

Parking in the borough - useful tips

- You must not park on a footway unless it has lines and signs indicating that you can.
- Single yellow lines indicate that parking is not allowed at certain times and on certain days. This may include Sundays and Bank Holidays.
- Double Yellow Lines indicate that parking is not allowed at any time.
- The Twickenham event zone (R) operates whenever a large crowd is expected at Twickenham Stadium. There will be signs at all entry points to the zone advising motorists of forthcoming events when parking will be enforced.
- Always check signs and lines when you park
- Penalty Charge Notices issued within the borough start 'RT'. If you have a different reference number then your Notice will have been issued by a different borough or the police and we will be unable to help.
- This leaflet is issued in association with the London Borough of Richmond upon Thames' Customer Charter for Parking.

Our contact information

Write to: **Parking Enforcement**
PO Box 221
Twickenham
Middlesex
TW1 3TL

Email: parking@richmond.gov.uk

Further help

If you need help in understanding the appeals process, then you can call the Parking Helpline on:

020 8891 7071
9:00am to 5:00pm
Monday to Friday

or email us at:

parking@richmond.gov.uk

For further information on parking within the Borough you can also go to our website at:

www.richmond.gov.uk/parking

This site contains useful information on car parks, controlled parking zones, permits, parking fees and more.

If you need this leaflet in Braille, large print, audio tape or in another language, please call 020 8891 7071 or Textphone on 020 8831 6342

Contesting an On-Street or Car Park Penalty Charge Notice (PCN)

Issued within the
London Borough of
Richmond upon Thames



 **LONDON BOROUGH OF
RICHMOND UPON THAMES**

Understanding parking penalties

Once a PCN has been issued, we will take the steps specified in legislation to recover the charge.

The diagram in this leaflet shows how your PCN will progress if it is not paid in full.

How to contest

If you want to contest the issue of your PCN, then you must write to us.

When you write, it is important for you to include the following information clearly:

- The PCN number (RTnnnnnnnn)
- Your vehicle registration number
- Your full name and address

In your correspondence you should include as much information as possible and copies of any supporting documentation. Information received will be held in accordance with the Council's Data Protection Policy.

As soon as we receive your correspondence, we will put your case on hold and send you a letter of acknowledgement.

We will then investigate the circumstances regarding the issue of the PCN, taking your comments into account, and will send you a written response as soon as possible.

