

Public Service Scratchcard Application Form



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.

1. Applicant's Details (IN BLOCK CAPITALS)

| | | |
|-------------------|------------|---|
| Title (Mr/Mrs/Ms) | First Name | Middle name(s) |
| | | |
| Surname | Gender | Date of birth (for identification purposes) DD MM YYYY |
| | | |

Please provide your driving licence or passport for identification purposes (a photocopy of the front side of the card or photo page of the passport for a postal application). This may also be used as a security measure.

| | |
|-------------------------|--------------------------|
| Organisation Name | Registered Charity No. |
| | |
| Nature of Business | Applicants Job Title |
| | |
| Address of Organisation | Daytime Telephone Number |
| | |
| | Mobile Telephone Number |
| | |
| Postcode | |
| Work Email Address | |
| | |

To be eligible for a public service scratchcard you will need to provide proof of eligibility.

2. Period of Permit and Payment Details

| Please provide | Books, at £35 per book | Total Amount | £ |
|----------------|------------------------|--------------|---|
|----------------|------------------------|--------------|---|

Payment must be made with the organisation's cheque or credit/debit card. Cheques should be made payable to 'London Borough of Tower Hamlets'.

If applying by post allow up to ten working days. Please send a cheque or postal order made payable to 'London Borough of Tower Hamlets'. Post to Permit Processing, P. O. Box 62475, London E16 9AN.

You may apply in person at one of the following outlets if paying by debit or credit 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

To pay using cash/cheque/postal order, please visit the Cashiers Section, Albert Jacob House, 62 Roman Road, Bethnal Green E2 0PG. A personal cheque must be accompanied by a cheque guarantee card. Only one method of payment is accepted.

3. Declaration

I declare that I have read, understand and freely make the Applicant's Declaration set out in section 8. 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.

| | | | |
|-----------|--|------|--|
| Signature | | Date | |
|-----------|--|------|--|

| Official Use Only | |
|-------------------|--|
| Product Ref | |
| Receipt No. | |
| Control No. | |
| Officer | |
| Location | |

4. Proof of Eligibility

The application must be accompanied by a organisation letter giving full details of the operational need for public service scratchcards. The letter should include the following:

- **A brief description of the organisation's day-to-day duties**
- **Why a public service scratchcard is necessary to carry out these duties (it will not be issued for the purpose of commuting to a permanent place of work)**
- **Any other information that is pertinent to your application**

The letter you provide must be an original (photocopies will not be accepted) and be dated within 21 days of receiving your application.

5. 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 Scratchcard Works

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

Providing your scratchcard is correctly displayed, you can park on-street for three hours in any resident bay (unless specifically marked otherwise), permit holder bay or dual use bay (where a scratchcard or Pay and Display ticket must be displayed) within all zones in Tower Hamlets. It is also valid for three hours in visitors' bays in Council-owned housing estates.

They can be used either by your organisation's employees or a visitor to your premises and are valid for any vehicle.

Where a Scratchcard is Not Valid

Your scratchcard is not valid for parking in business bays, market trader bays, pay and display only bays. You should also make sure you do not park in suspended bays regardless of whether or not the reason for the suspension is apparent. 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. You should always check the signs close to the bay where you park to make sure you can use it.

6. Fraud

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

7. General 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.

8. Applicant's Declaration

I declare that:

- a. My usual place of work is at the address given in section 1. I work for the organisation and it needs 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 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 no longer work for the organisation.
 - ii. I move jobs within the organisation.
 - iii. The method used to pay for the permit is subsequently dishonoured.
 - iv. The Council withdraws the permit.
- f. I understand that while the scratchcard is in my possession I am responsible for its safe keeping and proper use.
- g. I understand that providing my scratchcard is correctly displayed, I can park all day in resident bays, permit holder bays and dual use bays (bays for permit holders and pay and display) throughout Tower Hamlets and for one hour in visitor parking bays on Council-owned estates. 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. 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.
- i. This 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.
- k. 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.
- l. I understand that I could face prosecution for making a false statement or declaration on this application form.

9. 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 Scratchcard data with Council Tax records and Non-domestic Rates 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.

10. 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.