



# PARKING SERVICE CHARTER



## INTRODUCTION

As part of the Council's ongoing commitment to provide a Better Environment in Mid Sussex, it provides a Parking Service to ensure that its streets and car parks remain safe, clean and a place to be proud of.

To ensure that our approach to parking and its related enforcement is firm but fair, and remains consistent, we have constructed a Parking Charter to outline how we intend to deliver the best possible service to our customers.

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## GENERAL AIMS

It is appreciated that parking can be a sensitive subject, but nevertheless remains an essential service in order to:

- ◆ Keep traffic moving
- ◆ Maintain the safety of all road users (including pedestrians)
- ◆ Ensure spaces are available and properly managed
- ◆ Provide clean, well-lit and secure car parks.

## SERVICES PROVIDED

Mid Sussex District Council currently provides:

- ◆ 32 car parks throughout the District (20 Pay and Display, and 12 non-charging)
- ◆ The administration of a Residents Parking Scheme in the town centre of East Grinstead
- ◆ A season ticket service for regular users of pay and display car parks
- ◆ The administration of dispensations for parking and the suspension of bays where deemed appropriate
- ◆ Enforcement of parking restrictions throughout the District\*, in both car parks and on street.
- ◆ Free parking in our car parks to disabled badge holders that display a valid disabled badge.

## SERVICE STANDARDS

This chapter sets out the Council's commitment to providing a high quality on and off street parking service, and explains what you can expect from us.

### Public Parking Spaces

#### Service Standards

- ◆ We will inspect these machines regularly to ensure they are in good working order and we will replenish tickets when required.
- ◆ We will inspect the car parks regularly and report any faults.
- ◆ Car parks will be cleaned daily.

### Controlled Parking Zone (CPZ)

Any person who lives within the CPZ may apply for a Resident's Permit. The same provision is made for any person working within the CPZ applying for a Non-Resident's permit – although these will be subject to the capacity of the Zone.

#### Service Standards

- ◆ We will provide comprehensive guidance on the operation of the permit scheme.
- ◆ We will process postal applications for residents/non-residents permits within 10 working days.
- ◆ We will determine all applications in a fair and consistent manner
- ◆ We will monitor the system to detect and deter misuse, and we will pursue cases of permit fraud.
- ◆ We will rigidly enforce permit holders bays to protect the amenity.
- ◆ We will give residents/non residents a minimum of 28 hours regarding the suspension of permit bays.

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\* With the exception of obstruction or where no marked restriction is present.

You can help by renewing your permit in good time and by checking your vehicle daily to ensure it has not been broken into and the permit stolen, and checking that the parking bay has not been suspended before you park.

## Penalty Charges

We appreciate that it is an unwelcome experience to receive a Penalty Charge Notice (PCN). The Road Traffic Act 1991 states that a PCN must be discounted to half of its full value for the first 14 days. There is no provision in the Act for any form of formal appeal prior to the issuing of a Notice to Owner after 28 days from the date of the PCN being issued. However, Mid Sussex District Council will accept informal "Challenges" to any Penalty Charge Notice that is issued before this period. If the Council is unable to resolve the matter before a Notice to Owner is issued, the Owner must make formal Representation. If the Council accepts your argument, we will inform the Appellant that the PCN has been cancelled and withdrawn. If not, we will inform the Appellant of the appeals procedure, which allows both you, and the Council to present cases to an independent adjudicator. The adjudicator's decision is binding on both parties.

### Service Standards

- ◆ We will enforce the regulations fairly and consistently at all times.
- ◆ We will treat you with respect at all times
- ◆ We will ensure that PCNs are clear, legible and accurate, and that they give instructions for payment by telephone, post or in person. We will also ensure that they contain instructions should you wish to dispute the PCN.
- ◆ We will investigate all queries and arrange to check ticket machines, road signs or markings where appropriate
- ◆ We will pursue parking ticket evaders to recover debt owed to the Council.
- ◆ Work with the police to protect our Parking Attendants against abuse and violence as well as to prevent crime and anti-social behaviour.

## Parking Bay Suspensions

It may occasionally be necessary to suspend parking bays in order to facilitate roadworks, building operations, removals etc. It may be that you require a bay to be suspended. If so, we require a minimum of 48 hours notice.

### Service Standards

- ◆ We will give a minimum of 48 hours notice regarding the suspension of parking bays, unless emergency works are involved.
- ◆ We will ensure that bays are only suspended where this is absolutely necessary.
- ◆ We will advise you of the likely costs before agreeing to suspend the bay.

## Communications

MSDC appreciates that queries regarding Penalty Charge Notices and other parking related communications are a frequent occurrence. It is committed to providing a quality service to its customers.

### Service Standards

- ◆ Written enquiries will be responded to within 10 working days where possible. If the incident requires further investigation we will inform you of this and tell you when you can expect to receive a full reply.
- ◆ E-mail enquiries will be responded to within 24 working hours
- ◆ Telephone enquiries – all messages left on the Parking Services voicemail will be responded to within 24 working hours.

