



one Derby one council

PENALTY CHARGE NOTICE (PCN)

The Traffic Management Act 2004, s.78; Civil Enforcement of Parking Contraventions (England) General Regulations 2007; Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007

**FOR INSTRUCTIONS ON PAYMENT SEE OVERLEAF
DO NOT PAY CIVIL ENFORCEMENT OFFICER**

HOW TO PAY

Credit/debit card payments.

- **Online** - http://directtoyou.derby.gov.uk/services/categorised/pay_for_it and click on Parking Penalty Charge Notice.
- **By telephone** - Automated payment line 0345 6001982 (24 hour payment line). Have vehicle details and PCN Number ready.

Credit/debit cards or cash.

- **In person using self-service kiosks** - at Derby City Council, Council House, Corporation Street, Derby, DE1 2FS.
Monday to Friday 8.30am to 5.00pm.
Office is closed on public and Bank Holidays.

HOW TO CHALLENGE

If you believe that payment is not due you need to challenge the PCN. Challenges cannot be resolved over the telephone and must be made in writing, either:

Online - www.derby.gov.uk/parking and click on **Appeal a Penalty Charge Notice**.

OR

By post - Derby City Council, Parking Services, Council House, Corporation Street, Derby DE1 2FS.

It is important that you quote:

- **PCN number**
- **Vehicle registration**
- **Your address including postcode**

Please ensure that all relevant evidence that you provide to support your challenge, such as a copy of a pay and display ticket or of both sides of a blue disabled badge, is clear and readable.

Useful details of the Council's guidelines in respect of challenges and representations can be found at www.derby.gov.uk/parking and click on **Appeal parking Penalty Charge Notices – information and advice**.

All challenges and representations will be considered. If you challenge the PCN within 14 days from the date the PCN is issued and your challenge is subsequently rejected the Council will generally extend the period within which the reduced amount may be paid. This will be fully explained in our response.

WHAT HAPPENS IF THE PCN IS NOT PAID OR SUCCESSFULLY CHALLENGED

After a period of 28 days beginning with the date on which this PCN was served, you will receive a Notice to Owner (NtO). Receiving this form means that the Council are still seeking payment and that any challenge received prior to the issuing of the NtO has been considered but was not successful. **Under no circumstances should you ignore the NtO.**

WHAT YOU CAN DO UPON RECEIVING THE NTO

You are entitled to make representations. These representations should be made in the form and manner and within the time specified in the NtO. If the Council rejects your representations you may appeal to an independent Adjudicator. Full details on how to appeal will be issued by the Council within the Notice of Rejection although details can also be found on the Traffic Penalty Tribunal website – www.trafficpenaltytribunal.gov.uk

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