

## Reigate & Banstead Customer Services

 01737 276000

 [customer.services@reigate-banstead.gov.uk](mailto:customer.services@reigate-banstead.gov.uk)

 [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)

### Other useful websites

See the Directgov website for a full version of the official Highway Code: [www.direct.gov.uk](http://www.direct.gov.uk)

There is more information on penalty charge notices at: [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

Visit Surrey County Council online:  
[www.surreycc.gov.uk](http://www.surreycc.gov.uk)

# A guide to parking controls in the Borough of Reigate & Banstead



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## Why do you need parking controls?

Thoughtless parking causes problems on our roads, affecting pedestrians, cyclists and other road users. A badly parked vehicle can lead to congestion and may block the way for emergency vehicles.

Sometimes we have to put in parking controls to reduce the danger caused by careless and inconsiderate parking and to help the flow of traffic.

We use yellow lines and parking signs to show restricted areas where vehicles may not park. If you ignore these restrictions, you can receive a penalty of up to £70.

### Parking restrictions aim to:

- maintain and improve safety on our roads;
- make sure that emergency vehicles have clear access;
- keep traffic moving and reduce traffic problems;
- encourage and promote safe and responsible parking;

- make sure that everybody has equal access to limited parking space;
- help buses run on time; and
- support the needs of specific groups, such as people with disabilities.

### Who enforces parking regulations?

We enforce laws on street parking, and public car parks.

Following a change in the law in 2004, responsibility for enforcing on-street parking transferred from the police to Surrey County Council and they chose us as their agents to carry out this work.

Civil enforcement officers (commonly known as parking attendants) carry out parking-enforcement patrols for us. They are employed by Reigate & Banstead Borough Council.

A civil enforcement officer can issue a penalty charge notice (PCN), commonly called a 'parking ticket', when they believe someone has parked illegally.

### There are two levels of penalty – £50 or £70.

The **£50 penalty** is for minor offences for example, parking in a car park without displaying a valid pay-and-display ticket.

The **£70 penalty** is for more serious offences like parking in a Blue Badge holder's space or on a double yellow line.

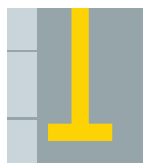
## Avoid a penalty... ...know the Highway Code

### Yellow line waiting restrictions

A double yellow line shows that vehicles cannot park at any time.

A single yellow line shows that vehicles cannot park at certain times. These times will be shown either at the entrance to a controlled parking zone or on nearby parking signs.

You can stop on double or single yellow lines to drop off or pick up passengers or to load or unload bulky goods.

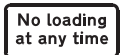
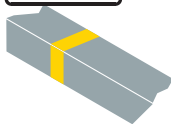


### Loading restrictions

Yellow lines on the kerb or at the edge of the road mean that you may not load or unload between the times shown on nearby time signs.

One line means you may not load or unload between the times shown.

Two lines mean you may not load or unload at any time.



### The Blue Badge Scheme

Disabled parking bays on streets and in car parks help to provide parking for Blue Badge holders that is easy to reach and close to facilities.

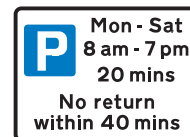


As a badge holder, you can park on double and single yellow lines when there isn't a loading restriction in place. You can also park for free in any of our car parks up to the maximum time parking is permitted.

You need to make sure you display your badge correctly (and time clock when needed) when you use the scheme, with the serial number and expiry date clearly showing.

### Pay-and-display parking

Pay-and-display parking helps us to manage parking in our public car parks, and regulate parking on streets.



You need to follow the instructions on the pay-and-display machines in the Borough car parks, and take care that your ticket is clearly on show when you leave your vehicle.

### Controlled Parking Zones

There are three controlled Parking Zones (CPZs) Redhill, Reigate and Horley within the borough. The main yellow line waiting restriction is signed (see opposite) on all roads leading into the controlled zones and show the operating hours and days, when parking is restricted.



We use CPZs to regulate parking around major shopping centres and railway stations. Signs next to parking bays within the zone show who can use the bay and how long they can park. On the Gardens Estate (CPZ) in Horley, close to Gatwick Airport the Controlled Parking Zone and Residents parking scheme are used to deter parking by holidaymakers.

## What do I do if I get a penalty charge notice?

Civil enforcement officers regularly patrol to enforce street and car park regulations and will issue a penalty charge notice if they think someone has parked illegally.


When a civil enforcement officer issues a penalty charge notice, you can either pay the penalty or challenge it in writing. If you don't pay the penalty then responsibility for it rests with the owner (normally the registered keeper of the vehicle shown on DVLA records). This applies no matter who had parked the car at the time the penalty was issued.

If you pay the penalty within 14 days of the date you received the ticket, a 50% discount applies. The £50 or £70 penalty can be paid at £25 or £35 respectively. When the penalty is paid the case is closed and you can no longer appeal against it.


### Do not ignore a penalty charge notice

If you do not pay a penalty and we do not receive an appeal, the charge will increase over time. We will eventually refer an unpaid penalty to the county court as a debt. We can employ bailiffs to collect the debt and if they take action, you will have to pay other charges as well as the original penalty.