- ◆ Customers will be treated fairly, individually, respectfully, courteously, helpfully and politely.
- ◆ Enquiries will be responded to with openness and honesty.
- ◆ We will communicate with our customers in a clear, concise, way that is easy to understand and refrain from using jargon.\*\*
- ◆ If we do not know an answer to a question, we will either find out for you, or contact someone that does know, and get back to you to let you know.

## HOW YOU CAN HELP US

There are a number of measures you can take to help yourself and others when parking your vehicle, especially in CPZs.

- ◆ Park only in designated bays.
- ◆ Check the parking sign plates on the side of the road where you park to make sure you have parked correctly. Different rules may apply in different parts or on different sides of the same street.
- ◆ Check the bay everyday to make sure that it is still available to use (that is, it isn't going to be suspended).
- ◆ If you drive children to or from school, never park on the 'school keep clear' zigzag markings.
- ◆ Report faulty, damaged or vandalised pay-and-display machines, signplates and road markings, and tell us about signs which you think are misleading. You can report faulty pay-and-display machines on (01444 477212)
- ◆ Renew your permit/season tickets in good time.
- ◆ Give us at least five working days' notice if you want a bay suspended.
- ◆ If you want to pay a PCN, do so within 14 days of the date it was issued. (Remember, you do not need to pay if you are going to appeal against a ticket.).
- ◆ Tell us when we have done something well and equally when we have not done so well.

## USEFUL CONTACTS

For:

- ◆ **General Correspondence**
- ◆ **PCN Enquiries**
- ◆ **Suspension of Bay**
- ◆ **Cheque Payments**
- ◆ **Resident's Permit Full Applications**
- ◆ **Non-Resident's Permits Full Application**
- ◆ **Healthcare Permits Full Application**

In writing to:

Parking Services  
Mid Sussex District Council  
Oaklands  
Oaklands Road  
Haywards Heath  
West Sussex  
RH16 1SS

### ◆ Dispensation Notices

In Person at:

- Burgess Hill Help Point, 96 Church Walk, RH15 9AS
- East Grinstead Help Point, Public Library, 32-40 West Street, RH19 4SR
- Haywards Heath Help Point, Oaklands, Oaklands Road, RH16 1SS

### ◆ Residents Visitor Permits (East Grinstead only)

In person at:

East Grinstead Library Help Point, Public Library, 32-40 West Street, RH19 4SR

### ◆ Parking Vouchers (East Grinstead only)

In person at:

- Orthodontic Centre, 67-69 Cantelupe Road, RH19 3BL
- Weekes Newsagents, 20 Railway Approach, RH19 1BP
- Bullfrog Music, 15 Ship Street, East Grinstead, RH19 4EG
- Escort Dry Cleaners, 6 West Street, RH19 4EQ

### ◆ Blue Badge Scheme

You can obtain an application form

- by post from  
The Blue Badge Section  
The Grange  
Tower Street  
Chichester  
West Sussex PO19 1QT or
- by downloading the PDF application form on the West Sussex Council website
- by phone on 01243 777653
- by email at [blue.badges@westsussex.gov.uk](mailto:blue.badges@westsussex.gov.uk).

### ◆ Payments

We are responsible for processing payments for Penalty Charge Notices. Should you wish to pay a Penalty Charge Notices, you may do so either by cheque through the post at the above address, or via credit/debit card. Credit/debit card payments can be made by:

- Telephone - 01444 457504 (automated payments) / 01444 477212 – for a member of Parking Support to take payment for you
- Internet - <http://www.midsussex.gov.uk/page.cfm?pageID=3896>

### ◆ Emergencies

For urgent or serious problems **OUTSIDE OF NORMAL OFFICE HOURS**, you should contact our Emergency Service Officer on the following phone number – 01444 446495. If it is not an emergency, or it within office hours, please use the Parking Services Number and leave a message for us to respond to.

## COMPLAINTS

As in any organisation, there will be occasions when things go wrong. As part of our commitment to a high-quality service, we make sure we have an effective complaints procedure that is easy to follow. Complaints can give us the opportunity to improve our service. We deal with complaints against parking tickets separately. We will:

- ◆ take all complaints seriously;
- ◆ deal with complaints as quickly as possible, and aim to respond within 10 working days;
- ◆ send an acknowledgement, if your complaint is complicated and cannot be dealt with immediately;
- ◆ treat anyone complaining with respect;
- ◆ make sure we treat all complaints in confidence where appropriate; and review the pattern of complaints and comments to improve areas where there are repeat problems.

A full account of the Districts Council's Complaints procedure can be found online at [www.midsussex.gov.uk](http://www.midsussex.gov.uk)

## FREEDOM OF INFORMATION ACT (FOI)

The FOI Act gives you the right to look at information held by public authorities, including local authorities, central government, the NHS and the police. The publication scheme is a guide to the information that we currently publish or intend to publish either in hard copy or on our website. You can get copies of our publication scheme from our offices and libraries. The publication scheme is also available on our website at <http://www.midsussex.gov.uk>



Any requests should be made in writing to the Mid Sussex District Council.

