



**I Park Services Limited**  
PO Box 90  
Cockermouth  
Cumbria  
CA13 3BA

Rt. Hon Robert Goodwill MP  
Westminster Office  
House of Commons  
London  
SW1A 0AA

Our Ref: CO/STA

Your Ref:

9<sup>th</sup> September 2020

Dear Sir,

#### **COMPLAINT TO MR WALKER – STAITHES PRIVATE CAR PARK**

We have been passed your letter addressed to Mr Walker the landowner of the private car park at Staithes which we are contracted to carry out car park enforcement on his behalf.

Prior to your letter we have been in discussion with Mr Walker over the operation of the car park and since that meeting changes were made to the enforcement terms and conditions which were implemented on the 16<sup>th</sup> August 2020.

I Park Services are authorised by the landowner to ensure that only those with authority park on his land and that drivers are only issued with parking charges if they fail to meet the terms and conditions of the car park.

The ten minute term and condition was a specific inclusion based on previous experience of drivers parking and failing to pay, paying late or paying when leaving which not only effectively prevented other drivers to park their vehicle but a loss in revenue for the landlord.

There are three pay and display machines located within the car park whereby the driver can pay for parking before leaving the vehicle parked in the car park. The pay and display machines installed in the car park are cash only machines with a facility to pay online for periods of twenty-four hours or more. The landlord has considered replacing the present parking machines with ones that will take card payments but at this present time the costs of the replacement machines as well as the required civils and other considerations the cost is prohibitive. There are many car parks around the country where cash is still the only method of payment especially on small private car parks.

However, it was agreed that the ten-minute term and condition will be increased to twenty minutes from the 16<sup>th</sup> August 2020. No parking charge has been issued since that date for breach of the late payment term and condition. Although we have increased the 'grace period' to the twenty minutes we have not publicised the fact as we would have additional costs associated with change of signage and other associated costs in the compliance field with the approved trade association.

You have also mentioned that parking charges have been issued to drivers who have entered the car park and changed their mind and then left the car park. If the ANPR systems pick up these situations and the driver makes an appeal then the parking charge is cancelled as we do give the driver adequate time to enter the car park, decide if they wish to comply with the terms and conditions and then leave if they do not wish to comply or have changed their mind. This management check is always carried out when an appeal is made, and we do not issue parking charges unless there is a significant time lap between entering and leaving where no payment has been made.

To further support that the management review the parking charges produced we have cancelled over sixty parking charges where the ANPR Cameras have picked up a vehicle correctly based on the ten minute term but on further investigation the driver has decided to leave the car park but not within the ten minutes term but within a period up to and including thirty minutes. Each parking charge is audited to ensure a charge is only processed if we are certain the charge is appropriate.

I trust you will find that collectively we have taken onboard the concerns and problems that some drivers have encountered and we have worked with the landlord Mr Walker to make adjustments to the operation whereby drivers have enough time to make payment on any one of the three pay and display machines.

If you require any further information or assistance, please contact me.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Colin Oxley', with a long horizontal flourish extending to the right.

**Colin Oxley**  
**Compliance Officer**  
**I Park Services**