



On Street Resident Parking Permit Changes, Replacements and Refunds



Application Pack **2**

May 2018

You should use this form if:

- You are applying for a refund of any kind.
- You need to replace a lost, damaged or stolen permit.
- You are notifying us of a change of address.
- You are changing or adding a vehicle of the same fuel type to your existing vehicle/permit.
- You are changing from a petrol/diesel vehicle to an eco vehicle or adding an eco vehicle to a permit for a petrol/diesel vehicle.

For changes from an eco vehicle to a petrol/diesel vehicle please use our 'On Street Resident Parking Permit – First Time and Renewals Application Pack 1'.

1. WHERE TO APPLY

Online

www.westminster.gov.uk/parking

You can make changes to your address and vehicle permit information online. All you will need is:

- Your Vehicle Registration Number
- Your Permit Number
- Debit or Credit card to make payment
- If you are changing your address you will need to provide one address proof (see section X below)
- If you are changing your vehicle you will need to provide one vehicle proof (see section X below)

Libraries

If you do not have access to the internet or need assistance with your online application, visit a library and use a 'Your One Stop Express Machine'.

For more information on library locations visit

www.westminster.gov.uk/youronestopparking or call **020 7823 4567**. This is a self service machine however a member of staff will be available to assist you. All you will need to bring with you is:

- Your Vehicle Registration Number
- Your Permit Number
- Debit or Credit card to make payment
- If you are changing your address you will need to provide one address proof
- If you are changing your vehicle you will need to provide one vehicle proof (see section 4 below)
- Your current permit - Please return this to the Westminster member of staff (You do not need to return your permit if you are changing address within the same parking zone)

By Post

You can complete this application form and post your completed application with all relevant copies of proof documents and payment to:

Permits Administration, PO Box 734, Redhill RH1 9FP

Cash Payments

If you need to pay by cash please call **020 7823 4567** or visit **www.westminster.gov.uk/parking** for information on alternative payment option. **Do not send cash by post.**

2.Change of address

Please return your permit if you have changed parking zone so we can replace it.

You must provide one proof of residence from the list in the application form which should be dated within the last three months

3.Vehicle changes and additions to your permit

You must return your existing permit for all vehicle changes and additions.

We require at least one vehicle proof as listed below. If you are changing to an eco vehicle then proof of eco vehicle status is also required

We reserve the right not to change a permit or to cancel any permit where proof documents are not provided.

4.Vehicle Proof Documents

Privately-owned vehicles

- The vehicle registration document (V5C) in your name and showing your Westminster address.
- A valid motor insurance certificate showing the

vehicle registration number, Westminster address, dates of cover and you as the named or main driver of the vehicle. If all the details are not on the certificate, you must produce an accompanying schedule or related policy document showing the policy number and the missing details. We will not accept insurance documents showing addresses outside Westminster.

Privately-hired/leased vehicles

- The hire agreement. The agreement must show the vehicle registration number, your name, dates of cover and the Westminster address.
- The insurance statement – this is normally found within the hire agreement terms, but where this is not the case, a separate certificate must be produced showing the vehicle is insured in Westminster for your use.
- If your lease/hire agreement and insurance certificate is in the same document you will only be required to submit one document for a first time permit application.
- We do not accept hire/lease agreements made between private individuals.

Company-owned vehicles

If the vehicle is provided to you by your employer which is a **limited company** you must produce:

- The vehicle registration document showing the company name and address.
- A letter on company headed paper signed by a senior company official (not related to you) dated within the last month, confirming the vehicle registration number and stating that the vehicle is provided to you for your sole use at your Westminster address and is insured for your use.
- If the vehicle is provided to you by your employer which is a **non-limited company** or you are a **sole trader** you must produce:
 - A vehicle registration document showing the name and address of the company or trading name.
 - A Statutory Declaration sworn before a Commissioner of Oaths or solicitor dated within one month, and completed by a senior official of the company or a representative such as the company accountant. This person must not be related to you. It must state that the vehicle is provided to you by the company as the sole driver and is insured for this purpose and kept at the Westminster address. A Statutory Declaration form can be requested by calling **020 7823 4567**

Company-hired/leased vehicles

- A company letter or Statutory Declaration as above.

- A letter from the hire/lease company confirming the vehicle is on lease to your company and that insurance is included in the terms of the lease.

These documents must be dated within one month.

