

# Rother Parking Review consultation Frequently Asked Questions

## 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, dependent 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 (permit holders or time limited and permits holder or pay and display), pay and display or time limited bay.

**I am a resident; how long can I park in a shared use bay?** A shared use bay is a permit holders or time limited bay or a permit holders or pay and display bay.

If you have a permit you can park for the length of stay permitted or without time limit, dependent 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. Further information on permit prices can be found at [www.eastsussex.gov.uk/parking/permits](http://www.eastsussex.gov.uk/parking/permits). The proposed changes to the Bexhill on-street pay and display charges can be view at . The other proposed pay and display charges are shown on the proposal plans.

## **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.

**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 (permit holders or time limited and permit holders or pay and display) 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 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 new or changes to restrictions not in the proposals?** You can make a request online at [www.eastsussex.gov.uk/parking/parking-reviews/requests-for-parking-restrictions](http://www.eastsussex.gov.uk/parking/parking-reviews/requests-for-parking-restrictions) or in writing to Parking Services, County Hall, Lewes, BN7 1UE. These requests will be considered at during our parking review which is expected to start May 2023.

**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 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 at [www.eastsussex.gov.uk/socialcare/transport/bays/](http://www.eastsussex.gov.uk/socialcare/transport/bays/)

**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 dependent 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 PCNs not fixed 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 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 license?** 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.