

# *Visitor's*

## *Parking Scratch Cards*



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## Visitors' Parking Scratch Cards

Residents and businesses often find it difficult to park on the Borough's streets during the day so Tower Hamlets has introduced "Controlled Parking Zones." Four zones cover the whole of the Borough and help to ensure that people who live here can park. They reduce traffic congestion and accidents caused by bad parking and any surplus money raised from the scheme is put to good use. It pays for concessionary fares on public transport for senior citizens and disabled residents, and helps pay for schemes like road improvements and traffic calming.

## How do Controlled Parking Zones work?

Any resident of Tower Hamlets, except for those living in a car free development, can buy visitors' scratchcards. However, only one application can be made from each household.

Each scratchcard is valid for up to five hours in resident bays, permit bays or multi bays (for permit holders and pay and display). Scratchcards are also valid for parking in visitors' bays on Council-owned estates. Your scratchcards are not valid for parking anywhere else, for example, in business bays, market trader bays, pay and display only bays or on yellow lines. You should also make sure you do not park in suspended bays regardless of whether there appears to be any reason for the suspension. You should always check the signs close to the bay where you park to make sure you can use it.

## Minizones

The minizones scheme has been introduced to ensure that residents can park in busier parts of the borough, and sub divides the four main zones (A,B,C and D) into smaller zones where hours of restriction may vary. Your scratchcards are **ONLY** valid in the minizone printed on the front of the card and you should check carefully to ensure that you do not park in any other minizone. Parking restrictions are currently in place from 8.30am to 5.30pm Monday to Friday but you should also be aware that in some minizones these hours are extended. You should always check the plates near to where you park to make sure your permit covers you for the whole of the time you will be parked. If you park without a valid permit during restricted hours, you may be issued with a Penalty Charge Notice (parking ticket) and additional enforcement (clamping and/or removal) may also be used.

## How Much do Scratchcards Cost?

Scratchcards cost £8 for a book of 10 and each card allow up to five hours parking in the minizone in which you live. You are entitled to buy up to 120 scratchcards in a 6 month period. If you are over retirement age or need a carer to call on a daily basis, you do not have to pay for your scratchcards. You need to show us proof, for instance a pension book or bus pass, or if you need a daily carer a letter from your GP or social services.

Each scratchcard expires six months after the date of printing, and the expiry date is printed on the card. No refunds will be given for unused or expired scratchcards.

Visitors' Scratchcards are **NOT FOR RESALE**. They are only to be used by visitors attending the address from which they were obtained. The Council will always investigate cases of suspected fraud and in these circumstances no further scratchcards will be issued.

## What if I move House?

You must make a new application so we can make sure that any scratchcards that you buy in the future allow you to park in your new minizone.

## How do I apply for a permit?

Complete both sides of the attached form and post it back to us, or apply in person at the Parking Shop. The Shop is open from 8.30am to 4.30pm on Monday, Tuesday, Thursday, and Friday, 10.30am to 4.30pm on Wednesday and 9.30am to 1.30pm on Saturday. Postal applications should be made to The Customer Contact Centre.

### **The Customer Contact Centre (postal)**

**PO Box 14790  
London E14 2WA**

### **The Parking Shop (in person)**

**333 Bethnal Green Road  
London E2 6LG**

Before we can issue a permit, you will need to provide proof that you live in the Borough.

### **Proof of address**

- LBTH or Housing Association rent book
- Current Council tax demand
- Current gas, water, electricity or BT landline bill

Please note that if you apply in person we need to see the original documents and will photocopy them for our records. If you are applying by post, we suggest you send photocopies. If you send original documents please send them recorded delivery.

### **Getting your permit**

<b>Step one</b>	Complete the attached application form
<b>Step two</b>	Include proof of where you live
<b>Step three</b>	Include proof if you are eligible for free scratchcards (See "How Much do Scratchcards Cost?")
<b>Step four</b>	Include the correct payment
<b>Step five</b>	Return your application by post to the Customer Contact Centre or take it to the Parking Shop

# Visitors' Parking Scratch Card Application Form

## Applicant details

1. Address   
  
 Postcode
2. Title: Mr  Mrs  Ms  Miss   
 Other (please say what)
3. First name(s)
4. Middle names(s)
5. Surname
6. Suffix
7. Date of birth (for identification purposes)  /  /
8. Gender
9. Home phone number\*   
 Work phone number\*   
 Mobile phone number\*
10. Fax number
11. E-mail address

*\*Please indicate which number we can contact you on during the day. Although there is no guarantee of contact, without a daytime phone number the Council cannot inform permit holders of parking bay suspensions.*

## Method of payment

Please do not post cash

12. I am eligible for free scratchcards because:

- I am a senior citizen
- I need a carer to call on a daily basis

If you are a senior citizen we will need to see proof of this e.g. driving licence, passport, over 60's bus pass, pension book.

