

# Tottenham Hotspur Match day permit Guidance Notes

## How To Apply For A Permit

Please complete the enclosed application form and remember to tick all the relevant boxes. We will return it to you if you have not filled it in properly or enclosed the relevant documents. This will delay us in issuing your permit.

You can apply in person at:

South Tottenham Customer Service Centre  
Apex House, 820 Seven Sisters Road, Tottenham N15 5PQ  
Opening times: Monday - Friday 8.45am - 5.00pm

Wood Green Customer Service Centre  
Ground Floor, 48 Station Road, Wood Green N22 7TY  
Opening times: Monday - Friday 8.45am - 5.00pm.

Please enclose PHOTOCOPIES of the documents required.

We aim to process your application within 10 working days but please allow sufficient time for postage.

## Who qualifies for a permit?

Those residing in a Controlled Parking Zone and who keeps and uses a vehicle may apply for a residential parking permit. You will be required to provide evidence (detailed on the application form).

## Where can I park with a permit?

Your permit entitles you to park in resident permit holders or shared use parking bays within the zone that you reside. Please note that restrictions only apply during Spurs home games. Parking places may be suspended by any person duly authorised by the Council or the Police. Do not park in a parking place where signs indicate that it is suspended. A permit does not guarantee a parking space outside your home.

## How do I display my permit?

You must display your permit on the inside of the front windscreen on the near side (passenger side) of the vehicle at all times. Make sure that all information on the permit can be clearly seen from immediately outside the vehicle so that a parking attendant or other officials can see it clearly.

## Changing your address

### Moving to a Controlled Parking Zone

If you have moved into your home in the last three months and cannot provide the necessary proof of where you live, we will issue a permit if you provide a solicitors letter confirming the sale has been completed or a new tenancy agreement.

### Moving within a Controlled Parking Zone

If you have moved into a different house within the same zone you can continue to use your permit but you must let us know and send us one of the following documents as proof of residence: current utility bill, Council or Housing rent book, benefits or pension book, Council tax bill, tenancy agreement or medical card.

### Moving to a new Controlled Parking Zone

If you have moved into a different house within another zone you must not alter your existing permit. Instead you must return your original permit, together with proof of residency. Please contact us to arrange a dispensation before you return your old permit.

#### Changing your name

If you change your name you must make a new application.

#### Change of vehicle

If you change your vehicle you must fill in a new application form. Your old permit will not be valid on any other vehicle.

#### Lost, stolen or damaged permits

If your permit has been lost or damaged you will need to pay an administration charge of £10 .30 for a replacement permit which will show the same expiry date as your previous permit.

If your permit has been stolen, you will need to give us a crime reference number. You will also need to pay an administration charge of £10.

#### Returning your permit

If you no longer need your permit or are no longer eligible for your permit you must return it to our Customer Service Centre. We will send you a refund for the remaining full months. If we have had to cancel your permit because of fraud or misuse then you will not be eligible for a refund.

#### Reporting permit fraud

We try to make sure that only eligible people hold a current permit and every effort is made to detect fraudulent applications and permit use.

If you think that someone is misusing a permit they are not entitled to then please call our Customer Service Centre on 0208 489 1000. We will keep your details confidential.

#### What if I run a business?

If you run a business you may apply for a business permit which will allow you to park in a business or permit holders bay. You cannot park in a resident only bay.