

OFF STREET CAR PARKS Penalty Charge Notice (PCN)



Frequently Asked Questions

Who can I contact to challenge a penalty charge notice (PCN) that has been issued?

Please follow the instructions on the back of the PCN. Challenges must be made in writing by post or submitted online through our website. If you are unable to write or submit online please telephone the PCN Public enquiry line on 01984 635350.

If I submit a challenge, will I lose the opportunity to pay at the discounted rate?

No, providing the challenge is RECEIVED within 14 days of the penalty charge notice issue date, the option to pay at the discounted rate will be held until a decision is made.

How can a motorist be assured that their penalty charge notice has been issued fairly?

Civil Enforcement Officers (CEOs) are trained to follow a series of procedures to ensure that penalty charge notices are issued fairly. The software used in a handheld computer prevents a ticket from being issued until the required observation period is completed. A CEO is also required to gather relevant information (such as number plate, tax disc details and photographic evidence) before a ticket can be issued.

Can I park for a few minutes while I get change to pay for parking?

No. You are expected to anticipate the need and carry change to pay for parking.

Where am I allowed to park if I am a Blue Badge Holder?

Blue badge holders are allowed some general exemptions to parking regulations, as described in the Blue Badge Holder Guidance. You are not permitted to park in such a way as to cause a hazard or an obstruction. The Blue Badge and a time clock/disc must be displayed correctly on the vehicle.

How much does it cost to pay a penalty charge notice?

In Somerset, a charge of £70 (reduced to £35 if paid within 14 days) is made for more serious contraventions e.g. parked causing an obstruction. A lesser charge, £50 (reduced to £25 if paid within 14 days) applies to less serious parking contraventions such as overstaying a pay and display ticket. Further charges may apply for late payment.

How long will it be before I receive a reply to a challenge?

Generally within 10 days, however if you have not had a response within this time, you can telephone the PCN Public enquiry line on 01984 635350.

I no longer own this vehicle, why do you keep writing to me?

You are still the registered owner/keeper with the DVLA and you need to inform them of when and who you sold the vehicle to. The registered owner/keeper is responsible for any penalty charge notices issued to the vehicle.

Why did I get a penalty charge notice when I left a note in the car advising I was loading or it had broken down?

A note is not a valid permit to park and if you wish to challenge the PCN you would need to send a copy of any evidence to support the reason your vehicle was there ie, breakdown recovery receipt, or delivery note.

Can I come to your office to discuss my dispute?

No. Challenges to a penalty charge notice can only be dealt with in writing. You will receive a written response.

Can I sort this dispute over the telephone?

No. You must write, stating the grounds of your dispute. You may also submit your challenge online through our website.

You have rejected my challenge. I don't agree, what happens now?

The Council will send you a Notice to Owner (NtO) after 28 days. You can then make a formal representation. The Notice to Owner will tell you how and on what grounds you may make a representation. If the Council accepts your representation the case will be closed and this will be confirmed in writing. If it doesn't accept your representation, it will issue you with a Notice of Rejection. This will tell you must either pay within 28 days or appeal to the Traffic Penalty Tribunal. The Council will send you the necessary forms.

(Once Notice to Owner received) I didn't own this vehicle at the time / never owned it.

You must make a formal representation and provide written evidence of disposal/acquisition and details of the actual owner. If you never owned the vehicle you must provide written evidence from the DVLA.

I have already paid this penalty charge notice and you have sent me a Notice to Owner etc

Please write to us with details and evidence.

(Representation rejected) I don't agree with your decision. What can I do?

You may appeal to the independent adjudicator. Complete the form sent to you and forward this to Traffic Penalty Tribunal. Whilst this is normally dealt with by post, you can request a personal hearing at a convenient location or by telephone. The Traffic Penalty Tribunal will write to you.

I have received the court order but want to dispute the penalty now. Can I do this?

No. As the case has now progressed to the bailiffs, you will have to contact the bailiff company directly. You may wish to contact the Citizen's Advice Bureau or a solicitor for advice.

I've been contacted by the Bailiffs. Can I dispute the penalty now?

No, it's too late. Please speak directly to the Bailiff. You may wish to seek legal advice or contact the Citizen's Advice Bureau.