If you need a daily carer, please ask your Social Worker of GP to complete the next section

- Full Name   
 Address   
  
 Postcode
- Signature
- Date  /  /

Official Stamp

13. I enclose a cheque/postal order (made payable to **London Borough of Tower Hamlets**)

**Please note that if you are paying by cheque in the Parking Shop, you must have a cheque guarantee card**

14. Please debit my credit/debit card

**10 scratchcards (1 book) costs £8 and you can buy up to 120 scratchcards (12 books) in a six month period.**

Number of books required

Total amount paid: £

Master Card  Visa  Delta  Switch


Issue number (Switch only)

Start date (switch only)  /  /

Card number

Expiry date  /  /

Signature

**Now please read the declaration over the page, sign and date it** 

## Monitoring Information

London Borough of Tower Hamlets is committed to achieving equality of opportunity as an employer and as a service provider to people who live and work in the Borough.

By monitoring its services and activities the Council can identify and address issues of inequality and discrimination in the provision of services and in employment.

Any information contained on the monitoring form will be kept strictly confidential and retained in accordance with the Data Protection Act.

Access to the information contained on the monitoring form will be restricted to those persons who require it for monitoring purposes.

**Gender** Please state your gender

Male  Female

**Age** When were you born?

Month  Year

**Disability** Do you consider yourself to be disabled?

Yes  No

**Religion** What is your religious belief?

Buddhist  Christian  Hindu

Jewish  Muslim  Sikh

No Religion  Other religion   
 Please Specify .....

Please turn over

## Declaration

*To be read and signed by applicant.*

- a. My main or only home is at the address given in question 1 and I wish to apply for Visitors' Parking Scratchcards.
- b. I understand that Visitors' Scratchcards are only valid for vehicles with taxation class private light goods (PLG) that do not exceed 2.3m (8'6") in height or 5.2m (16'8") in length.
- c. I know that having a Visitors' Parking Scratchcard does not guarantee my visitors or me a parking bay.
- d. I understand that I am responsible for renewing my scratchcards when necessary.
- e. I agree to return the permit if:
  - i. I move to a different address within Tower Hamlets or move out of the Borough altogether
  - ii. The method used to pay for the permit is subsequently dishonoured
  - iii. The Council withdraws the permit.
- f. I understand that each Visitors' Parking Scratchcard allows me to park for up to five hours a day in resident bays, permit holder bays and multi bays (bays for permit holders and Pay and Display) in the minizone specified on the front of the scratchcards and in visitors parking bays on Council-owned estates.

- g. I know that I am entitled to a maximum of 120 scratchcards in a six month period.
- h. I understand that scratchcards expire 6 months 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 if you want to send us original documents).
- j. I understand that Visitors' Scratchcards are only valid if the vehicle in which they are displayed is covered by valid tax, insurance and MOT documents.
- k. I understand that Visitors' Scratchcards are **NOT FOR RESALE**. They are only to be used by visitors attending the address from which they were obtained. The Council will always investigate cases of suspected fraud and in these circumstances no further scratchcards will be issued.
- l. I agree to abide by the conditions of use printed on the reverse of the scratchcard

Please note, Tower Hamlets Council is responsible for protecting public money and may use the information you have provided to detect fraud. It may also share the information with other public organisations for the same reason. You could face prosecution if you make a false statement on this application form.

I declare that the information given here is true.

Signature of applicant

Date

### Official Use

Permit number (V) .....

Receipt number .....

Actioned by .....

### Ethnicity *Please state your ethnicity*

#### Asian

- Bangladeshi  Pakistani
- Indian  Chinese  Vietnamese
- Other Asian background (Please specify)  .....

#### Black

- Caribbean  African  Somali
- Other African (Please specify)  .....
- Other Black background (Please specify)  .....

#### White

- English  Scottish  Welsh  Irish
- Other White background (Please specify)  .....

#### Mixed / Dual Heritage

- White & Black Caribbean
- White & Asian
- Other Mixed background (Please specify)  .....

#### Mixed / Dual Heritage

- Any other ethnic background (Please specify)  .....

## How can I Complain?

If you want to complain about some aspect of our service, you can make an informal complaint by writing directly to Customer Contact Centre, PO Box 14790, London E14 2WA or fax them on **020 7364 3121**. If you need advice, call **020 7364 6666** We're always pleased to hear your suggestions about how we might improve our service.

Alternatively you can make an official complaint using the Tower Hamlets corporate complaints procedure. Call the Council's Complaints and Customer Services Helpline on **020 7364 4161** for details.

## Where do I get more information?

If you need more information about Visitors Parking Scratch Cards, call The Customer Contact Centre on **020 7364 6666**.

There are separate application forms for Resident's Parking Permits, Business Parking Permits, Market Traders Parking Permits, and Public Service Parking Permits. Call The Customer Contact Centre if you would like a particular form posted to you, or download one from our website at **[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)**

Parking Services  
PO Box 14790  
London E14 2WA  
Telephone 020 7364 6666  
Fax 020 7364 3121