Chauffeur vehicles

If you are a resident, own a vehicle and employ a professional chauffeur you must apply in your name and provide the following proof documents:

- A certificate of motor insurance showing the chauffeur as the named driver and the address at which the vehicle is kept in Westminster.
- A vehicle registration document showing you as the keeper at the Westminster address.
- Your chauffeur's full driving licence and two recent payslips or contract of employment.

Proof of eco qualification (100% discount)

The documents specified below are accepted as proof of eco vehicle status.

Private and company-owned vehicles

- The vehicle registration document (V5C) showing the qualification as an eco vehicle under the section for 'fuel classification'. In cases where a vehicle was bought as new during or after 2001 the V5C should automatically show this information. For vehicles registered before 2001 that have undergone conversion and the DVLA have been notified, it will appear on the V5C. Where the classification is not shown on the V5C we will require documentation confirming that the vehicle was converted by an approved supplier, as listed in the Transport Energy
- PowerShift Register maintained by the Energy Saving Trust. For more information go to www.powershift.org.uk or contact the Energy Saving Trust on **0845 602 1425**.

Hired/leased vehicles

- We will accept the V5C, letter from an authorised conversion agent or hire agreement showing that a vehicle meets the eco vehicle classification.

Fleet-leased vehicles

- If your vehicle is provided by an employer who has a fleet of vehicles on lease, we will accept a statement of confirmation on headed paper from the lease hire company about the eco vehicle classification.

5.Special Vehicle types

You may qualify for the 100% discount on the permit if your vehicle is classified within the following eco groups:

- **Electric** – solely powered by electricity when in normal use and produces no emissions.
- **Gas** – gaseous fuels such as LPG, CNG, and/or hydrogen.
- **Hybrid** – a parallel system in which a petrol, diesel or gas engine provides the main power to the vehicle with an electric motor assisting when needed. Examples of hybrid vehicles are the Toyota Prius, Honda Insight or Honda IMA.
- **Fuel cell** – a static device that converts the chemical energy in a natural gas into electricity and hot water through an electrochemical process.

6.Administration fees

Change of address in the same zone	£10
Change of address to a different zone	£10
Change of name	£10
Add or change a petrol/diesel vehicle to an existing petrol/diesel vehicle permit	£10
Add or change an eco vehicle to an existing permit with an eco vehicle	£10
Add or change an eco vehicle to an existing petrol/diesel vehicle permit	£10
Add or change a motorcycle permit to an existing motorcycle permit	£10
Add or change a motorcycle permit to an existing petrol/diesel vehicle permit	£10
Lost, damaged or replacement	£30
Refund administration fee	£10

- If you would like to add a petrol/diesel vehicle or a motorcycle to an existing eco permit, please complete application pack 1. You will be required to pay the full annual permit price
- There is no charge for a stolen permit, provided the Crime Reference Number and details of the Police station are submitted.

7.Refunds

- We may issue a refund if you:
 - Your application is unsuccessful and you have had no permit issued. Administration fees do not apply.
 - You were issued with an interim permit which you no longer require and have provided all the documents required for full annual permit (this includes your eco vehicle proof where applicable). A £10 administration fee applies.

- You were issued with an annual permit which you no longer require because you have moved out of Westminster or sold the vehicle. A £10 administration fee applies.
- Refunds are sent by bank transfer to the account details of the permit holder.
- We will only issue a refund when the permit is returned to us.
- Refund requests can be only be handled posted
- For a change of permit to a sole eco vehicle from a petrol/diesel vehicle we will refund you for unused time from the date of change, once the proof of eco vehicle status and all other proofs have been shown to us.
- We will issue a refund for unused time only, which is calculated from the date the permit is received back at our offices. The £10 refund administration fee will be deducted in this calculation.
- If you fail to submit the relevant proof documents or submit false documents you will not be entitled to a refund

verifying residency status and parking entitlements both within and outside the city. We may therefore disclose your information to, or request information from the Driver and Vehicle Licensing Authority (DVLA), Law Enforcement Agencies and other organisations such as Local Authorities. We will use a number of means to ensure the lawfulness of the use of our parking services. This will include the use of surveillance equipment, Civil Enforcement Officers, auditors and dedicated investigators to record data. We will use the information you provide to recover unpaid Penalty Charge Notices issued in Westminster.

In line with its duty to protect public funds, the council and its agents will undertake investigations involving random auditing of vehicles and users who hold valid parking permits to counter suspected fraudulent use of its parking services. If you wish to complain at the manner in which your personal data has been processed or may be used you should write to the:

Data Protection Officer (Information Services), 5 Strand, London, WC2N 5HR.

