

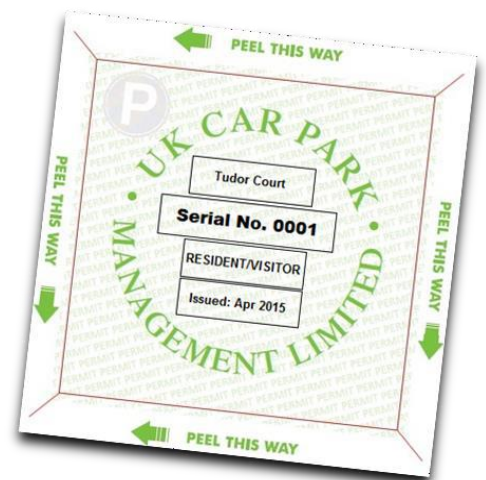
# Parking Permits, Dispensation Codes, Reporting Vehicles & Appeals

## PARKING PERMITS

To order replacement parking permits, please head to our [online permit store](#) or email [permits@uk-cpm.com](mailto:permits@uk-cpm.com)

Please enter your postcode and search for your address. If your address is not listed, please select the 'Need Help' button, and complete the enquiry form. Our dedicated permit team will respond to you directly.

Permits can be order by **ANYONE** – residents, tenants, agents, or property managers. We strongly recommend staff advise residents to contact CPM directly. Contact details are printed on all car park signage. There is a **£5 replacement fee** for all permits (£25 for scratch cards). Payment can be made over the phone or online using a debit/credit card.



Permit orders are processed within 3 working days and dispatched Royal Mail 1<sup>st</sup> Class. To cover postage time residents are provided with a dispensation code to display in the interim, which will exempt them from receiving a PCN when displayed correctly. For security, all permits are issued to the corresponding address made out to the “Resident / Occupier”.

*A small number of estates may have parking permits issued via an application process; therefore, you may be requested to complete & return an application form.*

## DISPENSATION CODES

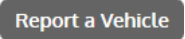
If you have a contractor visiting your property to carry out work, they will require a dispensation code to prevent them from receiving a PCN whilst parked on site.

These can be obtained by calling 0345 463 5050 either on the day or the day prior, or in advance from [info@uk-cpm.com](mailto:info@uk-cpm.com).

The contractor then simply displays this code on their windscreen and the warden will recognise this and a PCN will not be issued.



## **REPORT A VEHICLE**

Residents, Tenants or Staff can report a vehicle 24 hrs a day, 7 days a week. To report an incorrectly parked vehicle, just visit [www.uk-cpm.com](http://www.uk-cpm.com) and select the  tab at the top of the page.



The page is designed to help residents anonymously report vehicles which are parking incorrectly. Our Patrol Wardens will always carry out their random spot checks, the 'report a vehicle' facility just gives residents that little bit extra to help improve parking further.

### **Report to Local Enforcement Team** (response time: within 48 hours)

Allows residents to quickly send through details – using post code and GPS technology a SMS is sent to the nearest Patrol Warden.

## **APPEALS**

On the reverse of each PCN it outlines in detail the appeals procedure which must be followed if a challenge is to be made. All appeals must be made online at <https://www.cpmappeals.co.uk/appeal-online.php>



Every appeal is assessed on an individual basis by a dedicated department to ensure a quick response, within 14 to 28 days. Furthermore, if the customer is not satisfied with the response issued by CPM, they then have the opportunity to appeal to the **Independent Appeals Service** (IAS) operated by London Councils. Photographic evidence can be viewed online by visiting [www.paymyticket.co.uk](http://www.paymyticket.co.uk)

Common reasons why appeals are unlikely to be successful:

- Your ticket/permit fell down/was blown off the dashboard/on the seat etc
- Your ticket/permit was not displayed clearly, face up, on the dashboard of your vehicle
- You forgot to display your ticket/permit
- You were only a few minutes overdue
- You only stopped for a few minutes

## Appeal refused?

If your appeal has been refused, you have 2 options:

1. Pay the Parking Charge Notice. If we received your appeal within 14 days of the contravention you will still be eligible for the discounted fee of £60.00
2. You can appeal to the Independent Appeal Service currently known as Independent Appeals Service (IAS). You will have 28 days from the date of your rejection letter to do this. **PLEASE NOTE** you should be aware that if your appeal is unsuccessful, you will lose the right to pay at the discount rate, meaning the full fee of £100.00 will apply.

## Independent Appeals Service

Each appeal is dealt with by a qualified and practising solicitor or barrister who will consider written representations from the motorist and CPM before deciding whether the charge was lawfully issued. They can only consider the lawfulness of a charge and cannot consider mitigating circumstances.

The Parking Charge Notice will be on hold until a final decision has been made by Independent Appeals Service (IAS). If the decision to allow the appeal has been made by IAS, the PCN will be cancelled, however if your appeal has been refused you will have 14 days to pay the full PCN of £100.

