

PCN life cycle guide

About this guide

The PCN (Penalty Charge Notice) process can be confusing, with many rules and exceptions. This guide is here to help you understand your rights and options at each stage of the PCN life cycle.

We have simplified the information by translating the relevant legislation and Council procedures into a concise, easy to understand format.

It is important to note that this guide is not a legal document, and you shouldn't use it as a basis for legal advice. However, we hope that it will help you understand the PCN process and make informed decisions about how to proceed.

Understanding statutory timelines

You will notice that throughout this guide we use different wording for different types of Notice time frames. This is intentional, as those timelines are informed by laws that govern traffic enforcement.

Date of contravention means the date on which the actual contravention occurred. It is typically the date on which the Civil Enforcement Officer (CEO) issued the Penalty Charge Notice (PCN).

Date of service is the date on which the Notice was delivered to the registered keeper of the vehicle. It is usually the second working day after the date on which the PCN was issued.

Date of issue/Notice is the date on which the Notice was issued by the Council. It is typically the date on which the Notice was printed or generated.

Help with debt advice

National Debt Line - we know that managing finances can be challenging, and everyone's situation is unique. If you find yourself struggling - there are organisations out there that offer free advice and assistance to help you find a solution.

National Debtline is a debt advice charity run by the Money Advice Trust. They offer a free and confidential debt advice service for people in England, Wales and Scotland.

[Visit the National Debt Line website here.](#)

Citizens Advice is a non-profit organisation dedicated to providing free, confidential, and impartial advice to communities in Hackney, Newham, and Tower Hamlets.

[Visit the Citizens Advice website here.](#)

Breathing Space initiative - if you need time to get debt advice and find a debt solution, you may want to consider applying for breathing space. Breathing space stops most types of enforcement for 60 days.

[Find out more, see the StepChange Charity guidance in this link.](#)

Frequently asked questions - have a question that is not covered in this guide? Check out our FAQ resources:

[Go to FAQs around general PCN issues](#)

[Go to FAQs about disputing a Penalty Charge Notice](#)

[Go to FAQs about what to do if your PCN has passed an appeals stage](#)

Introduction

The PCN life cycle consists of the following stages:

1. A Penalty Charge Notice (PCN) of which there are three types
 - 1.1. On-street
 - 1.2. Moving Traffic
 - 1.3. Bus Lane
2. An Enforcement Notice or a Notice to Owner
3. A Charge Certificate
4. An Order for Recovery
5. A Warrant of Control

The PCN journey and available choices are dependent on the specific PCN type, which falls into three categories: On-street, Moving Traffic, and Bus Lane contraventions.

To make your experience smoother, we've organised this guide into three sections. Each section will take you through the complete process for a particular PCN type, ensuring a clear path is followed.

1. On-street

1.1. On-street (PCN stage) - general information

This type of Penalty Charge Notice (PCN) is typically given for parking contraventions and is usually issued on the spot by a Civil Enforcement Officer (CEO). However, there are a few exceptions when:

- Enforcement is done through a camera system;
- The CEO was unable to deliver the PCN at the scene;
- The CEO had started preparing the PCN, but the vehicle was driven away before it could be completed and issued.

In these situations, the PCN will be sent to you by post.

You can view evidence of the contravention by [visiting the Council's PCN portal](#). You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

1.2. On-street (PCN stage) - charges

£160 for higher (more serious) parking contraventions, such as footway parking or waiting restrictions (yellow lines).

£110 for lower (less serious) parking contraventions such as overstaying a pay and display ticket.

For PCNs issued at the location, if you pay your PCN within **14 days** from the date of the **contravention** (as indicated on the PCN), the charge will be reduced by 50%, depending on the specific contravention.

In cases where the PCN is served by post because the Civil Enforcement Officer was prevented from issuing it at the scene, the discount period is **14 days** from the date the PCN was **served**.

For PCNs served by post for a parking contravention observed by camera, the discount period is extended to **21 days** from the date the PCN was **served**.

The PCN itself will specify which discount period applies to your case.

It should be noted that in certain situations, such as when a vehicle is causing an obstruction, we may need to remove the vehicle to a car pound. Additional charges may apply in such cases. You can find more information on what to do if this occurs [by visiting the Hackney website](#).

If you'd like to explore the complete list of parking contravention codes, you can [download the list from the London Councils website](#).

1.3. On-street (PCN stage) - your options

Option one: pay the Penalty Charge

If you believe the PCN was issued correctly, you can choose to pay the penalty charge. The payment details can be found on the PCN itself and in the next step of this guide.

It's important that you make the payment within **28 days** from the date of the **contravention or service** as noted in the previous section.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

We want to ensure you are aware of the timeline and encourage you to take the necessary actions within the given time frame. Therefore, it's important to note that if we do not receive a payment or an informal Challenge from you within **28 days** of the PCN issue date, we will be entitled to proceed with the enforcement process.

Option two: make an informal Challenge against the Penalty Charge Notice

If you believe you have a valid reason not to pay the PCN, you have the option to submit an informal Challenge to us. We will review your informal Challenge and write to you with our decision—whether we accept or reject it.

It's important to note that this is not part of the formal enforcement process, and the time periods for paying the reduced penalty still apply.

Furthermore, if we serve a **Notice to Owner** (the next stage of the PCN enforcement process) before you receive a response to your informal Challenge then you should not wait for the response, but should make formal Representations as set out in the notice.

You can [submit your informal Challenge online](#) (you will need the PCN number and the vehicle registration mark to access the system).

Alternatively you can write to us on PO Box 76121, London, E5 5FG, outlining reasons for cancellation.

Make sure to include your name, PCN number, Vehicle Registration Mark, postal address, and any relevant evidence supporting your case. For example, if you received a PCN for being parked on a Double Yellow Line but were making a delivery at the time, you can include your delivery schedule as evidence.

It's important that you submit your Challenge to us within **28 days** from the date of issue or service. If you fail to do so, your case may **progress to the next stage**, which will be explained in detail later in this guide.

Note that this is not part of the formal enforcement process, and the time periods for paying the reduced penalty still apply.

We should also note that this is still a statutory process, which means that we are unable to accept challenges directly over the phone or by email. To ensure a fair and

proper handling of your dispute, we request that you follow the designated procedures outlined in the guide.

We will consider your informal Challenge and any supporting evidence provided and write to you with our decision.

If we accept your Challenge, we will cancel the PCN and notify you by post. In such cases, you won't need to take any further action. Otherwise, the decision letter will outline our reasons and inform you of your options.

If your challenge is not successful, you have two options:

Option one: pay the PCN: the "Pay the Penalty Charge" section of this guide will outline details on how to make the payment. The decision letter will inform you of the time period in which the payment should be made.

Option two: wait for the case to **progress to the next stage**. At this stage, you will have the opportunity to make a formal Representation to challenge the PCN. More information on this process is provided further along in this guide.

