

Parking Permits Changes and Refunds

Please read the attached guidance notes before completing this form. Please write clearly using BLOCK CAPITALS

1. I AM APPLYING TO

| | | |
|--|---|--|
| <input type="checkbox"/> Return a permit and obtain a refund | Please now complete sections 2, 4 and 7 and return your original permit. A refund will be issued for each full calendar month left on the permit. | There is an administration fee of £27.50 for this service which will be deducted from the refund amount. |
| <input type="checkbox"/> Change my address | Please now complete sections 2, 3, 5 and 7. | There is an administration fee of £27.50 for this service if a new permit, for a different permit zone, is |
| <input type="checkbox"/> Change my vehicle | Please now complete sections 2, 3, 6 and 7. The original permit must be returned. | There is an administration fee of £27.50 for this service as a new permit will be issued. |

2. PERSONAL DETAILS

a) Please provide the name and residential or business address details that your permit was previously issued:

First name(s): _____ Surname: _____

Address: _____

_____ Post Code: _____

Telephone no: _____

b) Please provide your existing permit number: ZP/RE/EU/BU

c) Vehicle registration number shown on the existing permit: _____

3. PAYMENT

(please do not send cash)

☐ By Cheque or Postal Order (please write the vehicle registration number and your name and address on the back of the cheque or postal order)

I enclose a cheque or postal order payable to 'London Borough of Redbridge' for £ _____

☐ By Cost Code (Essential User Permit ONLY)

Costcode: R Amount to be debited £ _____

THIS SECTION FOR USE BY PERMIT STAFF ONLY

REC'D DATE STAMP

New reference number RE/EU/BU

Notes:

4. REASON FOR REFUND

Details why refund is required:

☐ I am no longer a resident of the Controlled Parking Zone

☐ I no longer own/ have use of the vehicle

☐ Other _____

5. 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 £20.00 for this service.

6. 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

7. DECLARATION

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

Signed: _____ Date: _____

Parking Permits – Changes and Refunds

Guidance Notes

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

COMPLETING 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 £27.50 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 £27.50 for this service.**

PROOF OF RESIDENCY AND VEHICLE OWNERSHIP

- **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.

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 of £27.50 will be deducted and a cheque will be issued to you for the balance of any remaining full months. If we have to cancel your permit because of fraud or misuse then you will not be eligible for a refund.

PAYMENT

- Please enclose PAYMENT when you submit your application form. When paying by cheque or postal order please write your vehicle registration number, name and address on the back and make it payable to 'London Borough of Redbridge'.

SUBMITTING YOUR FORM

- **BY POST** - Please return the completed form, payment(s) and photocopied evidence to Parking Management (Permits), PO Box 750, Ilford, Essex, IG1 1FQ.

CONTACTING THE PARKING TEAM

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

DATA PROTECTION STATEMENT

- The London Borough of Redbridge uses your personal data for the administration and sale of parking permits. We collect your name, address and vehicle registration, as well as proof of vehicle ownership and residency. This information is provided consensually by anyone wishing to purchase a permit, it is not mandated by legislation. The information is needed to verify you live within a permit parking zone and provide you with a permit to park in the area. We share information with internal departments such as those responsible for disabled parking badges and bays and the Council Tax Department for the purpose of the prevention and detection of fraud. Your information will be retained for 3 years after the life of the permit, after which time it will be destroyed. If you are concerned about how the council is using your data, please contact our Data Protection Officer via data.protection@redbridge.gov.uk or on 0208 708 3890. More information about your rights is available on our website (www.redbridge.gov.uk), or via the Information Commissioner (www.ico.org.uk).