



Waverley Borough Council, Council Offices  
The Burys, Godalming, Surrey, GU7 1HR  
The Parking Office - Tel: **01483 523408**  
Email: [parking@waverley.gov.uk](mailto:parking@waverley.gov.uk)

**TO:**

«Offender\_Address\_Name»  
«Offender\_Address\_1»  
«Offender\_Address\_2»  
«Offender\_Address\_3»  
«Offender\_Address\_4»  
«Offender\_Town»  
«Offender\_County»  
«Offender\_Post\_Code»

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| <p><b>Penalty Charge Number:</b><br/><b>«Ticket_Ticket_Number»</b><br/><b>Date of this Notice to Owner and date of posting: «PCN_Corresp_Date»</b></p> |
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**NOTICE TO OWNER**

**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**

Waverley Borough Council is the enforcement authority.

This Notice to Owner has been served on you because it appears to Waverley Borough Council that you are the owner/keeper or hirer of Vehicle Registration Number: «Ticket\_Registration\_Number»

Make: «Ticket\_Vehicle\_Make» Tax Disc: «Ticket\_Tax\_Disc\_Number»; Expiry:

«Ticket\_Tax\_Disc\_Expiry\_Date» Colour: «Ticket\_Vehicle\_Colour» in respect of which Penalty Charge Notice No: «Ticket\_Ticket\_Number», was served on «Ticket\_Issue\_Date» by Civil Enforcement Officer (CEO) «PCN\_Attendant\_Name» who had reason to believe that the following contravention had occurred and a penalty charge is payable:

«Ticket\_Offence\_Long\_Desc» «Ticket\_Offence\_Code»

**Location: «Ticket\_Street\_or\_Carpark\_Name»**

**Date of Contravention: «Ticket\_Issue\_Date» Time: at «Ticket\_Issue\_Time»**

The person appearing to be in charge of the vehicle was served with a penalty charge notice (PCN) which allowed 14 days for payment to be made at a reduced rate of 50%; 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. **Within 28 days** of the date this Notice to Owner is \*served on you, **you must either make payment or representation to Waverley Borough Council at the above address.**

The penalty charge is £«Amount\_of\_Full\_Fine» To date a payment of £«Amount\_Paid\_to\_date» has been received. **The payment amount now due is: £«Amount\_Outstanding».**

Representations should be made to Waverley Borough Council in \*\*writing not later than the last day of the period of 28 days beginning with the date on which this Notice is \*served. If your representation is late, it may not be given consideration. Do not send payment with your representation. A response will be sent within 14 days. If your representation is accepted the Notice to Owner will be cancelled. If your representation is given consideration and rejected, you have the right to appeal against that decision to an independent Adjudicator. An appeal form will be sent with the Notice of Rejection of Representations and this will explain how and when you may appeal to an adjudicator.

If by the «PCN\_NTO\_Sent\_plus\_35\_Days» you have not paid or made a representation to Waverley Borough Council, a Charge Certificate will be served on you increasing the penalty charge by 50% to £«PCN\_CC\_Total». Failure to pay the increased amount may result in the Council registering the Charge Certificate at the Traffic Enforcement Centre, Northampton County Court. It may then follow that a warrant is issued to enforcement agents to recover the outstanding amount plus additional costs.

### **HOW TO MAKE REPRESENTATIONS**

Please follow the instructions on the following page and send your representations in writing to Waverley Borough Council at the above address. Waverley's policy on the use of discretion and wider parking enforcement policy can be found at 'Dealing with a fine' [www.waverley.gov.uk/carparks](http://www.waverley.gov.uk/carparks)

### **HOW TO PAY A PENALTY CHARGE**

**PENALTY CHARGE NO: «Ticket\_Ticket\_Number»**

**AMOUNT DUE: £«Amount\_Outstanding»**

You can pay by either credit card or debit card via Waverley's website or by telephone. We do not accept American Express, Diners Club or JCB cards. You will need the penalty charge reference number when you pay. This reference starts with either WZ or RR.

- **Waverley's website**

[www.waverley.gov.uk/payments](http://www.waverley.gov.uk/payments)

- **Telephone**

The automated 24-hour payment line is available 7 days a week.  
Please telephone: 01483 861498

Alternatively you may pay by **postal order**.

The postal order should be made payable to Waverley Borough Council. The penalty charge reference number should be written on the reverse. Please send to:

The Director of Finance  
Waverley Borough Council  
The Burys,  
Godalming,  
Surrey, GU7 1HR

**Do not send cash through the post. Waverley Borough Council will not accept any liability for any cash or postal order lost in the postal service.**

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To help us improve the service we give to you, we would welcome any feedback you may have about Waverley operated car parks. Please email: [carparkcomments@waverley.gov.uk](mailto:carparkcomments@waverley.gov.uk), or write to the address above.

## REPRESENTATIONS FORM

**Penalty Charge Number: «Ticket\_Ticket\_Number»**

If you believe that the penalty charge should not be paid you may make representations to Waverley Borough Council. The statutory grounds on which representations may be made are set out below with details of the information you need to supply. If you have already paid the penalty charge in full or at the discounted rate and within the time specified, please write to the parking office or telephone on: 01483 523408 with details.