It is important to note that, if we serve a Notice to Owner (the next stage of the PCN enforcement process) before you receive a response to your informal challenge then you should not wait for the response, but should follow the instructions set out in the Notice.

If we do not receive either a full payment or an informal challenge within the stated time-frames, your case will progress to the next stage, which is called Notice to Owner or NtO for short.

1.4. On-street (NtO stage) - general information

The Notice to Owner (NtO) is the **second stage** in the enforcement process for On-street contraventions. NtO is served by post if:

- The initial PCN has not been paid or contested within **28 days** of issue;
- An informal Challenge against the PCN has been made and subsequently rejected by the Council.

This notice served to the person who is listed as the Keeper of the vehicle in the **Driver and Vehicle Licensing Agency** (DVLA) records. In most cases, the keeper is held liable for the penalty, regardless of whether they were driving the vehicle at the time of the contravention. This is commonly referred to as Keeper Liability.

You can view evidence of the contravention by **visiting the Council's PCN portal**. You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

1.5. On-street (NtO stage) - charges

£130.00 for higher (more serious) parking contraventions, such as footway parking or waiting restrictions (yellow lines).

£80.00 for lower (less serious) parking contraventions such as overstaying a pay and display ticket.

In certain situations, such as when a vehicle is causing an obstruction, we may need to remove the vehicle to a car pound. Additional charges may apply in such cases. You can find more information on what to do if this occurs [by visiting the Hackney website](#).

If you'd like to explore the complete list of parking contravention codes, you can [download the list from the London Councils website](#).

At this stage, the discount period no longer applies.

1.6. On-street (NtO stage) - your options

Option one: pay the Penalty Charge

If you believe the PCN was issued correctly, you can choose to pay the Penalty Charge. You can find the payment details on the Notice to Owner itself and in the next step of this guide.

It is important that you make the payment no later than the final day of the **28-day** period starting from the date the NtO is issued.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

We want to ensure you are aware of the timeline and encourage you to take the necessary actions within the given time frame. Therefore, it's important to note that if we do not receive a payment or a Representation from you within 28 days of the date of the notice, we will be entitled to proceed with enforcement to recover the Penalty Charge.

Option two: make an formal Representation against the Penalty Charge Notice

If you believe you have a good reason not to pay the Penalty Charge, you have the option to submit a formal Representation to us within **28 days** of service of the NtO. We will review your formal Representation and inform you of our decision, and advise on next steps.

You need to make Representations, even if you have previously submitted an informal Challenge.

You can [submit your formal Representation online](#) (you will need the PCN number and the vehicle registration mark to access the system).

Alternatively, you can fill out the form enclosed with the notice and post it to PO Box 76121, London, E5 5FG.

Ensure that you include your name, PCN number, Vehicle Registration Mark, postal address, and any evidence relevant to your case.

It's important to note that the Council must receive all Representations within **28 days** from the date the notice is served. Failure to do so will result in the case progressing to the **next stage**, which will be explained further in this guide.

To ensure a prompt response and resolution, we encourage you to [make your Representations online](#). Your case will be put on hold while we consider your formal Representation.

Note that this is a statutory process, which means that we are unable to accept disputes directly over the phone or by email. To ensure a fair and proper handling of your dispute, we request that you follow the designated procedures outlined in the guide.

We will consider your formal Representation and any supporting evidence provided. The decision-making process can take up to **56 days** from the date we receive it.

If we accept your formal Representation, we will cancel the PCN and notify you by post. In such cases, you won't need to take any further action.

However, if we reject your Representation, we will send you a Notice of Rejection along with a Notice of Appeal form. The rejection letter will outline the reasons for our decision.

Once you receive the Notice of Rejection, you have **28 days** (from the date of service) to:

[Pay the PCN](#): the "Pay the Penalty Charge" section of this guide will outline details on how to make the payment.

[Submit an Appeal to an Independent Adjudicator](#): You can [choose to appeal](#) the decision by using one of the following methods:

- **Online**: Access the appeals portal by [visiting the London Tribunals website](#) (you will need your PCN number and appeal verification code provided with the Notice of Rejection to access the system).
- **By Post**: Complete the Notice of Appeal form enclosed with the rejection letter and mail it to the designated address.

The Adjudicator's decision is final. If the Adjudicator allows your Appeal, we will cancel the PCN and close the case. However, if the Adjudicator refuses your Appeal, you will need to pay the Penalty Charge within **28 days** of the Adjudicator's decision. Failure to do so will result in us continuing enforcement proceedings.

If we do not receive either a full payment or a formal Representation within the stated time-frames, your case will progress to the next stage, which is called Charge Certificate or CC for short.

1.7. On-street (CC stage) - general information

A Charge Certificate (CC) represents the **third stage** in the enforcement process for On-street PCNs.

The charge certificate is an advisory notice only informing the registered keeper of the next steps. **There is no right to appeal at this stage.**

A CC can be issued when **28 days** have passed since the Notice to Owner was served, the penalty charge has not been paid, and any one of the following has occurred:

- A formal Representation was not made;
- A Representation was made and a Notice of Rejection was issued but no appeal was submitted to the independent Adjudicator;
- An appeal was made to an independent Adjudicator and was refused;
- An appeal against a Notice of Rejection was withdrawn before a decision was made by an Adjudicator. In this case the time frame is **14 days** from the date of withdrawal.

You can view evidence of the contravention by [visiting the Council's PCN portal](#). You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

1.8. On-street (CC stage) - charges and time frames

At this stage an additional 50% is added to the full Penalty Charge amount.

For example:

Lower case PCN amount is £80. 50% of £80 is £40. £80+£40=£120. **Total amount now due is £120.**

Higher case PCN amount is £130. 50% of £130 is £65. £130+£65=£195. **Total amount now due is £195.**

You will have **14 days** from the service of the Charge Certificate (i.e., the date the CC was delivered) to make a payment.

1.9. On-street (CC stage) - your options

Option one: pay the outstanding amount

It is important that you make the payment no later than the final day of the **14-day** period starting from the date the CC is served.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

It is important to make the payment within **14 days** of receiving the Charge Certificate. Failure to do so will result in the continuation of enforcement proceedings to recover the outstanding Penalty Charge.

Option two: wait for an Order for Recovery

At the Charge Certificate stage, you are no longer able to appeal the Penalty directly. However, if you believe you that one of the following situations applies, you have an alternative option:

- You did not receive the Notice to Owner, Enforcement Notice or Moving Traffic PCN;

- You made a Representation to us but did not receive a Notice of Rejection;
- You appealed to the Adjudicator but did not receive notice of their decision; or
- You have already paid the penalty charge.

You can choose to wait until your case progresses to the Order for Recovery stage (OfR for short). An OfR is issued if the Charge Certificate charges remain unpaid after **14 days**. At this stage, you will have the opportunity to file a Witness Statement with the Northampton County Court. More detailed information, including the specific grounds for appeal, is provided in the next section.

1.10. On-street (OfR stage) - general information

Order for Recovery or OfR is the **fourth stage** in the PCN enforcement process.

