

Instructions for Appeals and Payment

To Pay

You can pay your East Riding of Yorkshire Council parking charges (PCN) by any of the following methods:

Telephone payments

Parking penalty charges can be paid via the telephone Monday to Friday on telephone number (0845) 1200020. *Please have your debit or credit card ready.*

Pay in person at a Council's Customer Service Centre.

Please note: not all customer service centres have the facilities to accept payment of penalty charge notices

Full details on how to make payments by the methods listed above are on the Council website: www.eastriding.gov.uk.

Before attempting to make payment by the above methods please wait 2 working days from the date of service of the PCN to allow the council's computer systems to be updated.

Postal Payments (Cheque or Postal Order ONLY)

Parking penalty charges can be paid by post to:

ERYC CPE,
PO Box 294,
BEVERLEY, HU17 6FB.

Please make cheques or postal orders payable to **East Riding of Yorkshire Council** and write your penalty charge notice reference number and address on the back of your cheque or postal order. If a receipt is required a stamped addressed envelope must be enclosed. Post dated cheques will not be accepted.

Please allow at least three working days for your payment to transit the Royal Mail Postal Service.

DO NOT SEND CASH THROUGH THE POST

To Appeal (also known as a Representation or Challenge)

The Council will only accept Appeals in writing to the address below. All appeals will be considered on their individual circumstances. Appeals received later than 28 days after the issuing of a Notice to Owner may not be considered by the Council

If you believe you have not committed the offence or if you want to put forward mitigating circumstances, you can send in an appeal to:

ERYC CPE,
PO Box 294,
Beverley, HU17 6FB,

*Your appeal **must** include your PCN number, name and address and **must** be signed and dated.*

As soon as the Council's adjudicators receive your first appeal your 50% discount will be preserved providing your appeal reaches the adjudicators before the end of the discount period. If your appeal is rejected you may be given another discount period. If you then wish to make a second stage formal appeal you should refrain from paying the PCN and await the Notice to Owner letter. Formal appeals can only be made using the Notice to Owner. **At this second stage the discount period has lapsed and the full charge amount will be owed if your appeal is not successful.** There is a third stage appeal. Full details of the third appeal process will be sent to you with the second stage appeal rejection letter.

If you pay the charge before the appeals process is completed, you will bring the matter to a close, as payment of the charge is deemed to be acceptance of the penalty.

Verbal Challenges will NOT be accepted due to the possibility of misinterpretation of the challenge during the appeal process.

For further information on the appeals process visit www.patrol-uk.info