

Regeneration & Development Services

Director: David Caulfield, MRTPI
Howden House · 1 Union Street · Sheffield · S1 2SH

Officer: Emma Barker
Ref: ic 113381

Tel: (0114) 0114 2053001
Date: 27 February 2014



Thank you for your complaint received on 24 February 2014 about parking permits.

John Bann, Head of Transport, Traffic & Parking Services on 0114 2736135 will ensure your complaint is fully investigated and attempt to resolve this matter and has asked Emma Barker, Assistant Manager Parking Services on 0114 2053001 to investigate your complaint. You will receive a written response within 28 days.

If you are not satisfied with the response or if you are unhappy with the way your complaint has been handled, you can ask for matters to be reviewed by a more senior manager.

I have enclosed further information which explains the process but if you have any questions please do not hesitate to contact me.

Yours sincerely

A. Hassan

Admin Officer
Regeneration & Development Services

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Large print versions of this letter are available by telephoning (0114) 273 4791

Document 1

1/03/2014



Dear Sir/Madam

I am writing this letter as I have many concerns about the parking scheme in the Hillsborough area. My concerns are that over the last two years the scheme has been running the cost has been increased nearly four times since it started and the residents of Hillsborough are the ones paying the majority of these cost. I would like to know why the cost is targeted to residents and not the shoppers and I would also like to know why the increase has risen so rapidly. I don't think it is right residents have to pay the cost and all this will achieve in residents will start to park of the roads further away from Hillsborough and cause congestion on those roads. If you were to keep the cost down for residents and up the cost for shoppers the congestion wouldn't be such a problem. I feel very strongly about this situation and I have done a petition on my road as to see what other people in the area think. As you will note residents are not happy with the scheme and I would like to it if something could be put in place for people on low incomes or lowering the cost of a yearly permit and visitors permits as the cost is very over priced and far to costly for residents to be expected to pay. I have complained by phone to the council and I have emailed my MP on this matter before and I have included letters and emails within this letter so you can keep up to date on where I am on the progression of this situation. I have also included a letter from one of the other residents on my road has they would also like to see something done about the problem.

Thank you.

Yours sincerely





01/03/14

HILLSBOROUGH PARKING PERMITS

I am starting up a petition to try to help Residents who live in the Hillsborough area and see if we can make a difference to the parking scheme enforcement. My concerns are that in the two years the scheme has been running the cost has gone up from £10.00 to £36.00 for resident permits and for visitors permits from £2.50 a book to £12.50. I want to put it to the council and to our local MP Mr Bob Johnson that something needs putting in place for people on low incomes and people that work all week and only need a permit on Saturdays, I also think that the council are targeting the residents in Hillsborough for the cost of the scheme and the cost should be targeted at the shoppers NOT the residents. To make it easier I have bullet pointed the issues below and if you agree with me on them please could you sign your name in the space provided.

Thank you for your help and I will let residents who sign the petition know the outcome of what the council and MP replies with.

Thanks again

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- Putting in place something for people on low incomes.
 - Putting something in place for just Saturdays.
 - Stop targeting residents and target the shoppers.

Please sign below

01/03/14

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Thanks again
Miss S.Talbot

- Putting in place something for people on low incomes.
- Putting something in place for just Saturdays.
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Please sign below

[REDACTED]
[REDACTED]

DEAR SIR / MADAME.

I AM WRITING CONCERNING THE OUTSTANDING INCREASES IN PAYMENT FOR PARKING IN THE HILLSBOROUGH AREA. AS I AM A HILLSBOROUGH RESIDENT I CANNOT JUSTIFY THE INCREASES BEING MADE OVER THE LAST 2 YEARS. A SMALL INCREASES I COULD UNDERSTAND I.E. 5-10%, HOWEVER THE INCREASE RESIDENTS HAVE BEEN SUBJECTED TO OVER THESE LAST 2 YEAR IS RIDICULOUS.

YOURS FAITHFULLY

[REDACTED]

My name is [REDACTED] and I am a resident in Hillsborough sheffield, I live on my own and struggle at the best of times to pay bills, my question to you is about the parking permits in Hillsborough. The road I live on is not a pay and display road it's one where you can park on the road for two hours with no return between the hours of 8am to 6.30. I don't have my own car as I can't afford one but I do have to bring my works van home. I work Monday to Friday 8.30- 5pm which means I only need a permit on Saturdays. I can't afford the current charges of the permits at £36.00 when I only need a Saturday one. I have spoken to the council and the only thing they say I can do is get a visitors permit book, but I have one of those but I don't want to have to try to remember each Saturday to display it, why can't the council do more permits that can be displayed in the vehicles all year round instead of having to remember to scratch the visitors permits off each time you need them, and why can't there be something in place for residents who are on a low income to help them out?
Please could you get back to me as the council was not very helpful in this matter.

Thank you

Yours sincerely
[REDACTED]

Sent from my iPhone

hammond@sheffield.gov.uk. Always show content.

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I'm very sorry to hear that you are struggling with your parking charges. Your situation of needing a permit only on weekends is not unique but we find that most people prefer to have the option of parking any time-hence why there is no weekend option. The visitor permit is (as you have been advised) the cheapest option.

We don't run a low-income scheme on the permits but as you say it is just your works van which you park I wonder if you had approached your employer about paying for the permit? There are certain requirements and tax arrangements about business vehicles which may help you and this might be where you can receive most assistance.

I really am sorry that I can't be of more help. I know the permits are pricey but all the money is spent on administering and enforcing the scheme. If you let me know which road you live on, I'll record that you are having issues and we may in future review the scheme. I will pass on your suggestion about a longer permit.

If I can be of any assistance in future, let me know.

Yours sincerely,

Cllr George Lindars-Hammond

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