If the Penalty Charge remains unpaid after the **14-day** period from the service of the Charge Certificate has expired, we are legally permitted to register the PCN debt with the Traffic Enforcement Centre (TEC), which is a part of Northampton County Court. This allows us to recover the charge as if it were payable under a county court order.

TEC is responsible for handling debt registrations for councils in England and Wales, and they have the authority to issue local authority Warrants of Execution, which may involve passing the case to the Enforcement Agents (bailiffs).

Once we register the debt, we will send you an Order for Recovery by post. This represents the last stage in the life-cycle of the Penalty Charge Notice before your case is transferred to the debt collectors.

It's important to note that the registration of debt at the County Court is not the same as a County Court Judgment, and it will not have any impact on your credit rating.

You can view evidence of the contravention by [visiting the Council's PCN portal](#). You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

1.11. On-street (OfR stage) - charges

When a debt is registered, there is a charge of £9 associated with it. This charge is added to the total amount of the Penalty due. For example, if the PCN amount is £80 and there is a Charge Certificate charge of £40, the total amount now due would be £129 (£80 + £40 + £9).

For more information about the Charge Certificate stage, refer to the 'Charge Certificate' section of this guide.

1.12. On-street (CC stage) - your options

Option one: pay the outstanding amount

It is important that you make the payment no later than the final day of the **21-day** period starting from the date the Order for Recovery (OfR) is served.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

It is important to make the payment within **21 days** of receiving the Order for Recovery. Failure to do so will result in the continuation of enforcement proceedings to recover the outstanding Penalty Charge.

Option two: file a Witness Statement with TEC (Traffic Enforcement Centre)

We acknowledge that you may have valid reasons for not paying the Penalty Charges. If this is the case, you have the option to file a Witness Statement (WS) within **21 days** from the date the Council issues an Order for Recovery (OfR).

The grounds for filing a Witness Statement are specific, and outlined in detail further along in this guide.

Note that these options can only be used to request the court to remove the debt registration and the Charge Certificate, but NOT to cancel the Penalty Charge.

To challenge the debt registration for your **On-street PCN**, you can file a Witness Statement (WS) with the Traffic Enforcement Centre (TEC). The WS form will be enclosed with your Order for Recovery notice, or you can [download the form from this website](#).

You must file the Witness Statement within **21 days** from the service of the Order for Recovery.

Note that only the person named in the Order for Recovery can make a Witness Statement.

A Witness Statement can be filed based on **one** of the following grounds:

- You did not receive the Notice to Owner (On-street) in question;
- You made Representations about the Penalty Charge Notice to the Council but did not receive a Notice of Rejection from us;
- You appealed to the adjudicator against the rejection by the Council of your Representations but had no response to the appeal;
- You had paid the penalty charge in full (you will need to provide evidence of payment along with your WS).

If none of the above grounds apply to your case, it is necessary for you to pay the outstanding amount by the date indicated on the Order for Recovery. If you fail to do so, further enforcement action will take place, and the amount owed will continue to increase.

If you were not able to file the Witness Statement within the **21-day** period, you may apply for an extension by [submitting an Out of Time application](#) together with your Statement, stating the reason you were unable to submit a WS in time.

TEC contact details:

- email tec@justice.gov.uk.
- tel: 0300 123 1059
- Minicom VII 0800 358 5306 helpline for the deaf and hard of hearing
- Traffic Enforcement Centre, St Katharine's House, 21-27 St Katharine's Street, Northampton NN1 2LH

Note: It is a criminal offence to make a false Witness Statement.

If the Traffic Enforcement Centre (TEC) accepts your Appeal based on the ground you selected, TEC will issue a Revocation Order to you and the Council.

It is important to note that a Revocation Order does not cancel the original Penalty Charge.

The possible outcomes based on the selected ground when filing the application are as follows:

If the ground is that the Notice to Owner was not received:

- The Order for Recovery, the Charge Certificate (CC) and the original Notice to Owner (NtO) will be cancelled;
- The Council will send a new NtO to you by post.

If the ground is that the Notice of Rejection or a decision from the Adjudicator was not received:

- The Council will refer the Witness Statement to the Adjudicator and notify you of this action;
- We will prepare an evidence pack for the Adjudicator, a copy of which will be provided to you;
- The adjudicator will decide on the next steps.

If the ground is that you have paid the PCN:

- The Council will refer the Witness Statement to the Adjudicator and notify you of this action;
- We will prepare an evidence pack for the Adjudicator, a copy of which will be provided to you;
- The adjudicator will decide on the next steps.

If you fail to pay or file a Witness Statement within the noted time frames, your case will progress to the next enforcement stage, which is Warrant of Control or Woc for short.

1.13. On-street (WoC stage) - general information

If you do not pay the amount due or successfully submit a Witness Statement, the Council will take further action by applying to the county court for a Warrant of Control (formerly known as a Warrant of Execution).

At this stage, your case will be transferred to an Enforcement Agency (formerly known as Bailiffs) to recover the outstanding penalty amount.

It is important to note that any communication regarding the case must be directly with the Enforcement Agency (EA). Refrain from contacting the Council, as we will be unable to assist you further.

The Council works with four different Enforcement Agencies for PCN debt collection. The name of the agency assigned to your case will be mentioned in the correspondence you receive.

Enforcement Agents (EAs) we use and their contact telephone numbers:

- Equita – 01604 628 360
- Marston Holdings – 0845 074 3749
- Newlyn – 01604 633 001
- Whyte & Co – 0345 458 9429

Once your case has been passed on to an EA, they will add their own recovery fees to the outstanding PCN amount.

1.14. On-street (WoC stage) - debt recovery timeline and Enforcement Agent fees

Compliance stage

Once the Enforcement Agent (EA) receives information about the unpaid Penalty Charge Notice (PCN), they will send a Notice of Enforcement to you by post. This notice, which will be dispatched within **7 days** of receiving the details, serves as a reminder of the outstanding debt.

Upon receiving the warrant from the Council, the EA will add a fee of £75. This fee is intended to cover the costs associated with receiving the instruction, as well as conducting initial checks and investigations.

If you intended to dispute the PCN by submitting a Witness Statement when you received an Order for Recovery, but you missed the **21-day** deadline or had not received any prior communication from us regarding the Penalty Charge Notice, there's still a way to address this. You can [file an Out of Time application](#) with TEC

(Traffic Enforcement Centre). For more information on this process, refer to the 'Order for Recovery' section of this guide.

Enforcement stage

If the payment remains outstanding and no contact is made with the Enforcement Agent (EA) within **14 days** of the Notice of Enforcement being served, the EA will visit you in order to recover the debt, along with any additional fees incurred.

Note that the EA has the authority to seize most possessions as part of the debt recovery process. However, items that would cause significant hardship, such as heating or cooking equipment, are exempt from seizure.

A fee of £235 is payable from the first visit made by the Enforcement Agent, regardless of whether anyone is present at the property during the visit. This fee covers the costs associated with visiting and entering the premises, as well as taking control of your goods.

