



Working Together For You



Penalty Charge Notice (PCN)

The Traffic Management Act 2004, s 78

Civil Enforcement of Parking Contravention (England) General Regulations 2007

Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007

**DO NOT PAY THE CIVIL ENFORCEMENT OFFICER
DO NOT SEND CASH BY POST**

How to Pay

- **By telephone:** Credit / debit card payments only. Automated payment line 0845 355 3500 (24hours / 7 days a week). Have vehicle details and PCN Number ready.
- **Online:** at www.sandwell.gov.uk follow links from online payments. Automated and on-line payments cannot be made on the same day that the PCN has been issued.
- **By post:** using the payment slip below to: APCOA Parking C/O, Sandwell Metropolitan Borough Council, P.O.Box 2374, Council House Oldbury, West Midlands, B69 3DE. Allow 2 working days for 1st class post and 5 for 2nd class. Cheques should be made payable to Sandwell MBC.
- **In person:**
Cashier Services
Sandwell MBC
Council House Oldbury
Freeth Street, B69 3DE
Monday - Friday 09.00 - 16.30 (except Bank Holidays)

If you believe that the penalty should not be paid and wish to challenge this PCN

- **Write to APCOA Parking C/O,**
Sandwell Metropolitan Borough Council, P.O.Box 2374,
Council House Oldbury, West Midlands, B69 3DE.
or
- **submit your challenge online at:**
<http://sandwell.appeals-online.co.uk>

Using the above methods will ensure that your challenge is received by the Parking Section. Contacting Sandwell Council by other means may delay your challenge being considered. If you are unable to write or have any other enquiry, please telephone 0121 569 4330 or use our web form.

Please quote the PCN Number, the vehicle registration and your address in all contacts.

Details of the Council's policy and approach to challenges can be found at www.sandwell.gov.uk. All cases will be considered on their individual circumstances. If you challenge this PCN within 14 days and the challenge is rejected, the Council will usually re-offer the 14 day discount period within which the reduced Penalty Charge may be paid.

If the Penalty Charge is not paid or challenged

If the Penalty Charge is not paid on or before the end of the 28 day period as specified on the front of this notice or is not successfully challenged, the Council may serve a Notice to Owner (NtO) on the owner of the vehicle requiring payment of the Penalty Charge. The owner can then make formal representations to the Council and may appeal to an independent adjudicator if those representations are rejected. The NtO will contain instructions for doing this.

If you challenge this PCN but the Council issues an NtO anyway, the owner must follow the instructions on the NtO.

Further information about Civil Parking Enforcement (including PCNs and NtOs) is available online at www.patrol-uk.info.