

Public Service Scratchcard Application



Please read through the application pack before completing this page.

Submit this page only, and retain the other pages in the pack for your information. The other pages contain important information which you should keep to hand.

Parking Services reserves the right at any time to request from the applicant or authorising person/manager information and/or documentation to prove that they continue to meet the criteria for a permit. In the event that the applicant or authorising person/manager fails to provide the information and/or documentation requested within the specified period the permit will be cancelled and no refund will be made.

1. Applicant's Details (IN BLOCK CAPITALS)

You should write your full name as shown on your driving licence and have it available for us to verify your details.

Title	First Name	Middle Name	Last Name (Surname)

Department (as it should appear on correspondences)	
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Organisation Name	Job Title

Organisation's Postal Address (No P.O. Boxes)	Gender	Date of birth for identification purposes	
		DD	MM
		YYYY	
Postcode	Day Time and/or Mobile Telephone Number		

Work Email Address	
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We will only use your email for reminders and/or confirmation of transactions

2. Number of Books and Payment Details

Please provide		Books, at £35.00 a book	Total	£

3. Applicant's Declaration

I declare that I have read, understand and freely make the Applicant's Declaration set out in section 10. I further declare that the information and supporting documentation that I have provided is true, accurate and authentic. I also understand that the information and documentation I have provided may be used to prevent and detect fraud.

Official Use Only	
Product Ref	
Receipt No.	
Control No.	
Officer	
Outlet	

Signature		Date	
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4. Budget Holder's or Approved Officer's Declaration

I declare that the above member of staff is employed directly by the organisation. I confirm that the scratchcards will be used by employees to carry out their day to day duties and/or a visitor to the above premises.

Budget Holders Name	Position in Organisation

Authorising Signature (original copy)		Date	
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5. Proof of Eligibility

To qualify for Public Service Scratchcards the organisation must be a public service organisation. The company's credit or debit card or company's cheque used as the method of payment

The authorising person or manager approved by the company is required to check, declare and confirm that:

- the applicant is directly employed by the company and their details in section 1 are correct.
- the organisation requires scratchcards to carry out their operational duties and/or for visitors visiting the premises

6. How and Where to Pay

One Stop Shops – Company 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 – Company cheque or Company debit or credit card (*except American Express or Diners Club cards*).

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

Postal Application – Company cheque made payable to 'London Borough of Tower Hamlets'.

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

7. How and Where to Use a Scratchcard

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

How Your Permit Works

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

Providing your parking permit is correctly displayed, you can park on-street for three hours in parking bays signed "Resident Permit Holders Only", "Permit Holders Only", or "Permit Holders or Pay at Machine" within all zones in Tower Hamlets.

The scratchcard is also valid for a maximum of one hour, on a housing estate, in visitors' bays controlled and managed by Tower Hamlets Homes.

The scratchcards may be used by an employee or visitor to your premises, and are valid for any vehicle registration.

Where a Scratchcard is Not Valid

Your 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 as some resident bays in Tower Hamlets have been designated "No Public Service Permit" bays, and you should not use your scratchcard to park in them.

Parking Controls

Parking controls are currently in place from 8.30am to 5.30pm Monday to Friday, but you should also be aware that in some mini-zones these hours are extended. If you park without a valid scratchcard during controlled hours, or in a suspended bay, you may be issued with a Penalty Charge and your vehicle may be removed. 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).

8. Fraud

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

9. 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.

10. Applicant's Declaration

I declare that:

- a. My usual place of work is at the address given in section 1. I am an employee, or volunteer for, the organisation and I need public service scratchcards in order to do my job.
- b. The taxation class of the vehicle is private light goods (PLG) and the vehicle does 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 me 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 am no longer the employee of, or volunteer for, the organisation.
 - ii. I move jobs within the organisation.
 - iii. The method used to pay for the permit is subsequently dishonoured.
 - iv. I am unable to supply proof of eligibility upon request.
 - v. The Council deems that the permit has been misused.
- f. I understand that while the scratchcard is in my possession I am responsible for their safe keeping and proper use.
- g. I understand that providing my scratchcard is correctly displayed, I can park for a maximum of three hours in resident bays, permit holder bays and dual use bays (where a permit or pay and display ticket must be displayed) throughout Tower Hamlets and for a maximum of one hour in visitor parking bays managed by Tower Hamlets Homes. I understand that some resident bays within the borough have been designated “No Public Service Permit” bays and that I should not use my scratchcards to park in these.
- h. 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.
- i. 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 permit being withdrawn or refused and the applicant being barred from Council premises and open to prosecution.
- j. I understand that Parking Services reserves the right at any time to request from the applicant or authoring person/manager or client information and/or documentation to prove that the company continue to meet the criteria for scratchcards. In the event that the applicant, authoring person/manager or client fails to provide the information and/or documentation requested within the specified period the scratchcard order will be cancelled and if I continue to use them, enforcement action may be taken.
- k. I understand that I could face prosecution for making a false statement or declaration on this application form.

11. 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 or by contacting the Information Governance Manager, London Borough of Tower Hamlets, 6th Floor, Mulberry Place, 5 Clove Crescent, London E14 2BG.

12. 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.