

6. CHANGE OF DETAILS**(please complete if applicable)****CHANGE TO ADDRESS**

a) Please provide your new address below:

Address: _____

Post Code: _____

Telephone no: _____

b) Which permit zone are you now a resident within?

 STHWP (South Woodford) ILA (Ilford A) ILB (Ilford B) SKA (Seven Kings A) SKB (Seven Kings B) CHA (Chadwell Heath A) CHB (Chadwell Heath B) BLA (Barclay Oval) SHA (Starch House Lane) WA (Wanstead A) WB (Wanstead B) RA (Redbridge A) WG (Woodford Green) WGB (Woodford Green B) WGC (Woodford Green C) NA (Newbury Park A) HA (Hainault A) HA (Hainault A)c) Please provide a photocopy of one of the following documents as proof of your new place of residence. The document must clearly show your name and address (please tick which document is enclosed): I enclose a photocopy of a **council tax notification** dated within the last 3 months I enclose a photocopy of a **utility bill** dated within the last 3 months I enclose a photocopy of a **completed and signed tenancy agreement** I enclose a photocopy of my **driving licence****CHANGE TO VEHICLE DETAILS**

a) Please provide the new vehicle details below:

Vehicle Registration no: _____

Make: _____ Model: _____

b) **If you are the registered owner of the vehicle**, please provide a photocopy of one of the following documents as proof of ownership. The document must clearly show your name, address and registration number: I enclose a photocopy of a **vehicle registration document** I enclose a photocopy of a **sales invoice for the vehicle** (Only an official invoice will be accepted, hand written receipts are not sufficient) I enclose a photocopy of a **valid certificate of insurance/policy schedule** with my name as the main policyholder

PLEASE NOTE: a full cover note must be supplied, temporary cover notes will not be accepted

If you are not the registered owner of the vehicle (e.g. vehicle is a company car, lease car, rental car), please give the name and address of the registered owner and supply proof that you have the right to use the vehicle:

Name: _____ Address: _____

Post Code: _____

 I enclose a **signed and dated letter from my employer (if using company car)** which states that I am an employee of the company and gives the vehicle registration number and address where the vehicle will be kept I enclose a photocopy of a **hiring/leasing agreement** showing my name I enclose a photocopy of a **valid certificate of insurance/policy schedule** showing my name and the address at which the vehicle is kept**7. DECLARATION**

I hereby certify that:

- I have read and accept the conditions of use
- The address provided is my usual place of residence
- I will only issue visitors permits to drivers who are visiting me at the address I have provided

I will immediately surrender the permit to the council in the event of any of the following circumstances occurring:

- I cease to reside within the Controlled Parking Zone
- The council withdraws the permit and/or it ceases to be valid for any other reason

Signed: _____

Date: _____

10. CHECKLIST – THIS SECTION MUST BE COMPLETEDPlease be advised that if your application form is incorrectly or partially completed or if incorrect documentation is provided, your application **will be returned to you** and the issue of your permits may be delayed. Please make sure you satisfy the following criteria before returning your form (please tick): I have completed, signed and dated the application form I enclose proof of my address and/or vehicle ownership (where applicable) I enclose payment (either a cheque or I have supplied my credit/debit card details). Please do not send cash I enclose a copy of both sides of the disabled badge held by myself and/or visitors (where applicable)

Resident and Visitor Parking Permits Guidance Notes

Please read these guidance notes carefully before you complete the application form

COMPLETING THE PERMIT APPLICATION FORM

- Please write clearly in BLOCK CAPITAL LETTERS, remember to TICK ALL THE RELEVANT BOXES and enclose PHOTOCOPIES of all the documentation required.
- Please be advised that if your application form is incorrectly or partially completed or if incorrect documentation is provided, your application will be returned to you and the issue of your permit(s) may be delayed.

PROOF OF RESIDENCY AND VEHICLE OWNERSHIP

- If since your last application for a resident's permit or visitors' permits, your address or vehicle details have changed, you must provide these new details on the application form and send the required supporting evidence:

- **For proof of residency** - Please provide a photocopy of one of the following documents which must clearly show your name and address:

- Council Tax Notification dated within the last 3 months
- Utility Bill dated within the last 3 months
- Completed and signed Tenancy agreement
- Driving Licence.

- **For proof of vehicle ownership**

If you are the registered owner of the vehicle, please provide a photocopy of **one** of the following documents as proof of ownership. The document must clearly show your name, address and registration number:

- Vehicle registration document
- Sales invoice for the vehicle (Only an official invoice will be accepted, hand written receipts are not sufficient)
- Valid Certificate of Insurance/Policy schedule.

