

# VISITOR VOUCHERS

The Ealing Council Parking Operations Department



Tel-020 8825 6677 Fax-020 8825 6680

## PLEASE COMPLETE IN BLOCK LETTERS

### 1 APPLICANT

Title: \_\_\_\_\_ Surname: \_\_\_\_\_

Forename(S): \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Tel NO: \_\_\_\_\_

Do you have a residents permit?

YES  Permit NO: \_\_\_\_\_

**ZONE**

NO  **Please enclose proof of residency, dated within the last three months (see "Notes for Applicants")**

**2 Number of vouchers required.  
Maximum of 10 books per application.  
Please indicate the number of books required.**

**Residents  
£4.00 per book**

**Please note the residents sections is for ZONES J, N, O, P, Q, W, Y, Z, AA, BB, CC, FF, GG, HH, K1, JJ**

**Business Vouchers  
£5.00 per book (1hr)**

**Service Vouchers  
£10.00 per book (1hr)**

### 3 PAYMENT

I enclose payment of £ \_\_\_\_\_

### 4 DECLARATION

I declare that I have read and will comply with the requirements in "Notes to Applicants" overleaf and that all the information supplied by me is correct.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**A FALSE STATEMENT MAY RENDER AN APPLICANT LIABLE TO PROSECUTION**

FOR OFFICE USE ONLY

DATE RECEIVED \_\_\_\_\_ VOUCHERS ISSUED \_\_\_\_\_

RECEIPT NUMBER \_\_\_\_\_

DATE ACTIONED \_\_\_\_\_

# **GUIDANCE NOTES & TERMS & CONDITIONS FOR PARKING PERMITS & VOUCHER APPLICATIONS.**

The Council requires an applicant to produce reasonable evidence to verify the particulars supplied. The Council may withdraw a permit or vouchers if it appears that any of the particulars supplied are false. **Civil Enforcement Officers or authorised Council officers can request to inspect your permit at anytime.**

Payment by post is only accepted by Cheque, Money Order, or Postal Order. Cash, Credit Card and Debit Card will be accepted if applying in person.

Cheques, money orders and postal orders should be crossed and made payable to EALING COUNCIL. Post dated cheques and postage stamps will not be accepted.

**Applications for new residents will be processed within 10 working days. Applications for renewals and new zone implementations have their own process deadlines according to the instructional letters sent out.**

## **APPLICATION BY POST:**

**Ealing Council  
Parking Services  
PO Box 46264  
London  
W5 2UN**

## **APPLICATION IN PERSON:**

**Customer Service Centre  
Perceval House  
14-16 Uxbridge Road  
London  
W5 2HL**

Reception Opening Hours                      Monday-Friday    9am-5pm

## **THE COUNCIL RESERVES THE RIGHT TO AMEND CHARGES AND PROCEDURES**

### **DECLARATION**

- (a) I hereby certify that my usual place of abode is at the address shown in paragraph 1 overleaf, and wish to apply for a residents' parking permit in respect of the vehicle specified in Part 2 of the application.
- (b) I understand that any permit issued to me by the Council is in respect of the said vehicle and that this and any subsequent issue of a permit is conditional upon my surrendering the permit if:
- (i) I cease to be a resident.
  - (ii) I cease to own the vehicle specified in Part 2 of this application, or
  - (iii) The vehicle specified in Part 2 of this application is adapted or used in such a manner that it ceases to be a passenger vehicle or of the class so described, or
  - (iv) I am issued with a duplicate permit, or
  - (v) The said permit ceases to be valid at the expiration of the specified period, or
  - (vi) The permit is withdrawn pursuant to the provisions of the relevant traffic order.
- (c) I undertake to inform the Council immediately if any of these events occur. Failure may result in legal action and/or the issue of Penalty Charge Notices.

