

ROTHER DISTRICT PARKING CONSULTATION FAQs

Questions about permits

I live just outside the zone can I get a resident permit? No. Only addresses within a permit zone will qualify.

How many resident permits can each property have? Each household will qualify for up to a maximum of two permits.

How much will a permit cost? We are proposing that the annual charge for a resident permit will be £25. If you have more than one vehicle the proposed charge for a permit for the second vehicle is £75.

What permit types are there? We are proposing a range of permits. These will include Resident permits, Resident Visitor Permits, Business Permits and Trade Permits. Other permits will also be available and will be considered on an individual basis.

Where can I park with a permit? Permits are valid in permit holder and shared use bays in the zone the permit is issued for.

Will a permit guarantee me a parking place? Having a permit does not guarantee a parking space.

I'm a business owner, will I be able to get a permit? Yes if your business is within a permit zone and your vehicle is used for the operation of the business, for example to make deliveries or attend appointments, multiple times during the day.

I'm a trades person, will I be able to get a permit? Yes, if you are working at a location within a permit zone.

Where will visitors be able to park? If you have given your visitor a visitor permit they can park in permit holder or shared use bays for the length of stay permitted or without time limit, dependant on the area. Visitors without a permit can park in shared use bays or pay and display bays up to the maximum stay.

How many visitor vouchers can I apply for? Residents can apply for up to 100 visitor vouchers a year at a cost of 50p per voucher. Housebound residents can apply for up to 150 visitor vouchers per year at a discounted cost of 25p per voucher.

I am a housebound resident, what evidence do I need to provide in order to be eligible for the additional visitor vouchers? A letter from your doctor will be required for you to benefit from the additional visitor vouchers and discounted rate.

Questions about parking

How do I avoid getting a Penalty Charge Notice (PCN)?

- Check the signs and times to see when parking is allowed.
- Make sure you park within the parking bay markings.
- Check that the bay is not suspended, especially if you regularly park there.
- Do not leave your vehicle to go and get change for a pay and display machine.
- Check that the pay and display machine registers all the coins you enter and shows the parking time required, before pushing the green button for the ticket.
- Make sure that your pay and display ticket or permit is valid and properly displayed before leaving your vehicle.
- Make sure you enter the correct Vehicle Registration Mark and location code when using RingGo to pay for parking.
- Remember when your parking time expires and move your car before the time runs out.
- Do not park in front of a kerb that has been lowered or raised for vehicle or pedestrian access.
- Do not park on zig zag markings of any kind.

Where can I park if I do not have a permit? In a shared use, pay and display or time limited bay.

I am a resident; how long can I park in a shared use bay? If you have a permit you can park for the length of stay permitted or without time limit, dependant on the area. as long as your permit is valid for the zone that you are parking in. Always check the signs when you park for the bay you are in.

How much will it cost me to park? We are proposing an annual charge of £25 for a residents permit. If you have more than one vehicle the proposed charge for a permit for the second vehicle is £75. Pay and display prices will vary depending on location, all pricing structures are available to view at our exhibitions or can viewed online line as part of this consultation. [Click here for permit prices](#)

Questions about Businesses

I own a business.

Will I be able to park on yellow lines for loading? Yes, if you are continuously loading or unloading for up to a maximum of 20 minutes and you are not causing an obstruction. We would always recommend using a loading bay instead of yellow lines where possible.

Do these changes mean local businesses suffer? Civil parking Enforcement (CPE) will help improve the turnover of parking spaces making it easier for customers to find a parking space and access businesses.

How will CPE affect me? CPE will help improve the turnover of parking spaces making it easier for customers to find a parking space and access businesses.

What should trades people do to park without getting a PCN? Park in shared use bays or pay and display bays up to the maximum stay. Or buy a trade permit which will allow them to park in permit holder or shared use bays for the length of stay permitted or without time limit, dependant on the area.

Where can I park if I have a permit? In a permit holder or shared use bays.

Where can I park if I do not have a permit? In a shared use, pay and display or time limited bays.

Questions about Police enforcement

Are the Police still involved with parking issues? Yes, until CPE is introduced they will remain responsible for parking enforcement. Sussex Police do not have the resources to carry out parking enforcement and are on record as saying it is a low priority. After CPE the Local Authority takes over the responsibility, though they will still have some powers, for example vehicles causing obstruction.

Questions about CPE

What is Civil Parking Enforcement? The decriminalisation of parking enforcement. The local authority takes over responsibility from the Police for enforcing parking and it becomes a civil matter.

What will be the main changes and why is it being introduced? The police will no longer undertake parking enforcement, instead the local authority will. Civil Enforcement Officers (CEO's) will regularly be seen in the area and enforcement of the restrictions will be more regular.

How has the council notified everyone about the parking consultation? Local media, exhibitions, emails, letters and consultation with local stakeholders, residents and businesses.

When do the new Civil Parking Enforcement (CPE) regulations come into force? We plan to introduce CPE in 2020, subject to approval granted by the Department for Transport.

Are you unfairly targeting visitors who don't know the system? No, all restrictions will be visible and clearly signed.

You know where the problems are why don't you do something about it? At present only the police can enforce parking restrictions in Rother District.

How will Civil Parking Enforcement affect me? CPE gives local authorities greater control in reducing inconsiderate parking CPE will bring benefits to motorists such as ease congestion caused by inconsiderate parking, improve road safety, provide parking for specific users such as residents, businesses and blue badge holders, increase the turnover of parking spaces making it easier for visitors and shoppers to park and provide facilities for loading and unloading.

