

Enquiries to Parking

You can contact us:

In writing at:

Parking
P.O. Box 396
Reigate
Surrey RH2 2ER

Via the Help Line: 01737 276000

By fax at: 01737 276610

Or by email at:

parking.services@reigate-banstead.gov.uk

Website: www.reigate-banstead.gov.uk



Parking Service Charter

February 2011

In this charter, we set out the service that we provide. It also contains details of how you can contact us and how we can help you get the best out of the service.

Our Service

Our Parking service covers the following:

- civil parking enforcement of waiting restrictions
- provision of 1,826 off-street car parking spaces
- designated spaces for disabled persons
- overnight lorry parking for vehicles in Redhill
- a comprehensive, digital CCTV system in our two multi-storey car parks, which is now linked to Reigate Police Station
- provision of season tickets or contract parking spaces if required
- issue Residents, Visitors and Homecarers Parking Permits
- issue Parking Dispensation Waivers

What we will do for you

We will ensure that:

- parking bays are swept at least once a week
- litter bins are emptied at least three times a week
- lifts and stairwells in our car parks are cleaned six times a week
- a minimum of 90% of all lights are working
- daily random inspections and security checks are carried out
- no ticket issuing machine is out of order for more than four hours for a minor repair
- graffiti is removed from car parks within 24 hours of notification with particular attention to graffiti that is racist, sexist or offensive
- season tickets are issued within 5 working days
- all letters that challenge the issuing of a Penalty Charge Notice (PCN)

are acknowledged within 3 working days

- a full reply and decision on the challenge of a PCN is given within 14 working days
- issue Residents, Visitors and Homecarers Permits within 5 days
- issue Parking Dispensation Waiver(s) within 2 days

What can you do

- observe the waiting restrictions that are displayed at single and double yellow lines
- do not park where you can cause danger and/or inconvenience to other road users, especially outside schools
- do not park on footways or grass verges as it is dangerous for the partially sighted and causes unnecessary damage
- treat our Civil Enforcement Officers with respect, remember that they are only doing their job
- save yourself time and money by buying a season ticket. Season tickets are available for either 1, 3 or 12 months.
- when using pay and display car parks, please make sure you buy a ticket and display it clearly from the inside of the windscreen.
- always lock your vehicle and ensure that all windows are closed.
- always lock valuables in the boot.
- report any defects to us immediately.
- in order to assist with improvements in services we ask for your cooperation in completing customer surveys, which are issued from time to time.

Tell us if:

- you are having any difficulties with our service
- any of our information is incorrect, inadequate or unfriendly
- you have any comments or suggestions
- there are any additional services you think we should provide.