### **VEHICLES ELIGIBLE**

#### **THE ENTIRE VEHICLE MUST FIT WITHIN THE MARKED SPACE**

- (a) A passenger vehicle
- (b) A goods carrying vehicle, the overall height of which does not exceed 3 metres
- (c) A motor cycle
- (d) A goods carrying vehicle, the overall width of which does not exceed 1.83 metres

### **REQUIREMENTS FOR APPLICATIONS AND ISSUE OF PERMITS**

- (a) An application form must be completed each time a permit is requested, including the renewal of an existing permit and on change of vehicle.
- (b) The applicant named must sign the application.
- (c) The application will only be accepted with proof of residency.

### **ELIGIBILITY FOR A RESIDENTS OR BUSINESS PERMIT.**

- (a) You must be a resident or a business in the Controlled Parking Zone (CPZ) for which you are applying.
- (b) If you do not own the vehicle for which you are applying, then you need to satisfy the Council that the vehicle is solely driven and kept by you with the owner's permission.
- (c) The vehicle for which you are applying must not exceed 3.00 metres in height and 1.83 metres in width. The vehicle could be one of the following types:
  - a. A passenger vehicle
  - b. A goods carrying vehicle

**If you have a disabled badge, you can park in a residents parking bay within a CPZ free of charge without any time limit. Your disabled badge must be on display at all times. You can also get a residents' permit free of charge provided that you are the registered keeper of the vehicle for which you are applying and you live in the CPZ for which you are applying. To apply, please fill in the application form and send us the proof required as listed below. THE FOLLOWING MUST BE SUPPLIED BEFORE A PERMIT WILL BE ISSUED:**

#### **PROOF REQUIRED FOR PERMIT APPLICATIONS**

Resident Permits: Proof of residency dated within the last three months at the time of submitting the permit application. For permit applications the Council accepts copies of utility bills, bank or building society statements, credit card statements or wage slips. The proof supplied must bear the name and address of the applicant. Please note that you must supply us with your existing permit number when renewing your permit or when changing your vehicle.

Vehicle registration document (logbook) showing the applicant's name and address, the address on the logbook needs to match the applicant's nominated address within the Controlled Parking Zone (CPZ). If the address is different, then you need to supply us with an insurance certificate and explain in writing why you cannot register the vehicle at your current address within the CPZ. If you are not the registered keeper of the vehicle, then you need to supply us with an insurance certificate confirming your eligibility to drive the vehicle. For a company vehicle you must submit a letter from the company on official headed paper. For hire/lease vehicles you must submit a copy of the hire/lease agreement. **You do not need to re-submit the logbook when renewing your permit for the same vehicle.** A copy of your disabled badge (**Disabled badge holder applicants only**).

#### **Business Permits**

A letter on the company's official headed paper outlining the operational use of the vehicle on a daily basis, please note that you must supply us with your existing permit number when renewing your permit or when you are changing your vehicle.

The Council reserves the right to ask for more proof in addition to the proof listed above. Please ensure that you send us clear copies of the documents required, **DO NOT** send originals as these may not be returned to you. Ealing Council accepts no responsibility for original documents sent with applications.

The Council can reject a permit application if the required proof is not supplied or if the applicant is deemed not to meet the permit criteria. Incomplete applications will be returned and you will have to re-submit your application.

(a). A new permit is issued for a period of 12 months. The start date will be from the date of issue. The permit will expire on the last day of the month that preceded the month of issue - e.g. a permit issued on 12th June will expire in the 12<sup>th</sup> June, the following year.

(b). It is the responsibility of the owner to ensure that their parking permit is valid and clearly displayed in their vehicle at all times.

#### **USE OF RESIDENTS' PARKING SPACES AND PARKING PERMITS**

(a) Resident Permit holders are only permitted to park in Pay and Display bays if they pay the appropriate charge.

(b) A Residents' Parking permit does not allow the holder to park in stop and shop bays or specific user bays – e.g. disabled

(c) A Residents' Parking permit allows the vehicle for which it has been issued to park in any available residents' parking space within the CPZ.