Sale/disposal stage

This stage involves the sale of any goods that may have been removed in order to settle the outstanding debt, along with any additional fees incurred.

A fee of £110 is added to cover the costs associated with attending to the removal of your goods, their valuation, and making arrangements for their sale.

The fees that an enforcement agent can charge when enforcing a Warrant of Control are informed by the Taking Control of Goods (Fees) Regulations 2014.

1.15. On-street (WoC stage) - your options

Option one: pay the outstanding amount

Instructions on how to make a payment will be outlined in all communication from the Enforcement Agent. You can also get in touch with them directly by phone to discuss your case:

Equita – 01604 628 360

Marston Holdings – 0845 074 3749

Newlyn – 01604 633 001

Whyte & Co – 0345 458 9429

Option two: dispute the WoC

If you wish to dispute the Warrant of Control **after** it has been passed to an enforcement agent, you will need to seek independent legal advice or contact the Traffic Enforcement Centre at Northampton County Court directly on 0300 123 1059 or email tec@justice.gov.uk.

Free legal advice is available from your local Citizens Advice Bureau.

2. Moving Traffic

2.1. Moving Traffic (PCN stage) - general information

This type of PCN relates to contraventions involving moving traffic, such as prohibited left and right turns, no-vehicle entry points, or stopping in yellow boxes at junctions, among others. To enforce these rules, we utilise CCTV cameras and CCTV vehicles for accurate monitoring.

This type of PCN is sent to the address of the person registered as Keeper of the vehicle with the [DVLA](#). Additionally, it's important to know that the informal challenge stage, which is available for On-street and Bus Lane PCNs, does not apply in this case.

You can view evidence of the contravention by [visiting the Council's PCN portal](#). You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

2.2. Moving Traffic (PCN stage) - charges

£130.00 for all moving traffic contraventions.

If you make a payment within **14 days** from the date of the PCN, you'll be eligible for a 50% discount.

If you'd like to explore the complete list of parking contravention codes, you can [download the list from the London Councils website](#).

2.3. Moving Traffic (PCN stage) - your options

Option one: pay the Penalty Charge

If you believe the PCN was issued correctly, you can choose to pay the Penalty Charge. The payment details can be found on the PCN itself and further in this guide.

It is important that you make the payment no later than the final day of the **28-day** period starting from the date of the PCN.

If you pay your PCN within **14 days** from the date of the notice (as indicated on the PCN), you'll be eligible for a 50% discount.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

We want to ensure you are aware of the timeline and encourage you to take the necessary actions within the given time frame. Therefore, it's important to note that if we do not receive a payment or a Representation from you within 28 days of the

date of the notice, we will be entitled to proceed with enforcement to recover the Penalty Charge.

Option two: make an formal Representation against the Penalty Charge Notice

If you believe you have a good reason not to pay the Penalty Charge, you have the option to submit a formal Representation to us within **28 days** of service of the Moving Traffic PCN. We will review your formal Representation and inform you of our decision, and advise on next steps.

You can [submit your formal Representation online](#) (you will need the PCN number and the vehicle registration mark to access the system).

Alternatively, you can fill out the form enclosed with the notice and post it to PO Box 76121, London, E5 5FG.

Ensure that you include your name, PCN number, Vehicle Registration Mark, postal address, and any evidence relevant to your case.

You must ensure your Representation is received by the Council within **28 days** from the date the notice is served. If you fail to do so, your case will progress to the **next enforcement stage**.

To ensure a prompt response and resolution, we encourage you to [make your Representations online](#). We will put your case on hold while we consider your formal Representation.

Note that this is a statutory process, which means that we are unable to accept disputes directly over the phone or by email. To ensure a fair and proper handling of your dispute, we request that you follow the designated procedures outlined in the guide.

We will consider your formal Representation and any supporting evidence provided. The decision-making process can take up to **56 days** from the date we receive it.

If we accept your Representation, we will cancel the PCN and notify you by post. In such cases, you won't need to take any further action.

However, if we reject your Representation, we will send you a Notice of Rejection along with a Notice of Appeal form. The rejection letter will outline the reasons for our decision.

Once you receive the Notice of Rejection, you have **28 days** (from the date of service) to:

[Pay the PCN](#): the "Pay the Penalty Charge" section of this guide will outline details on how to make the payment.

Submit an Appeal to an Independent Adjudicator: You can **choose to appeal** the decision by using one of the following methods:

- **Online:** Access the appeals portal by **visiting the London Tribunals website** (you will need your PCN number and appeal verification code provided with the Notice of Rejection to access the system).
- **By Post:** Complete the Notice of Appeal form enclosed with the rejection letter and mail it to the designated address.

The Adjudicator's decision is final. If the Adjudicator allows your Appeal, we will cancel the PCN and close the case. However, the Adjudicator refuses your Appeal, you will need to pay the Penalty Charge within **28 days** of the Adjudicator's decision. Failure to do so will result in us continuing enforcement proceedings.

If we do not receive either a full payment or a formal Representation within the stated time-frames, your case will progress to the next stage, which is called Charge Certificate or CC for short.

2.4. Moving Traffic (CC stage) - general information

A Charge Certificate (CC) represents the **second stage** in the enforcement process for Moving Traffic PCNs.

The Charge Certificate is an advisory notice only informing the registered keeper of the next steps. **There is no right to appeal at this stage.**

A CC can be issued when **28 days** have passed since the Enforcement Notice was served, the Penalty Charge has not been paid, and any one of the following has occurred:

- A formal Representation was not made;
- A Representation was made and a Notice of Rejection was issued but no appeal was submitted to the independent Adjudicator;
- An appeal was made to an independent Adjudicator and was refused;
- An appeal against a Notice of Rejection was withdrawn before a decision was made by an Adjudicator. In this case the time frame is **14 days** from the date of withdrawal.

You can view evidence of the contravention by **visiting the Council's PCN portal**. You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - **complete the PCN request form** to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

2.5. Moving Traffic (CC stage) - charges and time frames

At this stage an additional 50% is added to the full Penalty Charge amount.

For example:

Moving Traffic PCN amount is £130. 50% of £130 is £65. £130+£65=£195. **Total amount now due is £195.**

You will have **14 days** from the service of the Charge Certificate (i.e., the date the CC was delivered) to make a payment.

2.6. Moving Traffic (CC stage) - your options

Option one: pay the outstanding amount

It is important that you make the payment no later than the final day of the **14-day** period starting from the date the CC is served.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

It is important that you make the payment within **14 days** of receiving the Charge Certificate. If you fail to do this, the Council will be entitled to continue enforcement proceedings to recover the outstanding Penalty Charge.

Option two: wait for an Order for Recovery

At the Charge Certificate stage, you are no longer able to appeal the Penalty directly. However, if you believe you that one of the following situations applies, you have an alternative option:

- You did not receive the Moving Traffic PCN;
- You made a Representation to us but did not receive a Notice of Rejection;
- You appealed to the Adjudicator but did not receive notice of their decision.