If you are not the registered owner of the vehicle (e.g. the vehicle is a company car, lease car, rental car), please provide a photocopy of **one** of the following documents as proof that you have the right to use the vehicle:

- A signed and dated letter from your employer (if using company car) stating that you are an employee of the company and giving the vehicle registration number and address where the vehicle will be kept
- a hiring/leasing agreement
- a valid certificate of insurance/policy schedule.

- **If you have recently moved and cannot provide the information requested above, please provide proof from each category below:**

- Proof of Residency - Please provide either a signed tenancy agreement for a rented property or a letter of completion from a solicitor on a newly purchased property. The letter of completion from a solicitor must state that the transaction has been completed and is not set for completion at a future date.
- Proof of Vehicle - A motor insurance schedule showing the applicant as the main policyholder. The address must be the same as that shown on the proof of residence.

PAYMENT

- Please enclose PAYMENT for your permit when you submit your application form. If you are paying by cheque please write your vehicle registration number, name and address on the back and make it payable to 'London Borough of Redbridge'. **Please Note payment cannot be taken by cash via any method.**

SUBMITTING YOUR PERMIT APPLICATION

- **BY POST** - Please return the completed form, payment(s) and photocopied evidence to Parking Management (Permits), Lynton House, 255-259 High Road, Ilford, Essex, IG1 1NY.

- **IN PERSON** - Please bring your completed form, payment(s) (PLEASE NOTE: Cash is not accepted) and photocopied evidence to the One Stop Shop, Lynton House, 255 - 259 High Road, Ilford, Essex, IG1 1NN. Your application will be passed onto the Parking Team and your permit will then be issued to you by post. If you are unable bring in copies the One Stop Shop are able to make photocopies on your behalf. Each copy is charged at 15p per copy.

- Provided you have supplied the correct documentation, you may be able to purchase one book of visitor permits to use while your application is being processed.

YOUR ENTITLEMENT TO A PERMIT

- **RESIDENT'S PERMIT** - Every resident who lives within a controlled parking zone, which has permit parking, is entitled to apply for a resident's permit for each vehicle kept, this includes motorcycles.

- **VISITORS' PERMITS** - Every resident who lives within a controlled parking zone, which has permit parking, is entitled to apply for visitors' permits, which can then be used by friends, relatives, health-visitors or trades people who are visiting you. Each permit is valid for one day.

- **DISABLED PARKING BADGE HOLDERS** - Disabled badge holders who are eligible for a resident's permit or visitors' permits will receive the permit(s) free of charge. To apply for your free permit(s) please complete section 6 of the permit application form and provide proof of your residency (for resident's and visitors' permits) and vehicle ownership (for resident's permit only). Please also include a copy of both sides of your blue badge. Residents who have visitors who are disabled badge holders can obtain 2 books of visitors' permits per rolling month free of charge - visitors must then display their disabled badge as well as the visitor's permit when using a resident's parking bay. Please be advised that a maximum of 5 books of visitors' permits will be issued in any one rolling month.

PERMIT CHARGES

- **RESIDENT'S PERMIT** - Permits are available for a duration of 6 or 12 months. There is no upward limit to the number of permits that can be issued to a household, provided the criteria can be met for each application. Permit costs rise depending on the number of permits that have already been issued to a household:

	6 months	12 months
First Permit	£27.90	£55.75
Second Permit	£41.00	£82.00
All Subsequent Permits	£54.00	£108.00

- **VISITORS' PERMITS** - Books, holding 10 visitors' permits cost £6.30 each. A maximum of 5 books may be purchased in any one rolling month.

WHERE CAN I PARK WITH A PERMIT?

- A resident and visitor's permit entitles the holder to park in any vacant resident permit holder's bay and, if applicable shared use or general use permit bays, within the controlled parking zone specified on the permit. A failure to display the correct permit for your zone could result in a penalty charge notice being issued.

- Resident and visitors' permits are not valid for parking in suspended bays, business permit bays, pay & display bays, yellow lines, off street housing estates and car parks EXCEPT where otherwise stated by signs at the locations.

- The restricted hours will be displayed at the entry points to the controlled parking zone and in some cases on signs adjacent to the bays.
- Vehicles must park entirely within the bay markings.
- Buying a parking permit will not guarantee that a parking space will be available and does not render the council subject to any liability in respect of loss or damage to any vehicle in a parking place or the contents or fittings of any such vehicle.

SUSPENDED BAYS

- The use of the parking bays may be suspended by police officers, parking attendants or by authorised council officers without prior notice. Parking is not permitted in suspended bays and even if a valid permit is displayed, a penalty charge notice will still be issued.

WHERE DO I PUT MY PERMIT?