### Instructions

1. Please tick the relevant box below and complete and return pages 3 & 4 with full details.
2. You must provide evidence where requested.
3. Return this form completed and signed to Waverley Borough Council in the envelope provided.

#### **The Penalty Charge Notice was incorrectly issued because: ..**

**1. The alleged Contravention did not occur**

Please explain why you believe a contravention did not take place. For example, if the Penalty Charge Notice is for overstaying at a pay and display location and the time shown on your ticket had not expired or you were legally loading or unloading. Please enclose evidence in support, such as a copy of the ticket or a delivery note.

**2. The penalty charge exceeded the relevant amount applicable in the circumstances of the case**

You believe the Penalty Charge Notice asked you to pay more than is required by law and explain why.

**3. The traffic order or Penalty Charge Notice is invalid**

Please explain why you believe that the Order in question is invalid.

#### **OTHER CIRCUMSTANCES**

**7. Mitigating Circumstances**

You consider that the charge is unfair and should not have been issued. Provide your reasons and details with any supporting evidence.

#### **I am not liable to pay the Penalty Charge because: ..**

**4. I was not the owner/keeper of the vehicle at the time of the contravention**

If you bought or sold the vehicle you must give the new or former owner's name and address. You need to provide the date evidence of the transaction and copies of bill of sale or purchase.

**5. The Vehicle had been permitted to wait in the place in question by a person who was in control of the vehicle without the consent of the owner**

Where a vehicle had been stolen or taken without consent, supply the police crime reference or insurance number.

**6. We are a hire firm. The vehicle was on hire under a hiring agreement and the hirer has signed a statement acknowledging liability for any PCN issued during the hiring period**

Provide copy of \ hiring agreement and name and address of hirer.

**8. There has been a procedural impropriety by the enforcement authority**

You believe the Council has failed to comply with any requirement imposed by the Traffic Management Act 2004, by the Civil Enforcement of Parking Contraventions (England or Wales) General Regulations 2007.

You must set out the statutory requirement, time limit or other procedural step with which you believe that the Council has failed to comply

### **Notes:**

\*Working day excludes a Saturday, a Sunday, New Year's Day, Good Friday, Christmas Day and any other English Bank Holiday. In respect of service of a Notice by post, it is by first class post. In the case of a body corporate, addressed to the Secretary or Clerk of that body. \*\*If you are unable to do this, you may ask a friend or relative to be your representative and write on your behalf. Alternatively, our receptionist will be pleased to write down your representation for you. Waverley Borough Council's enforcement policy can be found at [www.waverley.gov.uk/carparks](http://www.waverley.gov.uk/carparks). Further information about the civil enforcement of parking contraventions is available online at [www.patrol-uk](http://www.patrol-uk) or by telephone: 01483 523408.



**DETAILS OF REPRESENTATIONS**

Penalty Charge Number: «Ticket\_Ticket\_Number»

**INSTRUCTIONS:**

Complete the relevant section below and sign the declaration at the bottom of this page. Return all pages with any separate sheets and evidence in the envelope provided addressed to Waverley Borough Council.

**If you have ticked box 1,2, 3 or 7, you must describe the full circumstances and sign the declaration below.** State your case clearly and simply on a separate sheet of paper and indicate here how many additional sheets you have included. Place your name and address on each sheet of paper. Enclose your evidence such as a receipt or pay and display ticket. Keep a copy of all documentation and enclosures.

I have enclosed x sheets of paper including this one.

I have enclosed evidence Yes/No (delete as appropriate)

**If you have ticked box 4, please complete the following information and sign below:**

I was not the owner/keeper of the vehicle when the Penalty Charge Notice was issued because:

**I sold the vehicle on** -----/-----/----- (Date of sale) to :

Title Mr/Mrs/Miss-----Surname: -----

Address: -----

Town: -----Post Code: -----

**I bought the vehicle on** -----/-----/----- (Date of purchase) from:

Title Mr/Mrs/Miss-----Surname:-----

Address: -----

Town: -----Post Code: -----

**If you have ticked box 5, please complete the following information and sign below:**

I reported the matter to the police on (state date)-----at (location)-----

Telephone number of police station: -----Crime Reference Number:-----

**If you have ticked box 6, please complete the following information and sign below:**

We are a hire firm and have supplied below the name and address of the hirer:

Mr/Mrs/Miss:-----Initials: -----Surname: -----

Address: -----Postcode-----

**DECLARATION - This section must be signed & dated**

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 up to level five (5) on the standard scale (currently £5000).

Title: Mr/Mrs/Miss/Ms \_\_\_\_\_ Initials: \_\_\_\_\_ Surname \_\_\_\_\_

(Block capitals)

Company Name: \_\_\_\_\_ Position : \_\_\_\_\_ Telephone No: \_\_\_\_\_

Signed: \_\_\_\_\_ (date) \_\_\_\_\_

**WHAT HAPPENS NEXT** If the Council accepts your representation you will receive a letter informing you of the decision. If payment of the Penalty Charge is required, you will be sent a letter explaining why. This is called a Notice of Rejection of Representations. With this letter you should receive a form allowing you to appeal to an Independent Parking Adjudicator.