

**Penalty Charge Notice (PCN)**

**How do I pay?**

Payment should be received by Coventry City Council within 28 days of the date on which this PCN was served. If payment is received within 14 days of the date of service the charge will be reduced by 50%.

- **Online:** You can pay online at any time at [www.coventry.gov.uk/payonline](http://www.coventry.gov.uk/payonline). You will need your PCN number and your debit or credit card details.
- **Phone:** You can pay at any time by calling our payments line on 024 7678 7778. You will need your PCN number and your debit or credit card details.
- **In person:** You can pay by card, cash or cheque at our Customer Service Centre, Broadgate, Coventry, CV1 1FS, Monday to Friday between 9am and 5pm (excluding Bank Holidays). You will need your PCN number.
- **By post:** Cheques and postal orders should be made payable to Coventry City Council. Please write your PCN number, name and address on the back. If you want a receipt please enclose a stamped self-addressed envelope. Please post to Coventry City Council, Parking Services Payments, P.O Box 3944, Coventry, CV1 9AG.

**What happens next?**

If you pay within 28 days then no further action will be taken by Coventry City Council. If you think we were wrong to give you a PCN, there is an appeals process that you need to follow.

**If you believe the Penalty Charge Notice (PCN) should not be paid and wish to appeal**

You can make an informal challenge within 28 days of the PCN being issued. You can do this online at [parking.coventry.gov.uk](http://parking.coventry.gov.uk), or you can write a letter and send it to Coventry City Council, Parking Services, P.O Box 3943, Coventry, CV1 9AF. Please include your PCN number, your vehicle registration and your address when you contact us.

Should your reasons for challenging the PCN be rejected by the Council, a Notice of Rejection will be sent to you. You will then need to pay the charge or continue to the next stage of the appeals process. If your initial appeal was within 14 days of being served the PCN, you will be given a further 14 days in which to pay the discounted charge.

**If the Penalty Charge Notice (PCN) is not paid or appealed**

If the PCN is not paid or appealed within the period of 28 days as specified on the front of this PCN, Coventry City Council may request the registered keeper information from the DVLA and may serve a Notice to Owner (NtO) on the registered keeper, requiring payment of the penalty charge. The person on whom an NtO is served will be entitled to make representations to Coventry City Council against the PCN and may appeal to an adjudicator if the representations are rejected.

If an appeal is received before the NtO is served, it will be considered. However, once an NtO is served any representations must be made in the form and manner specified in the NtO. If these representations are accepted the PCN / NtO will be cancelled. If the representations are rejected a Notice of Rejection will be issued. The person on whom an NtO was served will then be entitled to appeal to the independent adjudicators at the Traffic Penalty Tribunal.

**Data Protection Act 1998**

The personal data you supply to Coventry City Council will only be used for the specified purpose for which you have given it or for purposes that are compatible with that. No personal data you have given us will be passed on to third parties for commercial purposes.

If you do not wish certain information about you to be exchanged within the Council, you can request that this does not happen. However, you should be aware that our policy is that all information will be shared among officers, councillors and other agencies where necessary or if the law allows or requires it.

Detach here

Detach here

Please complete below before returning with payment or written representation.

Mr/Mrs/Miss(delete) First Name: .....

Surname: .....

Address:.....

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.....Postcode: .....