8.Replacement permits

If your permit has been stolen you must provide us with the crime reference number that you will be given when you report the theft to the police.

If you are unable to provide the information a replacement permit fee will be incurred.

Please note

We refer all replacement and reported stolen permits to our permit investigators in accordance with our commitment to prevent fraud or misuse.

Important – Data Protection

New data protection laws apply from 25 May 2018. To find out why the Council needs to collect and store personal data, how this is used and your rights to access your information, please refer to our Privacy Policy and our Fair Processing Notice at www.westminster.gov.uk/data-protection.

Westminster City Council will process your information primarily for the purpose of providing parking services to residents.

We may also use your information to detect and prevent fraud and protect public funds. This will include the recording of vehicle information and

Westminster City Council Resident Parking Permit Application Form 2 – CHANGES, REPLACEMENTS AND REFUNDS

For office use only

It is important that you read the instructions carefully before making your application. Failure to provide the correct proof of documents or enclose a payment where necessary will delay your application.

- Change or add a vehicle Change my address Request a replacement Request a refund

Existing Permit No: _____

Title (e.g. Mr, Mrs, Miss, Ms) _____ Surname _____

First Name _____ Post code _____

Address _____

Home Tel _____ Day Tel _____

Mobile _____ Email _____

If you are changing your address go to section 1

If you are changing your vehicle go to section 2

If you are applying for a refund go to section 3

If you need a replacement permit go to section 4

1. Change of address

Please provide ONE proof document from the list opposite, dated within the last 3 months, showing your name and new address (joint names are acceptable).

Please tick the relevant boxes for the documents you are supplying with your application.

Please return your current permit (unless you have changed address within the same parking zone). For all address changes to your permit a £10 administration fee applies.

- Council Tax
 Bank statement, or building society statement, or credit card bill
 Property Lease Agreement
 Electricity bill, or Gas bill or Water bill
 Property Purchase Document
 Landline Phone Bill or mobile bill-contract customers only
 Tenancy Agreement
 Entitlement to Local State Benefit

Move to section 5

2. Change of vehicle/add another vehicle

Please tick the relevant box below for the type of change you are making and fill in your new vehicle details.

- Changing a vehicle
 Adding a vehicle to an existing permit

Vehicle type	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Motorcycle <input type="checkbox"/> Eco
Vehicle registration	_____
Make & model	_____
Vehicle colour	_____
Fuel type	<input type="checkbox"/> Petrol <input type="checkbox"/> Diesel <input type="checkbox"/> Elec <input type="checkbox"/> Hybrid <input type="checkbox"/> Other
Engine size (cc)	<input type="checkbox"/> Less than 1200cc <input type="checkbox"/> More than 1200cc

Please provide one document for your new vehicle according to the vehicle type listed below. Please ensure you provide your proof of eco vehicle status where appropriate and return your current permit. For all vehicle changes to your permit a £10 administration fee applies.

The vehicle is	Vehicle 1	Vehicle 2	Documents you will be supplying
Privately owned	<input type="checkbox"/>	<input type="checkbox"/>	Vehicle registration (V5C) in your name and Westminster address
	<input type="checkbox"/>	<input type="checkbox"/>	Certificate of insurance and schedule showing your name and Westminster address
	<input type="checkbox"/>	<input type="checkbox"/>	OR Group policy certificate showing all drivers and vehicles
Company owned	<input type="checkbox"/>	<input type="checkbox"/>	Vehicle registration (V5C) in the company name and address
	<input type="checkbox"/>	<input type="checkbox"/>	Company letter (public or limited company)
	<input type="checkbox"/>	<input type="checkbox"/>	Statutory Declaration (sole trader, non-limited company) confirming applicant is sole driver and insured to drive
Private hire/ lease	<input type="checkbox"/>	<input type="checkbox"/>	Hire/lease agreement (if your agreement contains a statement of insurance then you do not need to supply an insurance certificate)
	<input type="checkbox"/>	<input type="checkbox"/>	Certificate of insurance and schedule showing your name and Westminster Address (not applicable if contained within the lease/hire agreement)
Company hire/lease	<input type="checkbox"/>	<input type="checkbox"/>	Hire/lease agreement or letter from the lease company to applicants employer
	<input type="checkbox"/>	<input type="checkbox"/>	Company letter (limited company)
	<input type="checkbox"/>	<input type="checkbox"/>	Statutory Declaration (sole trader, non-limited company) confirming applicant is sole driver and insured to drive (dated within one month)
Chauffeur vehicles	<input type="checkbox"/>	<input type="checkbox"/>	Vehicle registration (V5C) showing the applicant (resident) name and Westminster address
	<input type="checkbox"/>	<input type="checkbox"/>	Contract of employment or 2 payslips, employee's full driving licence and certificate of insurance showing chauffeur as main driver and applicant's (resident's) Westminster address

