



NCP/REF	
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Please provide as much relevant information as possible, then post to:

**Estate Park Appeals, Lambeth Service Centre - Housing,
1st Floor, Olive Morris House, 18 Brixton Hill, London SW2 1XZ**

**Telephone: 020 7926 6000
Fax: 020 7926 1394**

(Information only: there is no oral appeal service)

CLAMP AND REMOVAL APPEAL FORM

The majority of appeals fail as no legal reason is given for making one. All enforcement fees must be paid **prior** to appeal. Our contractors have been instructed not to release any vehicles without payment. You have the right to challenge charges and claim a refund if you believe one or more of the grounds listed apply. Please include **all** the relevant information. Your claim must be received within 28 days of payment. Second appeals must be made within a **fortnight** of the first rejection letter or the appeal is considered closed. Lambeth Housing will investigate your claim and inform you of the outcome within 10 working days. Any payment due (or explanation why your claim has been rejected) will be sent to you within this time following receipt of your appeal form. **Motorists failing to display a valid permit will be rejected immediately and not receive a refund.**

<p>(1) YOUR NAME & ADDRESS PLEASE PRINT Title: Mr/Mrs/Ms Initials: Surname: Address: <input type="checkbox"/> Estate resident? Y/N Postcode:</p>	<p>(2) NAME & ADDRESS OF REGISTERED KEEPER (only complete if different from (1)) Title: Initials: Surname: Address Postcode:</p>			
<p>(3) VEHICLE DETAILS:</p> <p>Make: <table border="1" style="display: inline-table; width: 60px; height: 20px; vertical-align: middle;"><tr><td style="width: 20px;"></td><td style="width: 20px;"></td><td style="width: 20px;"></td></tr></table></p> <p>Model: Colour:</p> <p>Registration No:</p>				<p>(4) INCIDENT DETAILS: was the vehicle CLAMPED or REMOVED (please circle)</p> <p>Approx time of parking: Date: Location and Estate: Approx time of enforcement:</p>

(5.1) GROUNDS FOR REPRESENTATION Please circle appropriate capital letter(s)
No permit: no excuses, no refund

- A The vehicle displayed a valid disabled drivers badge. **NB:** having a badge elsewhere is insufficient for a refund.
- B The vehicle clearly and completely displayed a valid Lambeth Housing parking permit on the windscreen.
- C The vehicle was registered to undertakers and was involved in statutory business.
- D Emergency service vehicles e.g. police, ambulance & fire.
- E Vehicles displaying a BMA badge or post office vehicles.
- F Vehicle had been taken without consent
(*stolen* - please provide full police report - with CRN). Crime must predate enforcement)

(5.2) Having a valid permit and not displaying or showing it incorrectly are not acceptable reasons to appeal. Please heed this.

(6) PLEASE EXPLAIN IN DETAIL THE CIRCUMSTANCES OF THE VEHICLE ENFORCED AGAINST
(use extra sheet of paper, ideally A4 sized, if necessary. Typed explanations are appreciated)

Date: _____ **Signature:** _____

Have you talked to the neighbourhood Parking Officer? **Y/N** Enclosed te receipt? **Y/N**
PLEASE MAKE A COPY OF THIS APPEAL FORM FOR FUTURE REFERENCE

Received at Parking Appeals on: _____

Lambeth Housing Appeal Guidelines

For appealing against an enforcement fee imposed on you by Lambeth Housing's enforcement scheme. An application for a refund does not guarantee you will receive one.

NOT VALID FOR HIGHWAY (PCN) APPEALS

1. Please note these types of appeals are immediately rejected.

- 1.i Forgetting, applying for, not displaying, losing, renewing or having an expired permit. Even if you are a resident. There is no universal residential 'right to park'. Parking is conditional.
- 1.ii Not showing a valid tax disc or S.O.R.N. (Statutory/Off Road Notice/Declaration) on the windscreen of your car.
- 1.iii Financial difficulties, such as being on income support or any other kind of low income.
- 1.iv Claiming disability when the necessary badge was not on display at the time of enforcement.
- 1.v Parking on double yellow lines or hatched areas for any reason even if disabled.
- 1.vi Parking irresponsibly because the estate's designated spaces were full.
- 1.vii 'I made a mistake' or 'I didn't know'.
- 1.viii 'I was only there for two minutes'; never park incorrectly for any period at any time.
- 1.ix 'I lent the car to friends and they will not pay'; the vehicle had to be paid for regardless.
- 1.x 'I broke down'; Lambeth Housing land is not a repair shop.
- 1.xi 'I didn't see the warning signs'; every motorist has the responsibility to park properly.
- 1.xii 'Other vehicles were not enforced against'; there could be a series of reasons for this.

2. Please remember to:

- 2.i Fully complete the form, providing all receipts where possible. Make a full set of copies.
- 2.ii Make your claim for a refund as fully and fully as possible.
- 2.iii Understand this is an impartial system concentrating on the legal and objective aspects of a specific enforcement, not on the subjective and wider issues of parking in general on Lambeth housing property.

Please tick if you have read the section above:

3. Further appeals:

A second appeal can be made if the first is rejected, a separate member of staff, usually a senior manager will see such as appeal for a subsequent judgement. If necessary a third attempt may be made. Should the appeal still be rejected, other bodies such as the complaints department, your Councillor or Neighbourhood Manager may be able to help further. There is no independent adjudicator, as on the Highway. We strongly recommend you exhaust the appeal system before taking your case further. Some bodies will demand it and this way at least a full investigation would have been carried out first to provide background information in the enforcement.

Courtesy and accuracy are always noted and appreciated. Please be calm, clear and relevant at all times in your appeal; the vast majority of appeals are rejected hence we have had to require these instructions to make applicants more aware of the nature of the system.