You can choose to wait until your case progresses to the Order for Recovery stage (OfR for short). An OfR is issued if the Charge Certificate charges remain unpaid after **14 days**. At this stage, you will have the opportunity to file a Statutory Declaration with the Northampton County Court. More detailed information, including the specific grounds for appeal, is provided in the next section.

2.7. Moving Traffic (OfR stage) - general information

Order for Recovery or OfR is the **third** in the PCN enforcement process.

If the Penalty Charge remains unpaid after the **14-day** period from the service of the Charge Certificate has expired, we are legally permitted to register the PCN debt with the Traffic Enforcement Centre (TEC), which is a part of Northampton County Court. This allows us to recover the charge as if it were payable under a county court order.

TEC is responsible for handling debt registrations for councils in England and Wales, and they have the authority to issue local authority Warrants of Execution, which may involve passing the case to the Enforcement Agents (bailiffs).

Once the debt has been registered, we will send you an Order for Recovery by post. This represents the last stage in the life-cycle of the Penalty Charge Notice before your case is transferred to the debt collectors.

It's important to note that the registration of debt at the County Court is not the same as a County Court Judgment, and it will not have any impact on your credit rating.

You can view evidence of the contravention by [visiting the Council's PCN portal](#). You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

2.8. Moving Traffic (OfR stage) - charges

When a debt is registered, there is a charge of £9 associated with it. This charge is added to the total amount of the Penalty Charge due. For example, if the PCN amount is £130 and there is a Charge Certificate charge of £40, the total amount now due would be £179 (£130 + £40 + £9).

For more information about the Charge Certificate stage, refer to the 'Charge Certificate' section of this guide.

2.9. Moving Traffic (CC stage) - your options

Option one: pay the outstanding amount

It is important that you make the payment no later than the final day of the **21-day** period starting from the date the Order for Recovery (OfR) is served.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the

amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

It is important to make the payment within **21 days** of receiving the Order for Recovery. Failure to do so will result in the continuation of enforcement proceedings to recover the outstanding Penalty Charge.

Option two: file a Statutory Declaration with TEC (Traffic Enforcement Centre)

We acknowledge that you may have valid reasons for not paying the Penalty Charges. If this is the case, you have the option to file a Statutory Declaration (SD) within **21 days** from the date the Order for Recovery (OfR) is issued.

The SD form will be enclosed with your Order for Recovery notice, or you can [download the form from this website](#).

You must file the Statutory Declaration within **21 days** from service of the Order for Recovery.

Only the person against whom the Order for Recovery has been issued can file the Statutory declaration.

You can only file a Statutory Declaration based on **one** of the following grounds:

- You did not receive the postal Penalty Charge Notice (Moving Traffic) or Enforcement Notice (Bus Lane);
- You made Representations to the Council but did not receive a Notice of Rejection from us;
- You appealed to the Adjudicator against the Notice of Rejection, but had no response to the appeal.

If none of the above grounds apply to your case, it is necessary that you pay the outstanding amount by the date indicated on the Order for Recovery. Failure to do so will result in further enforcement action.

To ensure that your Statutory Declaration is completed correctly, you can [use the following checklist](#) as a helpful guide.

After completing the Statutory Declaration form, you need to have it sworn in. You can [find more information about the process in this guide](#).

This service is generally available at most County Court Hearing Centres. The service is free; however, it is advisable to make an appointment beforehand.

It is important to ensure that the form is properly witnessed, as failure to do so may result in the TEC being unable to process it.

If you were not able to file the Statutory Declaration within the **21-day** period, you may apply for an extension by [submitting an Out of Time application](#) together with your Declaration, stating the reason you were unable to submit a SD in time.

TEC contact details:

- email tec@justice.gov.uk.
- tel: 0300 123 1059
- Minicom VII 0800 358 5306 helpline for the deaf and hard of hearing
- Traffic Enforcement Centre, St Katharine's House, 21-27 St Katharine's Street, Northampton NN1 2LH

Note: It is a criminal offence to make a false Statutory Declaration.

If TEC (Traffic Enforcement Centre) accept your Appeal based on the ground you selected, TEC will issue a Revocation Order to you and the Council.

It is important to note that a Revocation Order does not cancel the original Penalty Charge.

The possible outcomes based on the selected ground when filing the application are as follows:

If the ground is that the Enforcement Notice was not received:

- The Order for Recovery and Charge Certificate and original EN will be cancelled;
- The Council will send a new EN to you by post.

If the ground is that the Notice of Rejection or a decision from the Adjudicator was not received:

- The Council will refer the Statutory Declaration to the adjudicator;
- We will prepare an evidence pack for the Adjudicator, a copy of which will be provided to you;
- The adjudicator will decide on the next steps.

It is a criminal offence to make a false Statutory Declaration.

If you fail to file a Statutory Declaration, your case will progress to the next enforcement stage.

2.10. Moving Traffic (WoC stage) - general information

If you do not pay the amount due or successfully submit a Statutory Declaration, the Council will take further action by applying to the county court for a Warrant of Control (formerly known as a Warrant of Execution).

At this stage, your case will be transferred to an Enforcement Agency (formerly known as Bailiffs) to recover the outstanding penalty amount.

It is important to note that any communication regarding the case must be directly with the Enforcement Agency (EA). Refrain from contacting the Council, as we will be unable to assist you further.

The Council works with four different Enforcement Agencies for PCN debt collection. The name of the agency assigned to your case will be mentioned in the correspondence you receive.

Enforcement Agents (EAs) we use the their contact telephone numbers:

- Equita – 01604 628 360
- Marston Holdings – 0845 074 3749
- Newlyn – 01604 633 001
- Whyte & Co – 0345 458 9429

Once your case has been passed on to an EA, they will add their own recovery fees to the outstanding PCN amount.

2.11. Moving Traffic (WoC stage) - debt recovery timeline and Enforcement Agent fees

Compliance stage

Once the Enforcement Agent (EA) receives information about the unpaid Penalty Charge Notice (PCN), they will send a Notice of Enforcement to you by post. This notice, which will be dispatched within **7 days** of receiving the details, serves as a reminder of the outstanding debt.

Upon receiving the warrant from the Council, the EA will add a fee of £75. This fee is intended to cover the costs associated with receiving the instruction, as well as conducting initial checks and investigations.

If you intended to dispute the PCN by submitting a Witness Statement when you received an Order for Recovery, but you missed the **21-day** deadline or had not received any prior communication from us regarding the Penalty Charge Notice, there's still a way to address this. You can [file an Out of Time application](#) with TEC (Traffic Enforcement Centre). For more information on this process, refer to the 'Order for Recovery' section of this guide.

Enforcement stage

If the payment remains outstanding and no contact is made with the Enforcement Agent (EA) within **14 days** of the Notice of Enforcement being served, the EA will visit you in order to recover the debt, along with any additional fees incurred.