### Pay it...

 [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)

 01737 276727

 Reigate & Banstead Borough Council  
Finance Dept, Town Hall, Castlefield  
Road, Reigate, Surrey RH2 0SH

## Challenge it...

If you believe you received the penalty wrongly, or there are special circumstances why you shouldn't pay it, you can challenge it straight away.

Below are the stages of the appeal process if we don't cancel your penalty and you do not pay it.

Stage 1 **Informal appeal**

Stage 2 **Formal representation**

Stage 3 **Traffic Penalty Tribunal**

Stage 4 **Charge certificate**

Stage 5 **Debt registration**

Stage 6 **Witness statement**

Stage 7 **Warrant of execution**

## Challenging a penalty charge notice

The law says that you have to make all appeals in writing. Our parking services section will deal with your appeal. The staff here are fully trained and experienced in dealing with parking issues and appeals. They will come to a decision to cancel or uphold a penalty in line with the law and our policies.

## Stage 1 Making an informal challenge

If you appeal against a penalty within 28 days of the date you received it, we call it an 'informal' challenge. This is because the formal process for considering parking appeals has not yet begun.

When we receive an informal challenge we look at the original evidence of the civil enforcement officer including their notes and photos (when available). We also consider the information you give us, including any documents you provide to support your challenge (such as a valid pay-and-display ticket, a delivery note or a doctor's certificate).

Once we have looked at all of the available information we will make our decision. We will then write to you, explaining why we have decided to either cancel or uphold the penalty. If we decide to uphold the penalty, we will give you information on what will happen next including the next stages of appeal.

If you make an informal challenge within 14 days of the date we issued the penalty charge notice we will normally offer you an extra 14 day period in which you can make the payment at half of the normal rate.

## Stage 2 Making a formal representation

If you still haven't paid the charge after 28 days from the date you were issued the penalty charge notice, we will send a 'Notice to Owner' (NtO) to the owner of the vehicle. This gives you 28 days to either pay the penalty or appeal against it. An appeal at this stage is called a formal representation. We will not normally accept a formal representation outside of this 28 day period.

### Legally, you can make a formal representation if:

- you did not own the vehicle when the penalty notice was issued;
- you did not break a parking regulation;
- the vehicle was taken without your permission;
- the Traffic Regulation Order is not valid;
- you are a hire firm and have given us the details of the hirer;
- the penalty charge is more than you should pay for this incident;
- we have acted wrongly; or
- the penalty charge has already been paid.

If your appeal is successful, we will send a letter that explains why we have decided to cancel the penalty. This is called a notice of acceptance.

If your appeal is not successful and we do not accept a representation, we will send you a letter explaining why we have decided not to cancel the penalty. This is called a notice of rejection. You then have 28 days to either pay the penalty or appeal to the Traffic Penalty Tribunal (TPT).

### Stage 3 Appealing to the Traffic Penalty Tribunal (TPT)

The Traffic Penalty Tribunal (TPT) is an independent tribunal set up to consider parking appeals.

If you make an appeal, an adjudicator, chosen by the TPT, will consider all of the information to do with the penalty notice. They will decide whether the penalty charge notice is legally valid and will look at the evidence of the civil enforcement officer, including notes and photos (if any) of the offence. They will also look at the letters that have passed between you and us, and the information you give us in your appeal.

If the tribunal upholds your appeal, they will normally tell us to cancel the penalty.

If the tribunal dismisses your appeal, you will normally have to pay the penalty charge that you owe us, within a set time (normally 28 days).

The TPT's decision is final and you and we have to keep to it.

You can find more information about parking regulations and how we enforce them (including more details about penalty charge notices and the notice to owner letter) at:

**[www.patrol-uk.info](http://www.patrol-uk.info)**

### Stage 4 The charge certificate

We have to send a charge certificate to the owner or keeper of the vehicle if:

- you didn't pay or appeal after 28 days from the date we sent you a 'notice to owner' letter;
- you didn't appeal to the tribunal within 28 days from the date your formal representation was unsuccessful;
- your appeal to the tribunal was unsuccessful and you did not pay the penalty charge; or
- you withdrew your appeal to the tribunal.

When we issue a charge certificate a £50 penalty will increase to £75 and a £70 fine to £105. You will have 14 days to pay the increased penalty.

### Stage 5 Registering a debt

If, after 14 days from the date of the charge certificate, you still haven't paid a penalty, we will apply to register it as a debt at the Traffic Enforcement Centre at Northampton County Court. At this stage we will add a court registration fee of £5.

We will send the owner a notice of debt registration and a witness statement. They can send the witness statement to the court if they believe they have good reason for not paying the penalty.

### Stage 6 Witness statement

You can use the witness statement to stop court action for the following limited reasons.

- If you did not receive a 'notice to owner' letter.
- You made a formal representation to us but we did not send you a notice of rejection.
- If you appealed to the parking adjudicator but did not receive a response.
- The Penalty Charge has been paid in full.

If the court accepts your statement, they will pass the case back to us or the adjudicator depending on the reasons.

### Stage 7 Warrant of execution

If, after 21 days, the court sends you a notice of debt registration, you haven't paid the debt or sent a witness statement, we will apply to the court for a warrant to recover the debt. We will pass this to a private bailiff company for them to recover the debt on our behalf.

The bailiff is legally entitled to charge you more for any action they take.