

**Mr**

**In response to your appeal regarding the issue of a parking charge**

**Ref number:**

**Vehicle Registration:**

**Date of PCN issued: 12/12/2018**

**Date of Appeal: 12/12/2018**

**Date of Appeal Response: 07/01/2019**

Thank you for your correspondence regarding the above Parking Charge Notice (PCN).

We have considered your appeal carefully and take note of the points you have raised in mitigation; however, we have decided that your appeal has been rejected on the following grounds.

The signage at the site is clearly visible and the information on the signage informs the driver of the parking conditions at the location. Signage is prominent throughout the parking area. Signage location, size, content and font has been audited by the Independent Parking Committee.

It is the driver's responsibility to check for signage, check the legality and obtain any authorisation for parking before leaving their vehicle.

The fact you are a permit holder is not in dispute, however, as a permit holder you are aware of the fact a permit must be displayed and the result of non-display. As per the signage, retrospective evidence of authority to park is not accepted. The parking scheme is in place due to historical parking issues at the development. The scheme offers security and exclusivity to resident bays by combating parking issues. For the basis of treating all residents fairly and equally, all vehicles parking otherwise than in accordance with the conditions must be dealt with the same way, otherwise the parking control provides no protection to the residents.

If the permit is not totally visible on the said occasion whether intentional or not, we feel the driver must take responsibility for this. We also feel that it falls into the category of not parking in accordance with the conditions, by not clearly displaying a valid permit. Signage states permits must be fully displayed in the front windscreen. Had the permit been fully and clearly displayed in the windscreen there would have been no cause to issue the PCN.

Having viewed the images taken of the vehicle at the time of issue, the information on the permit is hidden as the permit has slipped beneath the black windscreen edge. Due to this, we cannot tell if the permit is a valid/cancelled permit or whether the permit is valid for the area in which the vehicle is parked.

The operator cannot know why a valid permit is not displayed. They are contracted to monitor ALL vehicles on site and ensure a correctly displayed valid permit is on show in every vehicle to ascertain authority to park on site.



Whilst we empathise with your situation, we cannot allow parking without displaying a valid permit, whatever the circumstances. By not enforcing the said issue the same situation will likely happen more often.

The reasons you have put forward for parking in a clearly regulated parking area do not justify parking otherwise than in accordance with the restrictions. You will appreciate that everyone has what they regard as reasonable grounds for parking. The location is private land and as such there is a need to ensure that only vehicles conforming to the advertised restrictions can park on site.

**YOUR OPTIONS NOW ARE:**

1. Pay the Parking Charge Notice. If you have made your appeal within 14 days of the issue date of the PCN, you now have a further 14 days from the date of this communication to pay the reduced rate of £60.00 per PCN. If you have appealed more than 14 days after the date of the issue of the PCN, the full amount of £100 per PCN will be outstanding.
  - You can pay by visiting the website [www.payppm.co.uk](http://www.payppm.co.uk)
  - By phone, calling 0207 100 2929. Please have your debit/credit card details and the information in this letter to hand.
  - By post, sending a cheque or postal order made payable to Parking and Property Management Ltd to the address at the bottom of this letter. Please ensure the PCN number is written on the reverse of the cheque.
2. If you believe this decision is incorrect, you are entitled to appeal to the Independent Appeals Service (IAS). The Independent Appeals Service provides an Alternative Dispute Resolution scheme for disputes of this type. As you have complied with our internal appeals procedure you may use, and we will engage with, the IAS standard Appeals Service providing you lodge an appeal within 21 days of this rejection. To appeal, the IAS will need your parking charge number, your vehicle registration and the date the charge was originally issued. For further information, please visit [www.theias.org](http://www.theias.org).

**If you decide to use the Independent Appeals Service (IAS), the offer of a discount for early payment will be withdrawn and the full parking charge of £100 per PCN will apply if your appeal is dismissed.**

**Please note that the Independent Adjudicator is unable to cancel a charge on grounds of mitigation and the decision will be based on facts and evidence only.**

***N.B. If you appeal to the IAS and then subsequently PAY THE CHARGE prior to that appeal being determined, OR alternatively PAY THE CHARGE then attempt to appeal, the appeal will be CANCELLED and you will not be given a further opportunity to contest the charge.***





**Please allow 24 hours before appealing to the IAS to ensure they have received all relevant information regarding the status of your appeal to us.**

3. If you chose to do nothing, we will seek to recover the monies owed to us via our debt recovery procedures and may proceed with Court action against you.

Yours sincerely

**Parking & Property Management Ltd.**