Note that the EA has the authority to seize most possessions as part of the debt recovery process. However, items that would cause significant hardship, such as heating or cooking equipment, are exempt from seizure.

A fee of £235 is payable from the first visit made by the Enforcement Agent, regardless of whether anyone is present at the property during the visit. This fee covers the costs associated with visiting and entering the premises, as well as taking control of your goods.

Sale/disposal stage

This stage involves the sale of any goods that may have been removed in order to settle the outstanding debt, along with any additional fees incurred.

A fee of £110 is added to cover the costs associated with attending to the removal of your goods, their valuation, and making arrangements for their sale.

The fees that an enforcement agent can charge when enforcing a Warrant of Control are informed by the Taking Control of Goods (Fees) Regulations 2014.

2.12. Moving Traffic (WoC stage) - your options

Option one: pay the outstanding amount

Instructions on how to make a payment will be outlined in all communication from the Enforcement Agent. You can also get in touch with them directly by phone to discuss your case:

Equita – 01604 628 360

Marston Holdings – 0845 074 3749

Newlyn – 01604 633 001

Whyte & Co – 0345 458 9429

Option two: dispute the PCN

If you wish to dispute the Warrant of Control **after** it has been passed to an enforcement agent, you will need to seek independent legal advice or contact the Traffic Enforcement Centre at Northampton County Court directly on 0300 123 1059 or email tec@justice.gov.uk.

Free legal advice is available from your local Citizens Advice Bureau.

3. Bus Lane

3.1. Bus Lane (PCN stage) - general information

This type of PCN is issued when a vehicle is observed in a Bus Lane during restricted hours. To ensure compliance, we employ CCTV cameras and CCTV vehicles for enforcement.

This type of PCN is served by post to the person registered as the Keeper of the vehicle in the [DVLA](#) records.

You can view evidence of the contravention by [visiting the Council's PCN portal](#). You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

3.2. Bus Lane (PCN stage) - charges

£130.00 for all Bus Lane contraventions.

If you pay your PCN within **14 days** from the date of the PCN, you'll be eligible for a 50% discount.

If you'd like to explore the complete list of parking contravention codes, you can [download the list from the London Councils website](#).

3.3. Bus Lane (PCN stage) - your options

Option one: pay the Penalty Charge

If you believe the PCN was issued correctly, you can choose to pay the Penalty Charge. The payment details can be found on the PCN itself and in the next step of this guide.

It's important that you make the payment within **28 days** from the date of the **contravention or service** as noted in the previous section.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

We want to ensure you are aware of the timeline and encourage you to take the necessary actions within the given time frame. Therefore, it's important to note that if we do not receive a payment or an informal Challenge from you within **28 days** of the PCN issue date, we will be entitled to proceed with the enforcement process.

Option two: make an informal Challenge against the Penalty Charge Notice

If you disagree with the PCN, you have the option to write to us and challenge it before it moves to the next stage (more information in the next step of this guide). We will review your informal Challenge and inform you of our decision—whether we accept or reject it.

It's important to note that this is not part of the formal enforcement process, and the time periods for paying the reduced penalty still apply.

Furthermore, if we serve an **Enforcement Notice** (the next stage of the PCN enforcement process) before you receive a response to your informal Challenge then you should not wait for the response, but should make formal Representations as set out in the notice.

You can [submit your informal Challenge online](#) (you will need the PCN number and the vehicle registration mark to access the system).

Alternatively you can write to us on PO Box 76121, London, E5 5FG, outlining reasons for cancellation.

Make sure to include your name, PCN number, Vehicle Registration Mark, postal address, and any relevant evidence supporting your case. For example, if you received a PCN for being parked on a Double Yellow Line but were making a delivery at the time, you can include your delivery schedule as evidence.

It's important that you submit your Challenge to us within **28 days** from the date of issue or service. If you fail to do so, your case may **progress to the next stage**, which will be explained in detail later in this guide.

Note that this is not part of the formal enforcement process, and the time periods for paying the reduced penalty still apply.

It is important to also note that this is still a statutory process, which means that we are unable to accept challenges directly over the phone or by email. To ensure a fair and proper handling of your dispute, we request that you follow the designated procedures outlined in the guide.

We will consider your informal Challenge and any supporting evidence provided and write to you with our decision.

If we accept your Challenge, we will cancel the PCN and notify you by post. In such cases, you won't need to take any further action. Otherwise, the decision letter will outline our reasons and inform you of your options.

If your challenge is not successful, you have two options:

Option one: [pay the PCN](#): the "Pay the Penalty Charge" section of this guide will outline details on how to make the payment. The decision letter will inform you of the time period in which the payment should be made.

Option two: [wait](#) for the case to **[progress to the next stage](#)**. At this stage, you will have the opportunity to make a formal Representation to challenge the PCN. More information on this process is provided further along in this guide.

It is important to note that, if we serve an Enforcement Notice (the next stage of the PCN enforcement process) before you receive a response to your informal challenge then you should not wait for the response, but should follow the instructions set out in the Notice.

If we do not receive either a full payment or an informal challenge within the stated time-frames, your case will progress to the next stage, which is called Enforcement Notice or EN for short.

3.4. Bus Lane (EN stage) - general information

An Enforcement Notice is the **[second stage](#)** in the enforcement process for Bus Lane contraventions. EN is served by post if:

- The initial PCN has not been paid or contested within **28 days** of issue;
- An informal Challenge against the PCN has been made and subsequently rejected by the Council.

This notice served to the person who is listed as the Keeper of the vehicle in the **[Driver and Vehicle Licensing Agency](#)** (DVLA) records. In most cases, the keeper is held liable for the penalty, regardless of whether they were driving the vehicle at the time of the contravention. This is commonly referred to as Keeper Liability.

You can view evidence of the contravention by **[visiting the Council's PCN portal](#)**. You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - **[complete the PCN request form](#)** to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

3.5. Bus Lane (EN stage) - charges

£130.00 for bus lane contraventions such as driving or being parked in a bus lane.

In rare situations, such as when a vehicle is causing an obstruction, we may need to remove the vehicle to a car pound. Additional charges may apply in such cases. You can find more information on what to do if this occurs [by visiting the Hackney website](#).

If you'd like to explore the complete list of parking contravention codes, you can [download the list from the London Councils website](#).

Note that, at this stage, the discount period no longer applies.

3.6. Bus Lane (EN stage) - your options

Option one: pay the Penalty Charge

If you believe the PCN was issued correctly, you can choose to pay the Penalty Charge. You can find the payment details on the Notice to Owner itself and in the next step of this guide.

It is important that you make the payment no later than the final day of the **28-day** period starting from the date the NtO is issued.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the

amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

We want to ensure you are aware of the timeline and encourage you to take the necessary actions within the given time frame. Therefore, it's important to note that if we do not receive a payment or a Representation from you within 28 days of the date of the notice, we will be entitled to proceed with enforcement to recover the Penalty Charge.

