

# NOTICE TO OWNER (Nto) **Wiltshire Council**

Where everybody matters

The Traffic Management Act 2004, s82; Civil Enforcement of Parking Contraventions (England) General Regulations 2007; Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007

WEB CODE:

**Date of this Notice to Owner and date of posting:**

**This Notice has been served on you because it appears to the Enforcement Authority that you are the owner/keeper/hirer of:**

**Vehicle Registration Number:**

**Make:**

**Tax Disc:**

**Expiry:**

**in respect of which Penalty**

**was served**

**Charge Notice (PCN):**

**on:**

**by Civil Enforcement Officer (CEO):**

**who had reason to believe the following contravention had occurred and that a penalty charge was payable.**

**Location:**

**Date of Contravention:**

**Time:**

The Penalty Charge is £. To date £ has been received. £ is outstanding.

**A Penalty Charge of £ is now payable by you as the owner/keeper/hirer and must be paid not later than the last day of the period of 28 days beginning with the date on which this Notice is served. This Notice will be taken to have been served on the second working day after the day of posting (as shown above) unless you can show that it was not.**

**You may make representations to the Enforcement Authority as to why this penalty charge should not be paid. These representations should be made not later than the last day of the period of 28 days beginning with the date on which this Notice is served and any representations which are made outside that period may be disregarded.**

**NOTE: If you do not pay the penalty charge or make representations before the end of the period specified above the Council may increase the original penalty charge by 50% to £ and take steps to enforce payment.**

**Payment Slip:** For payment options please see following page.

For postal payments please complete this slip and return it with your payment to the address below.

**Wiltshire Council, Parking Services, Monkton Park, Chippenham, Wiltshire, SN15 1ER**

First Name:

Surname:

Address:

Post Code:

Web Code:

Amount enclosed:

£

Vehicle Reg:

## How to Pay - Payment should only be made if the Notice is not disputed

Payment can be made by Credit/Debit Card, Cheque or Postal Order

- **Online** at [www.wiltshire.gov.uk/parking](http://www.wiltshire.gov.uk/parking) Follow links to **pay/challenge**. Have credit / debit card, vehicle registration number and PCN number ready.

- **By telephone** credit / debit card payments only. Automated payment line **0300 456 0119** (24 hours / 7 days a week). Have credit / debit card, vehicle registration number and PCN number ready.

- **By post** using the payment slip to: **Wiltshire Council, Parking Services, Chippenham, Wiltshire, SN15 1ER**. Allow 2 working days for 1st class post and 5 for 2nd class. Recorded Delivery is recommended. **Please ensure to write the PCN number on the rear of Cheques and Postal Order payments.**

Do not send cash or make credit card payments by post. Post dated cheques will not be accepted.

- **In person** at the Wiltshire Council offices named below

County Hall	Bythesea Road	Trowbridge, Wiltshire BA14 8JN
Crossmolina Buildings	Snuff Street	Devizes, Wiltshire SN10 1FG
Bourne Hill	Bourne Hill	Salisbury, Wiltshire, SP1 3UZ
Monkton Park Office	Monkton Hill	Chippenham, Wiltshire, SN15 1ER

All offices are open Monday to Friday 0900 - 1630

## Notice of Completion

1. A penalty charge notice (PCN) was served on the vehicle or the person appearing to be in charge of it, which allowed 14 days for payment of a 50% discounted penalty charge; otherwise the full penalty charge became due. Either no payment has been received or any payment received has been insufficient to clear the penalty charge.
2. As the registered owner/keeper of the vehicle (or the person who was hiring the vehicle) at the time the Penalty Charge Notice was issued, you are legally liable for the Penalty Charge even if you were not the driver at the time.
3. It is now too late to pay the 50% discounted rate, you therefore have two options

## Pay or Appeal

4. **a) PAY - Pay the Penalty Charge in full using an above method.**  
**b) APPEAL - Make Representations to the Enforcement Authority**

There are set grounds on which you may make Representations as set out on page 3 of this Notice to Owner. If you think that one or more of the listed grounds applies to your case, complete and return this entire form to **Wiltshire Council** at the above address or alternatively complete the online form at [www.wiltshire.gov.uk/parking](http://www.wiltshire.gov.uk/parking). Representations must be made in writing. The letter you are sent if your Representations are unsuccessful will explain how you can appeal to an Independent Adjudicator.

Representations which are received after the end of the 28 day period specified on the first page of this Notice may be disregarded. This Notice will be taken to have been served on the second working day after the day of posting unless you can show that it was not. *For more information on this, please turn to the last page of this Notice.* If you submit your representations late, you should explain why.

## How to make representations

Representations can be made **By Post** to: **Wiltshire Council, Parking Services, Monkton Park, Chippenham, Wiltshire, SN15 1ER** or **Online** at [www.wiltshire.gov.uk/parking](http://www.wiltshire.gov.uk/parking).

If you are unable to use any of these methods or have any other enquiry telephone: **0300 456 0100**

The statutory grounds on which representations may be made are set out below together with an indication of the information which you should supply in support of your representations. It is important to provide all relevant information. Tick the relevant boxes and write your reasons in the box on the following page. This Notice **will** be cancelled if one or more of the specified grounds are established. This Notice **may** be cancelled for other compelling reasons even if none of the specified grounds apply. If the Notice is cancelled any sums already paid will be refunded.

