Dear [Name]

NOTICE OF DECLINE OF CHALLENGE

Road Traffic Regulation Act 1984 (as amended)
London Local Authorities Act 1996 (as amended)
Penalty Charge Notice: EA51 [redacted]
Date of Contravention: 1/07/2012
Location of Contravention: Greenford Road, Greenford (Northward) (U)
Nature of Contravention: 34J Being in a Bus Lane
Vehicle Registration Mark: [redacted]

Thank you for your correspondence about the above Penalty Charge Notice (PCN). The Penalty Charge Notice was issued as the vehicle was observed being in a Bus Lane.

Having had the opportunity to consider the facts surrounding this case we are of the opinion that the notice was issued correctly as:

The entrance to the bus lane is clearly signposted; it is necessary to change lanes before the bus lane begins. There is no provision for a motorist to drive in a bus lane during its hours of operation.

In your correspondence you stated that you would like the Traffic Management Order, we can therefore confirm that we have included this for your records.
You also stated that you would like to know the exact location in which the contravention occurred, we have therefore included a map to show the exact contravention location.

It is the driver's responsibility to be aware of and comply with all road restrictions at all times, you therefore remain liable for this PCN.

In view of the above, we can see no justification to withdraw this Penalty Charge Notice and would advise that payment of the penalty charge is now required.

If you want to pay, please see the How to pay section at the end of this letter. It is the date that payment arrives in our office that is considered relevant in relation to payment of the PCN. Please note that not all credit/debit cards are accepted.

If your payment is received within 14 days from the date of this letter the discounted penalty charge of £65 will still be accepted. Failure to pay within 14 days from the date of this letter will result in the withdrawal of the discounted penalty charge offer. Should the penalty charge remain unpaid after 28 days from the date of this letter, an Enforcement Notice will be sent to the registered keeper of the vehicle, on which the Penalty Charge Notice was served, requiring payment of the full charge of £130.

A person on whom an Enforcement Notice is served will be entitled to make formal representations to us against the penalty charge and may appeal to an adjudicator if those representations are rejected. The formal representations must be made in the form and manner and within the time specified in the Enforcement Notice.

It is not possible to appeal to an adjudicator without first making formal representations to us. Please do not make a further challenge before the Enforcement Notice is served.

If you require any further information with regards to your PCN, please contact Customer Services on 0208 625 6565.

Yours sincerely

C Englefield
Parking Back Office Manager
Parking Services, Ealing Council
How to pay your Penalty Charge Notice

By phone 📞

You can call our 24 hour payment hotline on 020 8825 6565 and follow the instructions.

(To skip the instructions, press 1 and then press the * key twice. You will then be asked to enter the number of the Penalty Charge Notice).

We accept: [Visa, Mastercard, American Express, Maestro, Switch]

On-line 🌐

You can make quick, easy and secure payments by logging on to www.ealing.gov.uk

We accept: [Visa, Mastercard, American Express, Maestro, Switch]

Other ways to pay

By post 📦

You can send a cheque or postal orders (do not send cash) to:

Ealing Council Parking Services, PO Box 46264, London W5 2UN

Make it payable to Ealing Council and write the Penalty Charge Notice number on it. We will send a receipt only if you enclose a stamped self-addressed envelope.

In person 🚶‍♂️🚶‍♀️

You can visit Ealing Council Customer Service Centre, Perceval House, 14-16 Uxbridge Road, Ealing London W5 2HL

Opening times are Monday - Friday, 9.00am-5.00pm (except on 2nd Wednesday of month 10am-5pm)

You can pay by cash*, cheque, postal orders, or card (we accept as above).

Waiting times may be considerably longer at peak times because of high customer demand on Mondays, Tuesdays and Fridays from 10.30 to 15.00pm.

*Please note, that our cash office in the Customer Service Centre will be closed from Friday 27th May 2011. If paying in person the alternative payment methods available are: postal orders, cheques, credit and debit cards which are all accepted. Unfortunately we will be unable to take cash payments after this date. Payment can also be made online at www.ealing.gov.uk