

I wish to appeal against the Parking Charge Notice reference

Firstly, I apologise for the delay in responding to the original Notice, but I am disabled with multiple health issues and have been unwell for the last two weeks.

My reasons for appealing are as follows:

- My vehicle was parked in the bay marked '12' which is allocated to xxxxx, and the Notice was issued on the day that my son moved into that address (Monday 9 July 2018). When he had both viewed the property and dealt with all the relevant paperwork, the letting agent advised that the property came with its own allocated parking space. He was never at any time told that he would need any kind of permit, nor was he given such a permit. He was pleased that we would have somewhere to park when we visited him, particularly in view of my being disabled;
- In fact, within a few days of moving in, my son received an email from his letting agent saying that the previous tenant had returned the parking permit for his property and it was available for him to collect from their office. This was the first time a permit had been mentioned to him;
- When I arrived at said property to assist with the moving-in, I saw that there was a disabled parking bay right opposite. Having never been to the property – or even the area – before, I pulled into that bay and put my blue disabled badge in the windscreen. I have mobility issues and can only walk slowly, so when I noticed that my son's parking space was clearly marked '12' and right at the entrance to the car park, I decided to move my car across. It was safer for me not to have to keep crossing a busy road, and it also freed up the disabled bay for anyone else needing it;
- The signage in the car park is nowhere near my son's allocated space, and I didn't go across to look because, as mentioned previously, the letting agent had never mentioned the need for a permit and I therefore assumed that the signage was directed at people who did not have an allocated space.

So, in brief, none of us genuinely had any idea that a permit was required for a parking space that actually had the property number clearly marked on it. It was also much safer for me to park there than across the road in a disabled bay.

I would like to mention that it was rather unkind of your operative to issue the Notice at all. At the time of the Notice being issued, I was (slowly) going back and forth between my car and the property with various small items of my son's – I am only able to carry light items – and your operative had watched me do this for at least ten minutes. I know that I was doing this because the ticket appeared on my car in the space of about two minutes when I took some bedding into the house and returned for more (yes, I can even remember what I was carrying). The operative is clearly working on commission because they could've easily stopped me and told me that I shouldn't be parked there without a permit and given me the opportunity to move my car, which I would've done

immediately. In that ten-minute period, I went to and from my vehicle at least three times.

I would also have contacted my son's letting agent to find out why none of us knew that a permit was needed. As already mentioned above, in the following couple of days, my son received an email from the letting agent informing him that the previous tenant had posted a permit to them, and would he like to collect it. The tenant claimed to have left a second permit in the property but that was definitely not the case, as my son and I entered the property along with the letting agent at 10.30am and the house was completely empty of any paperwork except for instructions on how to operate the kitchen appliances.

I look forward to receiving your response and trust that we will not have to take the matter any further.

Yours sincerely