

# Estate Parking Appeals



## **Estate parking controls**

On behalf of the London Borough of Islington and with the agreement of estate residents, Homes for Islington (HFI) operate an estate parking permit scheme on many HFI managed housing estates around the borough. Estate Parking Warning Notices placed at the entrance to the estate and within the estate grounds show clearly the permit scheme is in operation. A parking contractor enforces the estate parking scheme by carrying out random patrols and wheel clamping and removing vehicles in breach of the regulations.

HFI and the parking contractor make every effort to ensure the regulations of the estate parking scheme is fairly enforced. When a customer is dissatisfied with the service they receive HFI and the parking contractor will whenever possible attempt to resolve the issue.

## **Verbal appeals**

If you wish to make a verbal appeal about the service you have received from the parking contractor you can telephone the contractor directly on 0870 240 4139. This telephone number is also shown on Estate Parking Warning Notices around the estate and on notices affixed to vehicles that have been wheel clamped.

You can also telephone the Estate Parking Section at HFI during office hours on 020 7527 8669. An Estate Parking Coordinator will be happy to discuss your verbal appeal and attempt to resolve your complaint.

If you remain dissatisfied after making a verbal appeal HFI operate a formal estate parking appeals process.

## **Making your estate parking appeal**

HFI will investigate and respond in writing to all appeals within 10 working days of receiving them. We will consider all the circumstances explained in your appeal when making our decision. Please note that making an appeal does not guarantee a refund.

Appeals must be in writing and addressed to the Homes for Islington Estate Parking Section at PO Box 14055, Highbury, Islington, N5 1WD. When making an appeal you need to include your name and address, quote the registration number of your vehicle, the date and exact location of the incident, and explain why you feel that the fees paid should be reimbursed to you. To help us respond to your appeal as quickly as possible, please send a copy of the parking contractor's receipt given to you when you paid the fees. If the required information is not provided HFI will need to write back to you requesting it and this may delay the final decision.

## Stage 2 appeals

If you are dissatisfied with the decision we made following your appeal, you may submit a final written Stage 2 appeal. This should be addressed to Jon Farrant, Head of Service (Operations), Homes for Islington, PO Box 14055, London, N5 1WD. Please quote the Stage 1 appeal reference number shown on our letter. Stage 2 appeals will also be responded to in writing within 10 working days.

If in the details of your Stage 2 appeal you provide new information about the circumstances of the incident HFI may reconsider your appeal at Stage 1.

## Local Government Ombudsman

If you remain dissatisfied after receiving a response at Stage 2 you may write to the Local Government Ombudsman who will consider whether or not to investigate the matter. The Local Government Ombudsman is based at Millbank Tower, Millbank, London, SW1P 4QP or online at [www.lgo.org.uk](http://www.lgo.org.uk).

## For more information about estate parking appeals speak to the Estate Parking Section:

Tel: 020 7527 8669

Address: PO Box 14055, Highbury, Islington, N5 1WD

### Central Street Area Housing Office

Tel: 020 7527 6524

### Upper Street Area Housing Office

Tel: 020 7527 5323

### Holland Walk Area Housing Office

Tel: 020 7527 7497

### Home Ownership Services

Tel: 020 7527 7715/7720

### Lyon Street Area Housing Office

Tel: 020 7527 6834

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