Option two: make an formal Representation against the Penalty Charge Notice

If you believe you have a good reason not to pay the Penalty Charge, you have the option to submit a formal Representation to us within **28 days** of service of the NtO. We will review your formal Representation and inform you of our decision, and advise on next steps.

You need to make Representations, even if you have previously submitted an informal Challenge.

You can [submit your formal Representation online](#) (you will need the PCN number and the vehicle registration mark to access the system).

Alternatively, you can fill out the form enclosed with the notice and post it to PO Box 76121, London, E5 5FG.

Ensure that you include your name, PCN number, Vehicle Registration Mark, postal address, and any evidence relevant to your case.

It's important to note that the Council must receive all Representations within **28 days** from the date the notice is served. Failure to do so will result in the case progressing to the **next stage**, which will be explained further in this guide.

To ensure a prompt response and resolution, we encourage you to [make your Representations online](#). Your case will be put on hold while we consider your formal Representation.

Note that this is a statutory process, which means that we are unable to accept disputes directly over the phone or by email. To ensure a fair and proper handling of

your dispute, we request that you follow the designated procedures outlined in the guide.

We will consider your formal Representation and any supporting evidence provided. The decision-making process can take up to **56 days** from the date we receive it.

If we accept your formal Representation, we will cancel the PCN and notify you by post. In such cases, you won't need to take any further action.

However, if we reject your Representation, we will send you a Notice of Rejection along with a Notice of Appeal form. The rejection letter will outline the reasons for our decision.

Once you receive the Notice of Rejection, you have **28 days** (from the date of service) to:

Pay the PCN: the "Pay the Penalty Charge" section of this guide will outline details on how to make the payment.

Submit an Appeal to an Independent Adjudicator: You can **choose to appeal** the decision by using one of the following methods:

- **Online:** Access the appeals portal by **visiting the London Tribunals website** (you will need your PCN number and appeal verification code provided with the Notice of Rejection to access the system).
- **By Post:** Complete the Notice of Appeal form enclosed with the rejection letter and mail it to the designated address.

The Adjudicator's decision is final. If the Adjudicator allows your Appeal, we will cancel the PCN and close the case. However, if the Adjudicator refuses your Appeal, you will need to pay the Penalty Charge within **28 days** of the Adjudicator's decision. Failure to do so will result in us continuing enforcement proceedings.

If we do not receive either a full payment or a formal Representation within the stated time-frames, your case will progress to the next stage, which is called Charge Certificate or CC for short.

3.7. Bus Lane (CC stage) - general information

A Charge Certificate (CC) represents the **third stage** in the enforcement process for bus lane PCNs.

The Charge Certificate is an advisory notice only informing the registered keeper of the next steps. **There is no right to appeal at this stage.**

A CC can be issued when **28 days** have passed since the Enforcement Notice was served, the Penalty Charge has not been paid, and any one of the following has occurred:

- A formal Representation was not made;
- A Representation was made and a Notice of Rejection was issued but no appeal was submitted to the independent Adjudicator;
- An appeal was made to an independent Adjudicator and was refused;
- An appeal against a Notice of Rejection was withdrawn before a decision was made by an Adjudicator. In this case the time frame is **14 days** from the date of withdrawal.

You can view evidence of the contravention by [visiting the Council's PCN portal](#). You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

3.8. Bus Lane (CC stage) - charges and time frames

At this stage an additional 50% is added to the full Penalty Charge amount.

For example:

Bus Lane PCN amount is £130. 50% of £130 is £65. £130+£65=£195. **Total amount now due is £195.**

You will have **14 days** from the service of the Charge Certificate (i.e., the date the CC was delivered) to make a payment.

3.9. Bus Lane (CC stage) - your options

Option one: pay the outstanding amount

It is important that you make the payment no later than the final day of the **14-day** period starting from the date the CC is served.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

It is important to make the payment within **14 days** of receiving the Charge Certificate. Failure to do so will result in the continuation of enforcement proceedings to recover the outstanding Penalty Charge.

Option two: wait for an Order for Recovery

At the Charge Certificate stage, you are no longer able to appeal the Penalty directly. However, if you believe you that one of the following situations applies, you have an alternative option:

- You did not receive the Notice to Owner, Enforcement Notice or Moving Traffic PCN;
- You made a Representation to us but did not receive a Notice of Rejection;
- You appealed to the Adjudicator but did not receive notice of their decision; or
- You have already paid the penalty charge.

You can choose to wait until your case progresses to the Order for Recovery stage (OfR for short). An OfR is issued if the Charge Certificate charges remain unpaid after **14 days**. At this stage, you will have the opportunity to file a Witness Statement

with the Northampton County Court. More detailed information, including the specific grounds for appeal, is provided in the next section.

3.10. Bus Lane (OfR stage) - general information

Order for Recovery or OfR is the **fourth stage** in the PCN enforcement process.

If the Penalty Charge remains unpaid after the **14-day** period from the service of the Charge Certificate has expired, we are legally permitted to register the PCN debt with the Traffic Enforcement Centre (TEC), which is a part of Northampton County Court. This allows us to recover the charge as if it were payable under a county court order.

TEC is responsible for handling debt registrations for councils in England and Wales, and they have the authority to issue local authority Warrants of Execution, which may involve passing the case to the Enforcement Agents (bailiffs).

Once we register the debt, we will send you an Order for Recovery by post. This represents the last stage in the life-cycle of the Penalty Charge Notice before your case is transferred to the debt collectors.

It's important to note that the registration of debt at the County Court is not the same as a County Court Judgment, and it will not have any impact on your credit rating.

You can view evidence of the contravention by [visiting the Council's PCN portal](#). You will need your PCN number (starting with QZ) and the vehicle registration mark to access the system.

If you're having trouble finding your Penalty Charge Notice number (PCN number) - [complete the PCN request form](#) to request it.

However, it's important to note that, for safeguarding purposes, we are unable to disclose your PCN number if you request it directly over the phone or via email. By completing the form provided, we can ensure a secure and appropriate process is being followed.

3.11. Bus Lane (OfR stage) - charges

When a debt is registered, there is a charge of £9 associated with it. This charge is added to the total amount of the Penalty due. For example, if the PCN amount is £130 and there is a Charge Certificate charge of £40, the total amount now due would be £179 (£130 + £40 + £9).

For more information about the Charge Certificate stage, refer to the 'Charge Certificate' section of this guide.

3.12. Bus Lane (CC stage) - your options

Option one: pay the outstanding amount

It is important that you make the payment no later than the final day of the **21-day** period starting from the date the Order for Recovery (OfR) is served.

You can pay the Penalty Charge via the following methods:

- **Online**

To pay online, [access the PCN portal](#) and follow the prompts (you will need the PCN number and the vehicle registration mark to access the system). This portal provides a secure and efficient way to make your payment.

- **via Automated telephone system**

You can also make your payment through our automated telephone system. Simply call 020 8629 1232 and follow the prompts to complete your payment.