If your representations are received in time or are received late but are taken into account, Wiltshire Council will let you know its decision in writing not later than the last day of the period of 56 days beginning with the date on which your representation was served to them. If the Council fails to do so, this Notice will be cancelled and any sums already paid will be refunded. If your representations are rejected, you have the right to appeal against that decision to an Independent Adjudicator. An appeal form will be sent with the letter rejecting your representations. The form will explain how and when to appeal to the Adjudicator.

Wiltshire Council's policy about late representations and / or representations not covered by the statutory grounds is available at [www.wiltshire.gov.uk/parking](http://www.wiltshire.gov.uk/parking) or from any Wiltshire Council office as listed in the payment section upon request. Further information about Civil Parking Enforcement (including PCNs and NtOs) is available online at [www.patrol-uk.info](http://www.patrol-uk.info)

### The Specified Grounds

☐ **1) The alleged contravention did not occur.**  
(Please explain why you believe no contravention took place.)

☐ **2) I was never the owner of the vehicle in question or**

**I had ceased to be its owner before the date on which the alleged contravention occurred or**

**I became its owner after the date on which the alleged contravention occurred.**

(If you bought or sold the vehicle, you **must** give the new or former owner's name and address if you have it. Please also provide the date of the transaction and any other details, and include any documents such as an invoice or bill of sale.)

☐ **3) The vehicle had been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the consent of the owner.**

(Tick this box if your vehicle was stolen or taken without your consent. Please provide any supporting information that you may have e.g. any crime reference or insurance claim reference.)

☐ **4) We are a vehicle-hire firm and the vehicle was on hire under a hiring agreement and the hirer had signed a statement acknowledging liability for any PCN issued during the hiring period.**

(The hiring agreement must be one which contained certain prescribed particulars. You **must** supply the name and address of the hirer. Please also supply a copy of the signed agreement.)

☐ **5) The penalty charge exceeded the amount applicable in the circumstances of the case.**

(Tick this box if you think you are being asked to pay more than is required by law and explain why.)

☐ **6) There has been a procedural impropriety by the enforcement authority.**

(Tick this box if you believe that Wiltshire Council has failed to comply with any requirement imposed by the Traffic Management Act 2004, by the Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007 or by the Civil Enforcement of Parking Contraventions (England) General Regulations 2007. Please set out the statutory requirement, time limit or other procedural step with which you believe that the Council has failed to comply.)

☐ **7) The Order which is alleged to have been contravened in relation to the vehicle concerned is invalid.**

(Please explain why you believe that the Order in question is invalid. Please note that this ground will not apply in respect of a provision in an Order to which Part VI of Schedule 9 to the Road Traffic Regulation Act 1984 applies.)

☐ **8) This Notice should not have been served because the penalty charge has already been paid:**

**(i) in full; or**

**(ii) at the discounted rate set in accordance with Schedule 9 to the Traffic Management Act 2004 and within the time specified in paragraph 1(h) of the Schedule to the Civil Enforcement of Parking Contraventions (England) General Regulations 2007.**

(Please indicate the amount of the payment made and when and how the payment was made and include any supporting documentary information such as a receipt or bank statement.

N.B. The discounted rate was 50% of the penalty charge and should have been paid not later than the last day of the period of 14 days beginning with the date on which the PCN is served.)

### Other Grounds

If there are any other reasons not listed above why you consider the Council should cancel this Notice please tick this box and set out those reasons in full in the box on the following page.

☐

**Write your representations here** (attach any extra sheets if necessary)

**Name and address of buyer / seller / hirer of vehicle** (where relevant)

Mr/Mrs/Miss \_\_\_\_\_ First Name \_\_\_\_\_ Surname \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_

**Date of Sale/Purchase:**

*N.B Proof of sale **must** be attached as specified in Statutory Ground 4 above*

**I confirm that my representations are true to the best of my knowledge. I realise that knowingly or recklessly making a false statement may result in prosecution and a fine upon conviction of up to level 5 on the standard scale (currently £5,000).**

Reference: «Notice\_Number»

Signature \_\_\_\_\_ Date: \_\_\_\_\_  
NAME \_\_\_\_\_ Position in company  
(in capitals) \_\_\_\_\_ (if relevant) \_\_\_\_\_

### **The rule relating to service**

The Civil Enforcement of Parking Contraventions (England) General Regulations 2007: Regulation 3

#### **“Service by post**

- 3- (1) Subject to paragraph (5), any notice (except a penalty charge notice served under regulation 9) or charge certificate under these Regulations -
- (a) may be served by first class (but not second class) post; and
  - (b) where the person on whom it is to be served is a body corporate, is duly served if it is sent by first class post to the secretary or clerk of that body.
- (2) Service of a notice or charge certificate contained in a letter sent by first class post which has been properly addressed, pre-paid and posted shall, unless the contrary is proved, be taken to have been effected on the second working day after the day of posting.
- (3) In paragraph (2), “working day” means any day except -
- (a) a Saturday or a Sunday;
  - (b) New Year’s Day;
  - (c) Good Friday;
  - (d) Christmas Day;
  - (e) any other day which is a bank holiday in England and Wales under the Banking and Financial Dealings Act 1971.
- (4) A document may be transmitted to a vehicle hire firm (as defined in regulation 5(4)) by a means of electronic data transmission where -
- (a) the vehicle hire firm has indicated in writing to the person sending the notice or document that it is willing to regard a document as having been duly sent to it if it is transmitted to a specified electronic address; and
  - (b) the document is transmitted to that address.
- (5) Nothing in this regulation applies to the service of any notice or order made by a county court.”