

5. REASON FOR REFUND

Details why refund is required: _____

6. REPLACEMENT OF STOLEN PERMIT

Please provide the following details:

Crime reference number: _____

Police station name and address: _____

Details of theft: _____

- I enclose a copy of the confirmation letter received from the above mentioned police station/ Crime Management Unit relating to the crime.

7. CHANGE OF ADDRESS

a) Please provide your new address below:

New Address: _____

Post Code: _____

Telephone no: _____

b) 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 bill
 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

c) If the change of address is for a resident permit, please provide a photocopy of one of the following documents as proof of ownership at the new address. 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 valid certificate of insurance & policy schedule with my name as the main policyholder

d) Have you moved into a different controlled parking zone within Redbridge?

- NO You can continue to use your existing permit. There is no administration fee to update your address details
 YES You must return your original permit. 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.

8. CHANGE OF VEHICLE

Please complete all sections below and return your original permit:

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 formal 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

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:

First Names: _____

Surname: _____

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 and the vehicle log book or lease agreement showing the vehicle is registered to that company
 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

9. DECLARATION

I hereby certify that I have read the accompanying Guidance Notes and agree to the conditions.

Signed: _____

Date: _____

Parking Permits - Changes, Replacements and Refunds Guidance Notes

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

COMPLETING THE CHANGES, REPLACEMENTS AND REFUNDS 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.

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. **There is no administration fee for this service.**
- 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 £20.00 for this service.**

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. **There is no administration fee for this service.**

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 £20.00 for this service.**

LOST OR STOLEN PERMITS

- If your permit has been lost then a new application will have to be made at the full permit rate. Please note if the lost permit is at the first or second vehicle rate subsequent vehicle charges may apply.
- If your permit has been stolen, a replacement can be ordered, as long as we are supplied with a valid crime reference number and a copy of the letter from the Crime Management Unit. The replacement permit will show the same expiry date as your previous permit. **You are required to pay an administration charge of £20.00 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.
- 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.

PROOF OF RESIDENCY, VEHICLE OWNERSHIP AND NAME

- **For proof of residency** - Please provide a photocopy of one of the following documents which must clearly show your name and address:
 - Council Tax Bill
 - 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 a formal 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. You will also need to supply a copy of the vehicle log book or lease agreement showing the vehicle is registered to that company
 - a hiring/leasing agreement
 - a valid certificate of insurance & policy schedule.
- **For proof of your new name** - Please provide a photocopy of one of the following documents which must clearly show your new name:
 - Marriage/Civil Partnership Certificate
 - Decree Absolute/Dissolution Order
 - Deed Poll/Statutory Declaration
 - Gender Recognition certificate and new birth certificate

PAYMENT

- Please enclose PAYMENT 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 FORM

- **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.

CONTACTING THE PARKING TEAM

- If you have any questions or need help filling in your application form, contact us by e-mail parkingandtrafficeenforcement@redbridge.gov.uk