# RichmondCard Change or Return

LONDON BOROUGH OF RICHMOND UPON THAMES

See www.richmond.gov.uk/richmondcard for the latest version

- Use this form if you need to update or return your RichmondCard
- If returning your RichmondCard attach to your completed form and **post to** Parking Permits, PO Box 466, Twickenham TW1 9JT, otherwise you can **scan and email to** parkingpermits@richmond.gov.uk; or **fax to** 020 8891 7798
- If providing proof, only send COPIES as proofs cannot be returned
- For help or guidance completing this form, please contact the Council on **020 8831 6301**.

## About you...Please write clearly in BLOCK CAPITALS

| | |
|---|---|
| **Title** | Mr / Mrs / Miss / Ms / Other (please specify): |
| **Forename(s)** | |
| **Surname** | |
| **Full address** | |
| **Telephone no.** | |
| **Email address** | |

## RichmondCard Numbers...

| | | | |
|---|---|---|---|
| **Card Number (front)** | | **Serial Number (back)** | |

## Reason for change or return...tick all that apply

| | | | |
|---|---|---|---|
| ☐ | I have a new vehicle | | **Complete Section 1 Return your RichmondCard** |
| ☐ | I have moved **within** the borough | | **Complete Section 2. Do not return your RichmondCard** |
| ☐ | I have moved **outside** the borough | | **Complete Section 2 Return your RichmondCard** |
| ☐ | I have turned 75 | | **Complete Section 3 Return your RichmondCard** |
| ☐ | I no longer need the RichmondCard | Reason: | **Complete Section 4 Return your RichmondCard** |
| ☐ | My RichmondCard has been lost, stolen or damaged | | **Complete Section 5** |
| ☐ | I've changed my name | | **Complete Section 6. Do not return your RichmondCard** |

## Section 1 - Change of vehicle...

| | | | | |
|---|---|---|---|---|
| **OLD vehicle** | **Registration** | | **Colour** | |
| | **Make** | | | |
| **NEW vehicle** | **Registration** | | **Colour** | |
| | **Make** | | | |

**PLEASE TURN OVER**

**Band A vehicle?** ☐ Tick if your new vehicle is Band A, i.e. first registered after 01/03/2011 with engine CO2 emissions of 100g/Km or less

## Section 2 – Change of address...

**OLD address**

**NEW address**

**Proof of NEW address**

- ☐ Copy of current council tax bill
- ☐ Copy of legal letter of completion (valid 3 months from move in)
- ☐ Copy of utility bill (dated within 3 months)
- ☐ Copy of current driving licence
- ☐ Copy of tenancy agreement (valid 3 months from move in)

## Section 3 – Change of age...

**Confirmation (tick)** ☐ I confirm that I am now over 75 years of age and thus eligible for a 20% discount on paid-for parking using my RichmondCard, as well as free parking for stays up to 30 minutes

## Section 4 – Return of RichmondCard...

### A refund may be payable for any funds remaining on the card

**Confirmation (tick)** ☐ I confirm that I no longer need my RichmondCard and am returning it for a refund where appropriate.

**Remaining balance** £ Refunds under £5 will normally be given in postage stamps, otherwise a cheque or BACS payment will be issued.

**Refund bank details (Leave blank if you prefer a cheque)**

**Account holder name**

**Account number**

**Sort code** – –

**Address to send cheque to if different from above**

## Section 5 – Lost, stolen or damaged RichmondCard...

### A replacement card will be issued

**Details of loss or theft**

**Police crime reference number/ insurance claim** If this cannot be provided a new card will be issued without credit

**Remaining Balance** £ A balance transfer to your new card will only be considered if evidence of loss is provided, e.g. a Police crime reference number or insurance claim

**PLEASE TURN OVER**

## Section 6 – Change of name...we will update our records

| | |
|---|---|
| **OLD name** | |
| **NEW name** | |

## Use of Your Information Statement

Under the Data Protection Act 1998 the London Borough of Richmond upon Thames is the Data Controller of your personal information.

The Council respects your privacy rights and is committed to ensuring that it protects your details and the information about your dealings with the Council. The personal information that you provide to process your application will only be used by the Council to:

- Process and administer your parking arrangements with the Council
- Process Penalty Charge Notices and collect debt in relation to those Notices
- Prevent and detect fraud in relation to parking permits and/or accounts and
- Conduct surveys and research relating to parking permits and/or accounts and community parking zones.

The Council may share your information (but only the minimum amount of information necessary to do the above and only where it is lawful to do so) with other Departments within the Council (including the elected members), other local authorities, central Government departments (e.g.: TfL; London Councils; the Parking and Traffic Appeal Service), law enforcement agencies and statutory and judicial bodies.

You have a right to see your information (subject to certain exceptions and the payment of a fee). If you have any requests concerning your information or any queries with regard to the Council's processing of information, please write to Parking Services, PO Box 221, Twickenham TW1 3TL.

## Declaration

I declare that:

- All the information I have given in and in support of this application is correct, and
- I understand that my information will be used by the London Borough of Richmond upon Thames as specified in the 'Use of Your Information' statement.

## Signature...Must be completed by all applicants

| | | | | |
|---|---|---|---|---|
| **Signature** | | **Date** | | **Unsigned forms will not be processed.** |

## Offences

Parking permits/accounts obtained under false pretences, or where payment is required and is not made, will be revoked and the vehicle will be liable for penalty charge notices if parked where a valid permit/parking session would normally be valid. The Council may also prosecute under the Theft Act or other relevant legislation.

If you need this form in Braille, large print, audio tape or in another language, please call 020 8891 7071 or Textphone on 020 8831 6342