(d) Individual parking spaces will not be allocated to any particular vehicle.

(e) The permit enables the holder to park within the allocated zone only.

#### **RENEWAL OF A PARKING PERMIT**

Attempts will be made to send out an application form inviting renewal of an existing parking permit. However **the onus is on the resident to ensure the permit is renewed**. Recent proof of address is required with all renewal applications. If you have changed your vehicle within the last 12 months we also require a copy of the log book (VQ5).

#### **CHANGE OR DISPOSAL OF VEHICLE OR THE RESIDENT MOVING OUT OF THE CPZ**

(a). On the change of a vehicle the old permit must be returned to Parking Services. A £10 administration fee must be paid and an application form completed for the new vehicle.

(b) On disposal (without replacement) of the vehicle, or on moving out of the CPZ, the permit must be returned to Parking Services and a refund will be made for each complete month unexpired, less an administration charge of £15.00. No returns will be made for an unexpired time of 3 months or less.

#### **LOST, DESTROYED OR SPOILT PERMITS**

If a permit is lost, destroyed or spoilt there is an administration fee of £15.00 for re-issue of the permit.

## STOLEN PERMITS

Will be replaced free of charge following written confirmation with a crime reference number from the police.

## BANK HOLIDAYS

The control on the residents' parking spaces does not apply on Christmas Day, Good Friday, or on Bank Holiday's.

## ELIGIBILITY FOR A RESIDENTS VISITOR VOUCHER, BUSINESS VISITOR VOUCHER OF BOROUGH WIDE SERVICE VOUCHERS

In order to apply for a residents' visitor vouchers or a business visitor vouchers you must be a resident or a business in the Controlled Parking Zone (CPZ) for which you are applying. Any person can apply for borough wide visitor service vouchers. You do not need to be a resident or a business in the CPZ. Visitor voucher's can only be used in a vehicle that does not exceed 3.00 metres in height and 1.83 metres in width. The vehicle could be one of the following types:

- A passenger vehicle
- A goods carrying vehicle

**You can only apply for a maximum of 10 visitor voucher books per application form. Depending on your zone a visitor voucher book will normally contain 5 or 10 visitor vouchers.**

### Business Visitor Vouchers

Business visitor voucher (All zones) = £1 per hour

### Borough Wide Visitor Service Vouchers

Borough wide visitor service vouchers (All zones) = £1 per hour (Maximum permitted stay = 4 hours)

### Proof Required for Visitor Voucher Applications

#### Resident Visitor Vouchers

Proof of residency dated within the last three months, at the time of submitting the visitor voucher application. For visitor voucher applications the Council accepts copies of utility bills, bank or building society statements, credit card statements or wage slips. The proof supplied must bear the name and address of the applicant. **You do not need to supply the above proof if you have a current residents' parking permit. Please quote your resident permit number instead on the application form.**

#### Business Visitor Vouchers

A letter on the company's official headed paper outlining the daily operational reasons for the visitor vouchers.

**If you have an existing business permit, please quote the permit number on the application form.**

#### Borough Wide Visitor Service Voucher

None

The Council reserves the right to ask for more proof in addition to the proof listed above. Please ensure that you send us clear copies of the documents required instead of sending us the originals. Ealing Council accepts no responsibility for original documents sent with applications.

**The Council can reject an application if the required proof is not supplied or if the applicant is deemed not to meet the permit criteria. Incomplete applications will be returned to you and you will have to re-submit your application.**

**Permits and visitor vouchers issued by the council are not for resale.**

## Data Protection Statement

The Council of the London Borough of Ealing may use the data collected through the issuing and administration of permits and visitor vouchers for the purpose of enforcement of parking and traffic contraventions and traffic management administration. The data will be used by The Council of the London Borough of Ealing, its agents, and London local authorities and may be disclosed to other law enforcement agencies for those purposes and when it is considered necessary for the prevention and detection of crime, and when otherwise legally required.