

## Paying your Parking Ticket

In Cambridge we have introduced a voluntary code of practice for the payment of Penalty Charge Notices.

### In Cambridge we will:

- Make sure parking restrictions are clearly signed
- Look for signs of loading/unloading, where this is allowed
- Make and keep accurate records
- Treat motorists equally
- Only serve Penalty Charge Notices (PCNs) we think are fair.
- Make sure our PCNs are clear and self-explanatory
- Make our photographs available on-line within 24 hours of the PCN being served.

### You should challenge your PCN IF:-

- You feel it was wrongly served
- You consider you were carrying out an exempt activity such as loading/unloading
- Events beyond your control led you to leave your vehicle in contravention
- Even if you feel the PCN was correctly served you should still consider challenging your PCN if there are other mitigating circumstances. We do exercise discretion and may cancel PCNs if we agree there are other compelling reasons

### When you receive a PCN we will:-

- Treat you fairly and considerately
- Listen to what you have to say
- Consider your mitigating circumstances
- Consider whether your PCN was fairly served
- Tell you quickly whether we will pursue the PCN or cancel it.
- Consider your financial circumstances without prying

### When you receive a PCN we will:-

- Consider any reasonable and realistic payment plan that you put forward
- Refer you to a specialist organisation such as Citizen's Advice if we consider there are extenuating circumstances
- Suspend follow-up, pending an agreed payment plan
- Confirm your agreement with us

### In return for agreeing a payment plan with you we expect you to:-

- Be open and honest with us
- Keep to your agreement
- Park sensibly and avoid extra PCNs, which may add to to your financial burden
- Swiftly settle/challenge any other PCNs you receive
- Talk to us as soon as you can if your circumstances change and you cannot keep to your agreement.
- Tell us your new address if you move before you finish your payment plan.
- Pay the remainder of your debt sooner if circumstances permit.

**Remember:-**

- You must act swiftly-if you settle the PCN early you will only have to pay the lower, discounted rate (half)
- BUT; if you delay you may have to pay an increasing amount (up to 3 times the discounted rate) AND, *ultimately* an unpaid PCN may also cost you significant bailiff fees

**DO:-**

- Talk to us early
- Be open and honest with us
- Enter into payment plans you know you can afford
- Keep your side of the bargain OR
- Let us know if things change-QUICKLY!

**DON'T:-**

- Forget you can challenge a PCN if you don't agree with it
- Be frightened of talking to us
- Lose sight of your opportunity to settle the PCN at the lowest possible rate
- Simply ignore the PCN –it won't go away by itself!

**Working in partnership:**