

Environment Panel – 20 March 2018

Additional Information for Parking Charges Notices Item

Response from Trading Standards

I am emailing to update you regarding the parking complaint we received.

I have today informed Councillor Roberts and one of the residents, that we will not be taking any action regarding the matter.

One of my colleagues went to the site on 13 February 2018, to view the signage at the location, and to take some photos of the area and the signage. My colleague has expressed to me, that in their opinion, the 'signage is clear and large, bays are well marked and numbered'. I have looked at the photos my colleague took, and the signage does appear to be clear and the signs appear to be of adequate size and there appears to be a sufficient number of signs.

On this occasion, there does not appear to be a breach of The Consumer Protection from Unfair Trading Regulations 2008. Therefore, Hampshire Trading Standards, will not be taking any action against Park Direct UK Ltd, or any of the companies mentioned in the complaint.

Enquiry submitted by the Council to Park Direct UK Ltd

The Council is receiving complaints regarding parking charges and fines on a local estate; being administered by Park Direct UK Ltd. We note that Park Direct UK Ltd is listed as an accredited Operator Scheme member of the IPC.

Whilst unable to substantiate the complaints made by local residents at this time, I have been asked to check with you (the IPC) as the relevant Accredited Trade Association when Park Direct UK Ltd were last audited and whether they operate in full compliance with the relevant code of practice as an accredited scheme member.

As a sensitive local issue involving a number of residents, I would also be grateful to know whether any and, where appropriate, what improvements have been specified or recommended to Park Direct UK Ltd following any such audit, so that we might work with them and yourselves on resolving local concerns.

Whilst I appreciate the contents of your online complaints procedure, the Council is looking to work in partnership to assist all stakeholders in resolution of local concerns. Accordingly, any information and assistance you can provide would be most welcome