- **RESIDENT'S PERMIT:** Please place your permit on the passenger side of your vehicle in the FRONT WINDSCREEN. You are responsible for making sure that your permit can be seen clearly at all times.
- **VISITOR'S PERMIT:** Please display the permit face up on the dashboard so that it can be readily seen from the outside of the vehicle. Visitor's permits are only valid for use within the controlled parking zone specified on the permit and each voucher is valid for one day. Please ensure that you validate the permit by scratching off the correct panels for the day, date and month and write the vehicle registration number in ink in the space provided.
- A failure to display the relevant permit correctly could result in a penalty charge notice being issued.

RENEWING YOUR CURRENT PERMIT

- **RESIDENT'S PERMIT:** A resident's permit is valid for 6 or 12 months. You are responsible for renewing your permit when it expires – you will not be sent a reminder prior to the expiry date. We advise that you renew your permit at least three weeks before it runs out. To renew your permit, please send a completed permit renewal form, along with payment, to the Parking Team. The permit renewal form is available to download from www.redbridge.gov.uk. Alternatively, please call the Parking Team on 020 8708 3636 and a form will be sent to you.
- **VISITOR'S PERMIT:** To apply for further visitors' permits:
BY POST – Please complete the permit renewal slip inside your current visitors permit book and send it, along with payment, to the Parking Team. Alternatively, please send a completed permit renewal form, along with payment, to the Parking Team. The permit renewal form is available to download from www.redbridge.gov.uk or you can request a form by calling the Parking Team on 020 8708 3636.
- IN PERSON – Please take a completed renewal form/slip, proof of residence and payment to the One Stop Shop.

CHANGING YOUR DETAILS

- **A change of details form is available to download from www.redbridge.gov.uk. Alternatively, please call the Parking Team on 020 8708 3636 to request that a form be sent to you.**
- **CHANGING YOUR ADDRESS:**
 - If you have moved into a different house within the same controlled parking zone you can continue to use your existing permit but you must let us know your new address and send us proof. Please complete a change of details form to advise us of the changes.
 - If you have moved into a different house within another controlled parking zone you must not alter your existing permit. Any alterations made to a permit will make it invalid. Instead you must return your original permit together with proof of your new residence. A replacement permit will be

issued which will show the same expiry date as your previous permit. You are required to pay an administration charge of £21.00 for this service. Please complete a change of details form to advise us of the changes.

▪ **CHANGING YOUR NAME:**

If you change your name you can continue to use your permit but you need to let us know so that we can update our records. You need to send us proof of your new name such as a copy of your marriage certificate.

▪ **CHANGE OF VEHICLE:**

If you have changed your vehicle you must not alter your existing permit. Any alterations made to a permit will make it invalid. Instead you must return your original permit, together with proof of vehicle ownership. A replacement permit will be issued which will show the same expiry date as your previous permit. You are required to pay an administration charge of £21.00 for this service. Please complete a change of details form to advise us of the changes.

LOST OR STOLEN PERMITS

- If your permit has been lost then a new application will have to be made at the full permit rate.
- If your permit has been stolen, a replacement can be ordered, you will need to complete a 'Changes, Replacements and Refunds' form and supply the required documentation, the replacement permit will show the same expiry date as your previous permit. You are required to pay an administration charge of £21.00 for this service.

REFUNDS

- The permit remains the property of the London Borough of Redbridge. It is issued subject to the relevant traffic management orders of the London Borough of Redbridge, which may be varied.
- Permits cannot be transferred between individuals. If a permit is no longer required, it should be returned to the Parking Management Office whereby if requested a refund will be issued for each full calendar month left on the permit. The administration fee will be deducted and a cheque will be issued to you for the remaining balance. If we have to cancel your permit because of fraud or misuse then you will not be eligible for a refund.

ENFORCEMENT OF REGULATIONS

- The Council is responsible for enforcing parking bays and restrictions. Civil enforcement officers regularly patrol the area to ensure adequate enforcement and any driver of an unauthorised parked vehicle will be liable to be issued with a penalty charge notice.

NATIONAL FRAUD INITIATIVE

- The London Borough of Redbridge is required under Section 60 of the Audit Commission Act 1998 to participate in the National Fraud Initiative (NFI) data matching exercise.
- We advise applicants that the data held by the London Borough of Redbridge in respect of your application will be provided to the Audit Commission for the NFI and will be used for cross-system and cross-authority comparison for the prevention and detection of fraud.

REPORTING PERMIT FRAUD

- We try to make sure that only eligible people hold a permit and every effort is made to detect fraudulent applications and permit use. If you think that someone is using a permit they are not entitled to, please report it to the Parking Team.

CONTACTING THE PARKING TEAM

- If you have any questions or need help filling in your application form, contact us by telephone on 020 8708 3636 or e-mail highways.parkingmanagement@redbridge.gov.uk.