

## **Parking in Leicester - FAQs**

### **How do I pay a Penalty Charge Notice (PCN)?**

You can pay by Credit/Debit Card at the Customer Services Centre, 91 Granby Street, Leicester, LE1 6FB.

You can also pay online at [www.leicester.gov.uk/parking](http://www.leicester.gov.uk/parking)

### **I was delivering to a business and have been issued with a Penalty Charge Notice. I thought I was allowed to park in a Loading Bay or unload on yellow lines**

The Civil Enforcement Officer (CEO) must see continuous loading/unloading activity taking place. An observation period of five minutes is allowed prior to the penalty charge notice being issued. Failure of this will result in a Penalty Charge Notice being issued and it is then up to the driver to prove that loading/unloading activity has taken place either in the form of a delivery note or invoice.

### **I went for change and received a 'parking ticket'**

The motorist should arrive equipped with change if they intend to park in a pay and display bay. Our Civil Enforcement Officers carry out an observation period of five minutes on-street and in a car park prior to issuing a Penalty Charge Notice. However, once a Notice has been issued, it will not be cancelled in circumstances where the motorist has gone to obtain change and has taken over the observation period.

### **I was not the registered keeper of the vehicle at the time the fine was issued**

Under Section 112 of the Road Traffic Regulation Act 1984 you are required to provide Leicester City Council and the DVLA with the full name and address of the registered keeper at the time the fine was issued.

### **I do not know the name and address of the new keeper**

When you sell a vehicle you have a legal obligation to inform the DVLA of the transaction by completing and returning the registration documents to them in Swansea. If their records show that you are the registered keeper of the vehicle on the day of the offence, then you are responsible for any parking contraventions. Therefore you must pay the charge issued by Leicester City Council.

### **I have a valid Pay and Display ticket**

If you have a 'valid' pay and display ticket that covers the period when you were issued with a Penalty Charge Notice (PCN), please forward a photocopy of the ticket along with the original penalty charge notice with your name and full address details to Parking Services.

### **I had already sold the vehicle at the time the fine was issued.**

When you sell a vehicle you have a legal obligation to inform the DVLA of the transaction by completing and returning the registration documents to them in Swansea. If their records show that you are the registered keeper of the vehicle on the day of the offence then you are responsible for any parking contraventions.

### **I've been contacted by an Enforcement Agent (bailiff). What do I do?**

Any questions or queries relating to Enforcement Agents (bailiffs) must be dealt with directly by the registered keeper of the vehicle. They can be contacted on:

- Bristow and Sutor- 0871 677 0070
- Rossendale- 0845 644 4100
- Equita - 0844 561 8807

### **Can I park on a double yellow line?**

A double yellow line means no waiting at any time. Do not park on this restriction.

### **Can I park in a pedestrianised area?**

The pedestrianised areas have been introduced to make life easier for shoppers and to stop pollution in the city centre. Alternative parking is still available all located locally and nearby.

### **A vehicle is parked dangerously and causing an obstruction. What do I do?**

Any vehicles causing an obstruction and parked dangerously need to be reported to the Police. Leicester City Council do not have the authority to move or tow vehicles away. In these instances, the Police must be contacted on 0116 222 2222.

### **What happens to all the money collected by the council from the parking fines?**

Income generated from Penalty Charge Notices (PCNs) paid pays for the running costs of the service. Any surplus money is ring fenced for traffic improvement projects and put back into Transport and Development, as required by legislation.

### **Do Civil Enforcement Officers have targets to meet?**

Civil Enforcement Officers do not have targets to issue a set number of Penalty Charge Notices (PCNs). Each year the Council must prepare a budget setting out its expected income and spending for the coming year. To set the budget, the Council must estimate how many PCNs will be issued during the year. The aim of parking enforcement is not to maximise income for Councils but to improve traffic management for the benefit of the whole community. If any surplus income remains, after the cost of running the service has been deducted, it cannot simply all be added to the Council's general income. Any surplus in relation to on-street enforcement would be ring-fenced for the purpose of re-investing in future transport improvements. The Council aims to operate a scheme that is self-financing and not subsidised by Council tax-payers. No external funding is available. It should however be remembered that, if everyone complied with the parking regulations, no PCNs would be

issued.