

# Apply for a local resident discount

If you use the Dartford Crossing, and your local council is Dartford Borough Council or Thurrock Council, you can apply for a local resident discount. You can check your local council at [gov.uk/find-local-council](http://gov.uk/find-local-council).

There are two plans to choose from. You will need to make a payment for your chosen plan. Complete this form to apply for a local resident account by post. You can also apply online at [gov.uk/dart-charge](http://gov.uk/dart-charge).

## About you

Please write clearly in **CAPITALS**

**First name**

**Last name**

**Address line 1**

**Address line 2**

**Town / City**

**Postcode**

**Phone number**

**Email address\***

\*An email address is required to access your account online, if you do not have or do not wish to supply an email address you will only be able to access your account by contacting Dart Charge Customer Service on 0300 300 0120 between 8am and 8pm, every day including weekends (textphone 18001 0300 300 0120)

## Proof of eligibility

To qualify for the local resident discount you need to send **clear A4 copies** of the documents that prove your eligibility. We are unable to return these. **Please do not send originals.**

**All documents should show your name and address.**

**Please send:**

A copy of the V5 registration certificate for your vehicle

**and two of the following:**

A bank or credit card statement no more than 3 months old

A utility bill no more than 3 months old (gas, electricity, or water only)

Your most recent council tax bill

An income support or housing association rent document

Your driving licence

**If the vehicle is a company or lease vehicle, and your name and address are not shown on the V5C, you will also need to send:**

A letter from the company confirming your address, that the vehicle is for your use only and that it is normally kept at your address

**or**

The vehicle lease document showing that the vehicle has been leased in your name

Goods vehicles with 2 axles can be registered for the scheme but must be privately owned or leased. Goods vehicles owned by a company, or with more than 2 axles, are not eligible for the scheme.

## Vehicle details

We use automatic number plate recognition to know when you have used the crossing.

You can apply for a local resident discount for one vehicle.

### Eligible vehicles

- Car (including trailer), motorhome or minibus with 9 seats or fewer, including the driver's seat
- Vehicle with 2 axles

### Cannot apply

- Motorcycle, moped or quad bike - these vehicles can cross free of charge
- Vehicle with more than 2 axles

We will check your vehicle type using DVLA records.

**Number plate**

**Make**

**Model**

**Colour**

You can add other vehicles to your account. These will be charged at the standard account rate.

If you would like to add more vehicles, you can call us on 0300 300 0120 between 8am and 8pm, every day including weekends (textphone 18001 0300 300 0120)

## Plan options

Choose one:

Unlimited (one way) crossings for one year for a fee of **£20**

Up to 50 (one way) crossings for one year for a fee of **£10**

If you need to make more crossings before the end of this plan, you can:

- top-up your account by £5 for an additional 25 crossings
- upgrade your plan to unlimited crossings for £10

The maximum you will pay for a local resident discount is £20 for one year.

## Payment

### Pay by cheque or PO

I enclose a cheque or PO for the amount of

£

made payable to Dart Charge

## How can we contact you?

We send account notifications by either email or post. For example, we would write to you when it is time to renew your local resident discount, or when you have 5 crossings left. Please select how you would prefer to receive account notifications.

Select one:

Email

or

Post

We can also send a text message to make sure that you never miss a notification. To receive text messages about your account tell us your mobile phone number:

**Mobile number**

## Declaration

I confirm that:

- I wish to apply for a Dart Charge account
- the details given on this form are correct
- I understand that I must allow **10 working days** for this payment to be received and processed
- I understand that if the vehicle on this application is used to make a crossing before this payment is processed it may result in standard rate charges which must be paid separately
- I have read and understood the Dart Charge terms and conditions which can be found at: [dartford-crossing-charge.service.gov.uk/Static/TermsAndConditions](http://dartford-crossing-charge.service.gov.uk/Static/TermsAndConditions)

Signature

Signature date

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## What happens next

When we have opened your account we will write to you by post or email to let you know.

## If you change your mind

If you change your mind you have the right to cancel this agreement within 14 days of your account being opened.

If you wish to cancel you can call us on 0300 300 0120 between 8am and 8pm, every day including weekends (textphone 18001 0300 300 0120) or write to us at:

**Dart Charge**

**PO Box 309**

**Leeds**

**LS11 1HJ**

## What to do now

Please send

- pages 1, 2, 3, 4 and 5 of this form
- your payment
- proof of eligibility

to:

**Dart Charge**

**PO Box 309**

**Leeds**

**LS11 1HJ**

Ensure that you pay the correct postage when sending your application form.

## About Dart Charge

National Highways are authorised to collect the road user charge on behalf of the Secretary of State for Transport of Great Minster House, 33 Horseferry Road, London, SW1P 4DR. The Account, Local Resident Discount Scheme and online service are operated on National Highways behalf by Conduent Public Sector UK Ltd, PO Box 309, Leeds, LS11 1HJ - Registered in England and Wales, Number 02840514.

All personal data will be processed in accordance with GDPR and our privacy policy which can be found online at:

- [dartford-crossing-charge.service.gov.uk/Static/TermsAndConditions](https://dartford-crossing-charge.service.gov.uk/Static/TermsAndConditions)

## Checklist

- Complete the about you section on page 1
- Tick the documents you are sending us for proof of eligibility on page 2
- Include clear A4 copies of the documents ticked on page 2
- Complete your vehicle details on page 3
- Select which local resident plan you are applying for on page 4
- Add the total amount on page 4
- Tell us how we can contact you on page 4
- Sign the declaration on page 5