Move to section 5

3. Refunds

Please tick the relevant box below for your refund reason. (You must provide us with your name and address in section 1 and bank details in this section to enable us to refund you). Then sign the declaration in section 6 below.

- I have now provided the City Council with the relevant proof to qualify for a 100% discount for an eco vehicle permit. (No administration fee applies).
- I have changed my permit to an eco vehicle only and have shown the City Council my new vehicle documents including proof of eco vehicle status. (You must return your permit and your permit charges will be refunded from the date of change). You do not need to send a £10 administration fee. This will be deducted from your refund amount
- I no longer need my permit and have provided the Council with all my proof documents (please read our 'Refunds' section on page 2). You must return your permit but do not need to send a £10 administration fee. This will be deducted from your refund amount.

Bank details	
Bank name	
Sort code	
Account name	
Account number	

Move to section 5

4. Permit replacement

Please tick the relevant box below for your refund reason. (You must provide us with your name and address in section 1 and bank details in this section to enable us

If your permit has been lost or damaged please complete this section and enclose the £30 administration fee. If your permit has been stolen there is no charge for a replacement upon production of the requested information below.

If you cannot provide the requested information then the £30 administration fee is applicable.

You must read and sign the declaration in section 6 below.

Lost Damaged Stolen

Please explain briefly how the loss or damage happened:

If your permit was stolen you must provide the following:

Crime reference number	
Police station name & address	
Details of theft	

Move to section 5

5. Payment

If applying by post you can pay by cheque, postal order or credit/debit card. If you need to pay by cash please call **020 7823 4567** or visit **www.westminster.gov.uk/parking** for information on alternative payment option.

Please make cheques and postal orders made payable to **Westminster City Council**

If you would like to pay by debit/credit card please complete this section

Type of Credit/Debit Card you are paying with

Visa MasterCard Maestro Delta

Card Number _____

Issue Date ____ / ____ Expiry Date ____ / ____

Issue Number (Maestro) _____

Name on Card _____

Amount £ _____

6. Caution

It is an offence to give false or misleading information when applying for a resident parking permit. If you do so, you may be prosecuted and could face a fine of up to £2,500. It is also an offence to mishandle or fake a parking permit. This is an offence and if prosecuted you could face a maximum fine of £5,000 (Magistrates' Court) or an unlimited fine and/or up to 2 years imprisonment (Crown Court).

Declaration

I agree to submit the relevant payment for the permit, as specified in the instructions and guidance notes.

- The Westminster address shown in Section 1 of this form is my sole or main domestic residential address and the motor vehicle(s) is/are solely kept by me in Westminster and I am the main driver.
- I undertake to notify the City of Westminster of changes that may affect the validity of my permit.
- I do not hold another current on-street resident parking permit issued by Westminster City Council, or by any other authority.
- I understand and accept that my vehicle must be roadworthy and comply with the vehicle dimensions set out in the guidance and instructions
- I understand and accept that if I am issued with a one month interim permit and I fail to provide the necessary documents during the period of the interim cover I will not be granted a refund.
- I understand and accept that the City of Westminster or its agents will use the information I have provided to satisfy itself that I am eligible for the permit and/or prevent and detect fraud.
- I understand and accept that information I have supplied in this application may be used by other City of Westminster departments to prevent and detect fraud and to assist the Council in protecting public funds.
- I have read the instructions and guidance notes that accompany this application form and I understand and accept the conditions that apply to the on-street resident parking permit and scheme.
- I declare that the information I have submitted as part of this application is true. I understand that making a false submission to obtain a permit is a criminal offence for which I may be prosecuted.
- I understand that if I have been issued with a free permit and my vehicle(s) change to fee paying status I will surrender my permit and reapply, paying the appropriate fee.
- I will return the permit if I am asked to do so by a Council Officer or authorised agent.

Signature _____

Print name _____

- Please tick this box if you would like to be kept up to date with information and developments from Parking Services that benefit residents.