

## Penalty charge notice

Civil enforcement officers regularly patrol to enforce street and car park regulations and will issue a penalty charge notice if they think someone has parked illegally.

When a civil enforcement officer issues a penalty charge notice, you can either pay the penalty or challenge it in writing. If you don't pay the penalty then responsibility for it rests with the owner (normally the registered keeper of the vehicle shown on DVLA records). This applies no matter who had parked the car at the time the penalty was issued.

If you pay the penalty within 14 days of the date you received the ticket, a 50% discount applies. When the penalty is paid the case is closed and you can no longer appeal against it.

### Do not ignore a penalty charge notice

If you do not pay a penalty and we do not receive an appeal the charge will increase over time. An unpaid penalty will be referred to the county court as a debt. Bailiffs may be employed to collect the debt and if action is taken, other charges as well as the original penalty will have to be paid.

### There are two levels of penalty £50 and £70

The **£50 penalty** is for minor offences like parking in a car park without displaying a valid pay and display ticket.

The **£70 penalty** is for more serious offences like parking in a blue badge holder's space or on a double yellow line.

## Pay it

The easiest way to pay is online  
[www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk).  
Full details can be found on the reverse of the PCN.

## Challenge it

If you believe you received the penalty wrongly, or there are special circumstances why you shouldn't pay it, you can challenge it straight away.

There are several stages of the appeal process. Initially, these are:

### Stage 1 Making an informal challenge

This can be made within 28 days of the date you received it. Evidence will be considered before a decision is made. However, the PCN will be at full charge on the 28th day. Only if challenge made within 14 days will it be entitled to have the 50% discount. Challenge after 14th day, you lose your right to discount amount.

### Stage 2 Formal representation

If no charge has been paid after 28 days, a Notice to Owner will be sent to the owner of the vehicle which will give 28 days to either pay the penalty or appeal against it.

Further stages of the appeal process include a traffic penalty tribunal, charge certificate, debt registration, witness statement and finally a warrant of execution.

To find out more information on challenging a penalty charge notice, visit the Council's website [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk).



# A guide to parking controls in the borough of Reigate & Banstead

Reigate & Banstead  
BOROUGH COUNCIL  
Banstead | Horley | Redhill | Reigate

## Why do you need parking controls?

Inconsiderate parking causes problems on our roads. We use yellow lines and parking signs to show restricted areas where vehicles may not park.

### Parking restrictions aim to:

- maintain and improve safety on our roads;
- ensure emergency vehicles have clear access;
- keep traffic moving and reduce traffic problems;
- encourage and promote safe and responsible parking;
- ensure that everybody has equal access to limited parking space;
- help buses run on time; and
- support the needs of specific groups, such as people with disabilities.

**If you ignore these restrictions, you can receive a penalty of up to £70.**

## Who enforces parking regulations?

Civil enforcement officers (commonly known as parking attendants) carry out parking enforcement patrols and they are employed by Reigate & Banstead Borough Council.

- We enforce laws in public car parks.
- We enforce laws on street parking on behalf of Surrey County Council.

## Who enforces driveway disputes?

Under highway law, it is illegal to park a vehicle so that it obstructs other pedestrian wanting to use a road or path. It is also illegal to obstruct a private entrance. Police have enforcement powers on

vehicles considered to be causing an obstruction on the footway.

To make a complaint about an obstruction, the resident should provide the following information:

- your name, address and direct contact number
- date, time and detail what is causing an obstruction
- registration number plate, make and model of vehicle
- exact location, e.g. outside, in front of, etc.

## Avoid a penalty...know the Highway Code

### Yellow line waiting restrictions



A double yellow line shows that vehicles cannot park at any time.



A single yellow line shows that vehicles cannot park at certain times. These times will be shown either at the entrance to a controlled parking zone or on nearby parking signs.

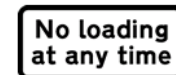
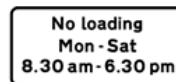
You can stop on double or single yellow lines to drop off or pick up passengers or to load or unload bulky goods.

Disabled badge holders can park on double or single yellow lines **up to 3 hours**.

### Loading restrictions

Yellow lines on the kerb or at the edge of the road mean that you may not load or unload between the times shown on nearby time plates.

One line means you may not load. Two lines mean you may not load or unload at any time.



## Pay and display parking

Pay-and-display parking helps to manage parking in the public car parks in the borough.

Follow the instructions on the pay-and-display machines in the borough car parks and take care that the ticket is clearly on show when you leave the vehicle.

### The Blue Badge Scheme

Disabled parking bays on streets and in car parks help to provide parking for Blue Badge holders that are easy to reach and close to facilities.

Badge holders can park on double and single yellow lines when there isn't a loading restriction in place. They can also park for free in any of our car parks up to the maximum time parking is permitted.



Badge holders must display the badge correctly (and time clock when needed) with the serial number and expiry date clearly showing.

### Controlled Parking Zones

There are four controlled Parking Zones (CPZs) Redhill, Reigate, Horley and Merstham within the borough. The main yellow line waiting restriction is signed (see opposite) on all roads leading into the controlled zones and show the operating hours and days, when parking is restricted.

CPZs regulate parking around major shopping centres and railway stations. Signs next to parking bays within the zone show who can use the bay and how long they can park. On the Gardens Estate (CPZ) in Horley, close to Gatwick Airport, the Controlled Parking Zone and residents parking scheme are used to deter parking by holidaymakers.

