

What to do if your vehicle has been clamped or removed



Having listened to our residents and businesses we know that you want us to take a fairer approach to clamping and removals. You also want to see that we are enforcing parking rules as fairly and clearly as possible, to help cut congestion, pollution and traffic accidents on our roads.

If you park where you shouldn't on Camden's roads, you could still get a parking ticket, but are now far more unlikely to be clamped or towed away.

However, in taking a firm but fair approach, we will continue to take strong action against the minority of worst offenders, and will clamp vehicles only under the following circumstances:

- Persistent evaders, who cost the taxpayer thousands of pounds, with three or more repeatedly unpaid parking tickets, which have gone past the appeals stage

What to do if you get clamped

Phone the Parking Investigations Team on 020 7974 2042, tell them the Penalty Charge Number (PCN) on the parking ticket and your registration number and pay both the clamp fee of £70 and the penalty charge fee at the same time. The penalty charge will vary depending on the seriousness of the contravention. Since 1st July 2007, two levels of parking fines have been operating in Camden and across London. They are aimed at making the charges fairer to those drivers who make a genuine mistake and tougher on drivers who park carelessly and cause disruption and danger for other people.

How to pay

We accept debit or credit cards Visa, MasterCard, Switch, Delta and Solo.

Or, **go to the vehicle pound** in Regis Road NW5 3EW (off Kentish Town Road – see map and details overleaf), open Monday to Saturday 8:30am to 7:30pm, Sunday 10am to 7pm, closed on bank holidays. You can pay your parking ticket charge and clamp release fee at the same time there.

As well as paying by the above cards, you can also pay with cash (sterling or euros), or a cheque (not company cheques).

Removing a clamp

We aim to remove clamps from vehicles within one hour of the ticket and clamping fee being paid, but this is not always possible.

In line with Transport for London's code of practice, if we do not remove the clamp within 4 hours of the ticket and clamping fee being paid, we will refund the clamping fee (but not the parking ticket). **Do not try and remove the clamp yourself. This is a criminal offence and you may be liable to prosecution.**

You must move your vehicle within one hour after the clamp has been removed, or you could be subject to parking enforcement action again.

Please **do not** attempt to pay the Civil Enforcement Officer at the roadside, as they are not allowed to accept payment.

If you do not pay the fines promptly, we may take your vehicle to the vehicle pound. You will then have to pay a much higher fee to release your vehicle.

Unpaid clamped vehicles will be taken to the vehicle pound within 24 hours of being clamped.

What to do if your vehicle is taken to the pound

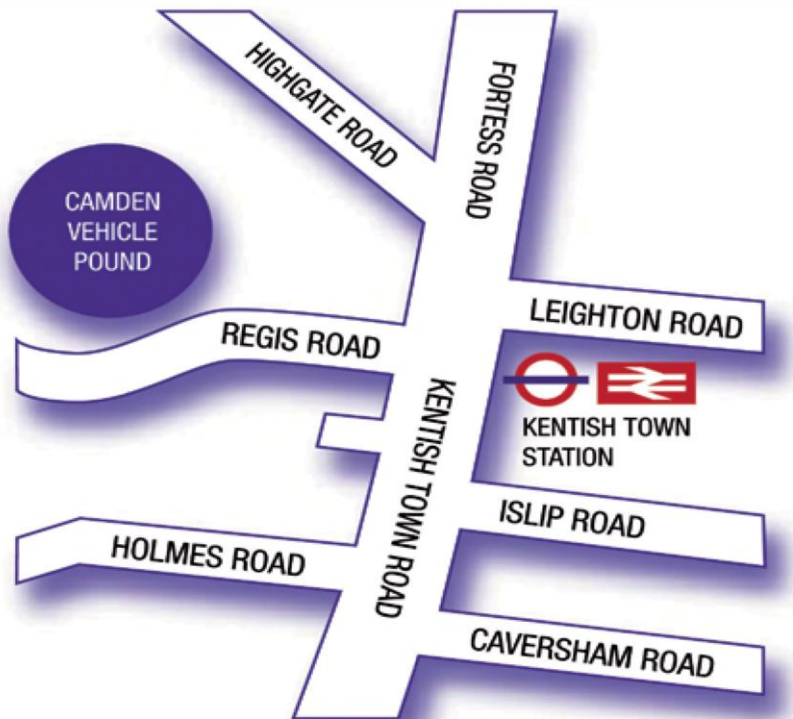
To check if we have removed your vehicle, telephone the London wide TRACE service on **0845 206 8602**, or call the vehicle pound on 020 **7974 4444**.