Will cashless parking be available? Yes, the pay and display machines will accept payments using a credit or debit card. Or payment can be made online, by text or phone using RingGo. Payments using RingGo have an additional charge of 20p transaction charge.

Questions about the proposals

I don't agree with the proposed changes, what can I do? Let us know through our informal consultation.

How do I request further restrictions? Contact us during the consultation. These requests shall be looked at during a future parking review which shall take place after the implementation of CPE.

Where will pay and display machines be located? Pay and display machines will be located as indicated on the plans.

Will all objections be considered? Yes all objections will be considered.

I would like/need a disabled bay, how do I apply? You can request an application form from our parking services team or complete the application form online. You will need to provide supporting evidence to support your application. There is no cost for the installation of a disabled bay.

There is a disabled bay in my road which is no longer needed, will this be removed? Let us know through our informal consultation. We will then undertake investigations to establish if the bay is required or not.

Questions about income

What happens to parking income? CPE is self-financing. Any extra income after administration and enforcement costs is used to improve local transport. This includes parking improvements, traffic management, better public transport and facilities for pedestrians or cyclists.

Is CPE designed to make money? No, CPE is not designed to make money.

What happens with the money that is received from parking fines? The income is used to pay for administration, enforcement, maintenance and management of the scheme. Any additional income after that is used to improve local transport. This includes parking improvements, traffic management, better public transport and facilities for pedestrians or cyclists.

Why do we have to pay to park? Paying to park helps pay for the parking scheme. Without the income we would be unable to offer the enforcement.

Questions about Blue Badge holders

I am a blue badge holder, how do the changes affect me? Blue badge holders will benefit from enforcement as disabled bays within the zones will be enforced to make sure that they are only being used by blue badge holders.

How do I apply for a disabled bay? Complete the application form on our website www.eastsussex.gov.uk/socialcare/transport/bays/

I live outside of the proposed zones; will the disabled bay outside my home be enforced? We are only able to enforce formalised disabled bays. If you want a disabled bay outside of the proposed zones to be formalised, please contact East Sussex Highways on 0345 6080193.

I am disabled and I have a blue badge, where can I park and how much will I pay?

In our CPE areas blue badge holders can park in designated Blue Badge parking bays up to the maximum stay permitted.

In shared use bays or pay and display bays without time limit or payment.

Park for up to 3 hours on a single or double yellow line with the clock set to show the time of arrival, and where loading restrictions are not in force.

Questions about enforcement

Who will be enforcing the restrictions? East Sussex Council has appointed a contractor, NSL, to enforce the parking restrictions. Easily recognised by their blue uniforms, CEOs are employed by NSL to carry out parking enforcement.

Does this enforcement include parking across dropped kerbs, for example driveways? Yes.

Can I park on a double yellow line if there are no signs? No, double yellow lines do not need a sign to be enforced.

Will I receive a PCN for parking on the pavement or verge? If a restriction is in place your vehicle may be issued a PCN.

What will you be able to enforce? We will be able to enforce all parking restrictions on the public highway.

How can a motorist be assured that a PCN has been issued fairly? All CEOs have completed comprehensive training and passed an exam. New officers work alongside an experienced officer to ensure they have the necessary knowledge and skills before carrying out enforcement on their own. They are assessed regularly by supervisors or senior officers.

This is to ensure that they are enforcing the parking restrictions correctly and are providing a high level of customer service.

If a motorist feels that a PCN has been wrongly or unfairly issued, they can challenge it.

How often will enforcement take place? Enforcement will take place regularly dependant on the size of the operational area.

You are replacing my white line (APM) with double yellow lines and I wish to keep my APM, would this be possible? No. Double yellow lines are installed to address safety or access concerns. APMs are advisory and cannot be enforced.

Who will enforce parking on double yellow lines when CEO's aren't working? Outside the times of operation please contact Sussex Police or phone 101 to report a vehicle that is causing an obstruction. Please be aware that the Police can only take action if the vehicle is parked in a way that prevents another vehicle or a pedestrian from being able to pass.

Who do I contact if my access is blocked? Contact NSL, the enforcement contractor.

Questions about Civil Enforcement Officers (CEOs)

How are the new CEOs different from the police? CEOs are contracted by the Council and not the Police. CEOs issue Penalty Notices (FPNs). Parking enforcement becomes a civil matter rather than a criminal one.

Why do we have CEOs? CEOs will enforce parking restrictions.

Do CEOs have targets? CEOs do not have targets or receive commission or incentives related to the number of PCNs that they issue.

What times will CEOs be working? CEOs will work throughout the day when the majority of parking restrictions apply, they will also work in the mornings and evenings to enforce restrictions that apply for longer than parking bays, for example yellow lines.

Questions about Penalty Charge Notices (PCNs)

What is a PCN? A PCN is the official name for a parking ticket.

What are the Penalties? See below

What happens if I don't pay the Parking Ticket (PCN)? A PCN progresses through different stages and the charge increases at each stage.

If a PCN is issued to my vehicle will I get penalty points on my driving licence? No.

How much is a PCN? There are two different rates set by legislation depending on the severity of the contravention. Lower rate PCNs are £50 (reduced to £25 if paid within 14 days). Higher rate PCNs are £70 (reduced to £35 if paid within 14 days).

Can a PCN be cancelled? Yes. If your vehicle has been issued a PCN and you think that it has been issued incorrectly or there is a reason why it should not have been issued you can challenge it.