care by completing the following questions and authorising it with their organisation's stamp:

If the person who is providing your personal care lives at the same address, you will not qualify for free visitors scratchcards.

Exemption Form	Yes	No
Does the person on section 1 of this application receive personal care?		
Does the person providing personal care live at the same address?		
If the person providing personal care does not live at the applicant's address how many visits do they make per day?		
Is personal care provided for an indefinite period?		
If personal care is not provided for an indefinite period approximately how long will it last?		
Name of registered career and the organisation they work for		
Name of person completing this application questionnaire		
Position of person completing application		
Date		
Your Organisation Stamp		

9. 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.

Each scratchcard is valid for up to five hours in on-street resident bays, permit bays or dual use bays (for permit holders and pay and display) in the minizone where you live and which is printed on each individual scratchcard. Scratchcards are also valid for parking in visitors' bays on Council owned estates. 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. If parking controls operate over the weekend, a scratchcard is valid for the whole day.

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 2 free books a month and those in receipt of personal care up to 4 free books a month. 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, fax or by post. Orders for free scratchcards will not be processed over the counter.

Where a Scratchcard is Not Valid

A visitors scratchcard is not valid for parking in business bays, market trader bays, pay and display only bays, or off-street on estates not owned by the council. 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.

10. Car Free Development

Please note that residents of car-free developments cannot apply for on-street visitor's scratchcards, unless the applicant is the holder of a disabled person's (blue) badge issued pursuant to Section 21 of the Chronically Sick and Disabled Person's Act 1970.

11. 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. All reports are treated in strictest confidence.

12. General Parking Enquires

For general parking enquires please visit www.towerhamlets.gov.uk, telephone Parking Services on 020 7364 5003 or send an email to: generalenquiries@towerhamlets.gov.uk.

13. Copy of 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.
- 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.
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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 Your Council section of our website at <http://www.towerhamlets.gov.uk>, or by e-mailing 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.