To release your vehicle you will need to go to the pound in person. You will need to take personal identification and proof of ownership of the vehicle (see below for more detail).

Underground – Kentish Town (Northern line)

Rail – Kentish Town (Thameslink line)

Buses – 134, 214, 393, C2, N120, N134



Release fees

As well as the parking ticket fine, you will have to pay £200 to release your vehicle from the pound. There is an additional storage fee of £40 per day, (applicable from midnight the day after the vehicle was removed), and so it is in your interest to collect your vehicle as soon as possible. (See previous page for methods of payment.)

What else do you need to take to the pound?

Before we can release your vehicle you will need to present **two forms of documentation**. One from **List 1 – Vehicle details**, and one from **List 2 – Owner details**.

Prior to release of the vehicle, the council must be satisfied that the documents provided prove that the vehicle is being released to the genuine owner/keeper.

List 1 – Vehicle details – one from this list

- V5 Vehicle Registration document
- V5C Registration Certificate
- Valid Certificate of insurance
- Bill of sale
- HP agreement for the vehicle

List 2 – Owner details – one from this list

- Valid full driving licence
- Valid passport
- National identity card
- Council rent card or tenancy agreement

When the vehicle has three or more outstanding PCNs where the ability to appeal has passed and the vehicle has been removed as a Persistent Evader;

If it is subsequently claimed that the vehicle has changed keeper/owner you will have to satisfy the council that the vehicle has genuinely changed keeper/owner since the debt has been accrued and has not been

changed in an attempt to circumvent the debt itself. Under such circumstances the following evidence will be required.

- V5 Registration Certificate.
- Valid current Certificate of Insurance issued prior to the date of removal.
- Utility Bill (gas, water, electricity) issued within the last 3 months.
- Valid full driving licence.
- Bill of sale.
- Copy of a bank account detailing a financial transaction (not under value) showing the purchase of the vehicle.

Please note that the name and address details on all the documents shown to us, must be the same.

If you are collecting a vehicle on behalf of the owner a signed letter of authority will be necessary from the owner, giving you permission to collect the vehicle, in addition to proof of ownership.

Identification will also be required for the person collecting the vehicle.

If you are collecting a courtesy/lease vehicle

You will need to bring a copy of the courtesy /lease agreement or a fax from the company supplying the vehicle giving details of authorised drivers. Identification for the driver named in the agreement will also be required.

If you are collecting a company vehicle

You will need to bring a letter or fax from the company that owns the vehicle giving details of the person authorised to drive it, a faxed copy of the registration certificate of insurance and identification for the driver.

We will not release a vehicle from the pound until we have seen all the required documents and have received full payment for the penalty charge notice, removal charge and any storage fee incurred.

We will dispose of any unclaimed vehicles and property left in them.

We would remind you that our staff have the right to go about their duties without the threat of violence

How to appeal

If you think you should not have been clamped or removed because you had exceptional reasons for parking where you did, you can write to us, after paying, at:

Parking Services

London Borough of Camden
PO Box 2014
Pershore, WR10 9BF

We must receive your letter within 28 days of your vehicle being declamped (or released from the pound), and we must respond to your letter within 56 days.

What happens next?

Once we have received your letter we will consider your case and if we accept your reasons, we will give you a refund. If we reject your reasons, we will tell you why and we will tell you about your right to appeal to the independent Parking and Traffic Appeals Service (PATAS).

Parking and Traffic Appeals Service

This is an independent organisation where an experienced lawyer will look at your case. You will not have to pay to appeal to this Service and you can go to the hearing of your case if you want to. Their decision is final and we must both accept it.

Our parking policy

We know that nobody wants a parking ticket, or to have their vehicle clamped or removed. But while car ownership has increased dramatically over the past 20 years, parking spaces haven't.

By enforcing both parking and moving traffic regulations we aim to:

- Keep traffic moving, which means less pollution
- Increase pedestrian safety
- Ensure safe access for emergency vehicles
- Make journey times shorter
- Create safer routes to school for children
- Promote alternative means of transport

We can only use the money raised by parking enforcement for transport related activities such as concessionary fares, the London Taxicard scheme and for general highway and safety improvement works, which benefit elderly and disabled people and the wider community.

Contact

Parking Services

London Borough of Camden
PO Box 2014
Pershore, WR10 9BF

Telephone: 020 7974 4444
Website: camden.gov.uk/parking