- **By post**

If you prefer to pay by post - complete the payment slip attached to the PCN, enclose a cheque (make sure it is not post-dated) or a postal order for the amount payable to 'London Borough of Hackney', then, mail it to PO Box 76121, London, E5 5FG.

Once we receive and process the correct payment, we will close the case.

To stay updated on your case status, you can [check the PCN portal](#) (remember that you'll need your PCN number and vehicle registration mark to access the system).

Keep in mind that payments made by post may require additional processing time. To ensure a faster processing of your payment, we encourage you to make the payment online or through the automated telephone line.

It is important to make the payment within **21 days** of receiving the Order for Recovery. Failure to do so will result in the continuation of enforcement proceedings to recover the outstanding Penalty Charge.

Option two: file a Statutory Declaration with TEC (Traffic Enforcement Centre)

We acknowledge that you may have valid reasons for not paying the Penalty Charges. If this is the case, you have the option to file a Statutory Declaration (SD) within **21 days** from the date the Order for Recovery (OfR) is issued.

The SD form will be enclosed with your Order for Recovery notice, or you can [download the form from this website](#).

You must file the Statutory Declaration within **21 days** from service of the Order for Recovery.

Only the person against whom the Order for Recovery has been issued can file the Statutory declaration.

You can only file a Statutory Declaration based on **one** of the following grounds:

- You did not receive the postal Penalty Charge Notice (Moving Traffic) or Enforcement Notice (Bus Lane);
- You made Representations to the Council but did not receive a Notice of Rejection from us;
- You appealed to the Adjudicator against the Notice of Rejection, but had no response to the appeal.

If none of the above grounds apply to your case, it is necessary that you pay the outstanding amount by the date indicated on the Order for Recovery. Failure to do so will result in further enforcement action.

To ensure that your Statutory Declaration is completed correctly, you can [use the following checklist](#) as a helpful guide.

After completing the Statutory Declaration form, you need to have it sworn in. You can [find more information about the process in this guide](#).

This service is generally available at most County Court Hearing Centres. The service is free; however, it is advisable to make an appointment beforehand.

It is important to ensure that the form is properly witnessed, as failure to do so may result in the TEC being unable to process it.

If you were not able to file the Statutory Declaration within the **21-day** period, you may apply for an extension by [submitting an Out of Time application](#) together with your Declaration, stating the reason you were unable to submit a SD in time.

TEC contact details:

- email tec@justice.gov.uk.
- tel: 0300 123 1059
- Minicom VII 0800 358 5306 helpline for the deaf and hard of hearing
- Traffic Enforcement Centre, St Katharine's House, 21-27 St Katharine's Street, Northampton NN1 2LH

It is a criminal offence to make a false Statutory Declaration.

If TEC (Traffic Enforcement Centre) accept your Appeal based on the ground you selected, TEC will issue a Revocation Order to you and the Council.

It is important to note that a Revocation Order does not cancel the original Penalty Charge.

The possible outcomes based on the selected ground when filing the application are as follows:

If the ground is that the Enforcement Notice was not received:

- The Order for Recovery and Charge Certificate and original EN will be cancelled;
- The Council will send a new EN to you by post.

If the ground is that the Notice of Rejection or a decision from the Adjudicator was not received:

- The Council will refer the Statutory Declaration to the adjudicator;
- We will prepare an evidence pack for the Adjudicator, a copy of which will be provided to you;
- The adjudicator will decide on the next steps.

It is a criminal offence to make a false Statutory Declaration.

If you fail to file a Statutory Declaration, your case will progress to the next enforcement stage.

3.13. Bus Lane (WoC stage) - general information

If you do not pay the amount due or successfully submit a Statutory Declaration, the Council will take further action by applying to the county court for a Warrant of Control (formerly known as a Warrant of Execution).

At this stage, your case will be transferred to an Enforcement Agency (formerly known as Bailiffs) to recover the outstanding penalty amount.

It is important to note that any communication regarding the case must be directly with the Enforcement Agency (EA). Refrain from contacting the Council, as we will be unable to assist you further.

The Council works with four different Enforcement Agencies for PCN debt collection. The name of the agency assigned to your case will be mentioned in the correspondence you receive.

Enforcement Agents (EAs) we use the their contact telephone numbers:

- Equita – 01604 628 360
- Marston Holdings – 0845 074 3749
- Newlyn – 01604 633 001
- Whyte & Co – 0345 458 9429

Once your case has been passed on to an EA, they will add their own recovery fees to the outstanding PCN amount.

3.14. Bus Lane (WoC stage) - debt recovery timeline and Enforcement Agent fees

Compliance stage

Once the Enforcement Agent (EA) receives information about the unpaid Penalty Charge Notice (PCN), they will send a Notice of Enforcement to you by post. This notice, which will be dispatched within **7 days** of receiving the details, serves as a reminder of the outstanding debt.

Upon receiving the warrant from the Council, the EA will add a fee of £75. This fee is intended to cover the costs associated with receiving the instruction, as well as conducting initial checks and investigations.

If you intended to dispute the PCN by submitting a Witness Statement when you received an Order for Recovery, but you missed the **21-day** deadline or had not received any prior communication from us regarding the Penalty Charge Notice, there's still a way to address this. You can [file an Out of Time application](#) with TEC (Traffic Enforcement Centre). For more information on this process, refer to the 'Order for Recovery' section of this guide.

Enforcement stage

If the payment remains outstanding and no contact is made with the Enforcement Agent (EA) within **14 days** of the Notice of Enforcement being served, the EA will visit you in order to recover the debt, along with any additional fees incurred.

Note that the EA has the authority to seize most possessions as part of the debt recovery process. However, items that would cause significant hardship, such as heating or cooking equipment, are exempt from seizure.

A fee of £235 is payable from the first visit made by the Enforcement Agent, regardless of whether anyone is present at the property during the visit. This fee covers the costs associated with visiting and entering the premises, as well as taking control of your goods.

Sale/disposal stage

This stage involves the sale of any goods that may have been removed in order to settle the outstanding debt, along with any additional fees incurred.

A fee of £110 is added to cover the costs associated with attending to the removal of your goods, their valuation, and making arrangements for their sale.

The fees that an enforcement agent can charge when enforcing a Warrant of Control are informed by the Taking Control of Goods (Fees) Regulations 2014.

3.15. Bus Lane (WoC stage) - your options

Option one: pay the outstanding amount

Instructions on how to make a payment will be outlined in all communication from the Enforcement Agent. You can also get in touch with them directly by phone to discuss your case:

Equita – 01604 628 360

Marston Holdings – 0845 074 3749

Newlyn – 01604 633 001

Whyte & Co – 0345 458 9429

Option two: dispute the PCN

If you wish to dispute the Warrant of Control **after** it has been passed to an enforcement agent, you will need to seek independent legal advice or contact the Traffic Enforcement Centre at Northampton County Court directly on 0300 123 1059 or email tec@justice.gov.uk.

Free legal advice is available from your local Citizens Advice Bureau.