


Date: 24th August 2017
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 **Camden**
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by email:

*****@*****.com

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Dear *****

Re: Enquiry regarding suspension notices

Thank you for your email.

Following on from my colleague *****'s email to you, and the confirmation that we will be exploring the use of different fittings, I would like to advise you that our parking enforcement contractor, NSL Ltd., have been made aware of this issue. Civil Enforcement Officers (CEOs) have therefore been reminded to ensure suspension notices are securely fastened when installed.

With regards to Penalty Charge Notices (PCNs), the position of signs is something we of course take into consideration when appeals are received, and when a PCN is issued to a vehicle parked in a suspended bay, CEOs will photograph the signage and the signage in relation to a vehicle. As such, this would all be taken into consideration and acted upon in the course of the appeals process.

Furthermore, we do not feel a public apology is warranted, as it would not appear that this issue is one that is widespread across the approximate 10,000 parking suspensions we process across the borough each year. In any instances where signage has fallen down, and we subsequently cancel a PCN, an apology would be provided in the course of a response to the appellant.

I hope I have satisfactorily addressed your query.

Yours sincerely

Quality Officer

Kate Robertson - Director