

For more information about our customer standards, please contact the Council:

By telephone: 01732 227000

By e-mail: information@sevenoaks.gov.uk

By writing to:

Sevenoaks District Council, Council Offices
Argyle Road, Sevenoaks, Kent TN13 1HG

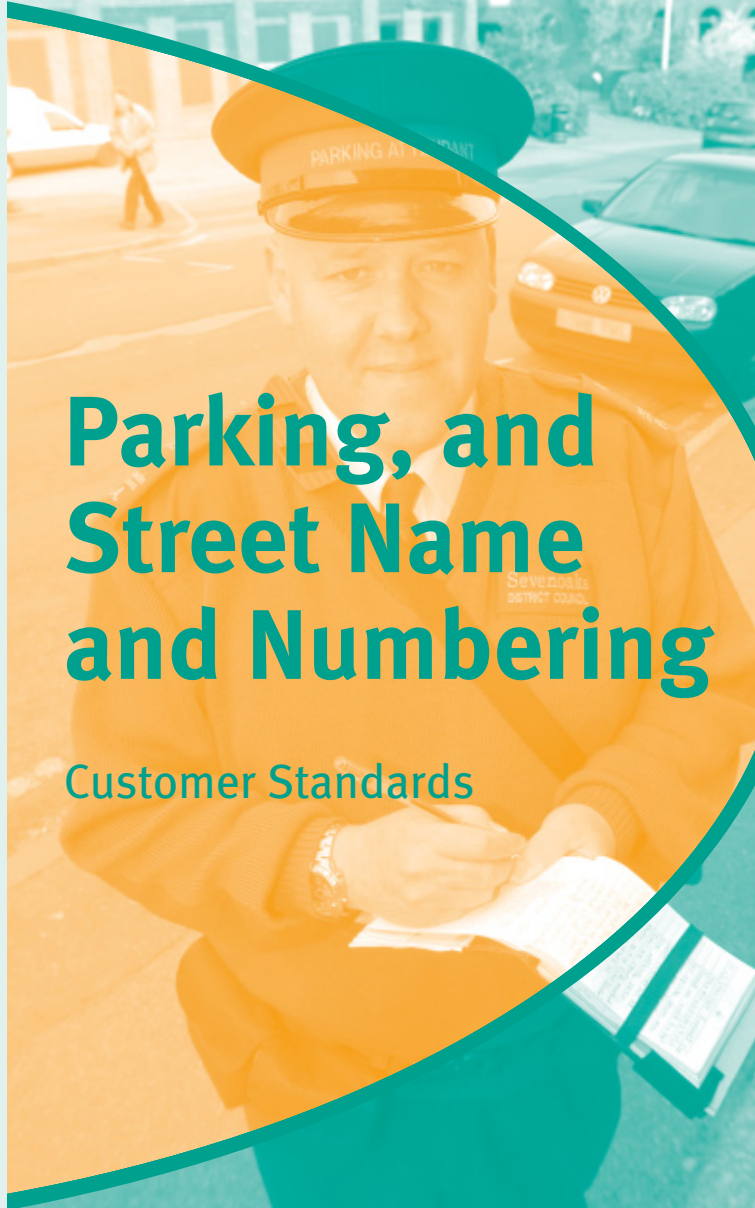
Through the Council's website:

www.sevenoaks.gov.uk/customerstandards

This publication is available in large print. For a copy call 01732 227414.

If you need help understanding this document, we can arrange for an interpreter to help you. Please call us on 01732 227000 stating your language and telephone number.

April 2006



Parking, and Street Name and Numbering

Customer Standards



Sevenoaks District Council's Customer Standards set out in detail the level of service the public can expect from the authority. They include Council-wide standards that apply to the whole organisation and more detailed standards that apply to specific services.

This leaflet outlines the Council's customer standards in relation to parking and street name and numbering.

Parking services

We will:

- Provide safe and well-maintained car parks in town centres and rural areas where possible.
- Ensure tariff boards are clear and easy to understand and give all relevant information covering charges and use of the car parks.
- Provide designated and free parking for people with disabilities in Council-owned car parks.
- Repair ticket issuing machines as soon as possible.
- Process applications for car park season tickets and resident parking permits within three working days of receiving them.
- Enforce the Council's car park policies/regulations and resident parking schemes in a fair and consistent manner.
- Consider parking informal appeals within three working days of receipt.

We ask that you:

- Please park with consideration for other users.
- Always park within the marked bays or yellow line areas in accordance with the signing and lining directions.
- Only park in a disabled bay if you have a disabled badge.
- Make sure your pay and display ticket is clearly displayed in your vehicle.
- Please report any ticket issuing machine faults or defects.
- Provide us with the information requested to assist the issue of permits and season tickets.

Street name and numbering

We will:

- Issue all new properties with postal addresses prior to occupation.
- Deal with requests for a change of house name within 10 working days.
- Inform all statutory companies of new property addresses on a monthly basis.
- Replace street nameplates between three and five weeks depending upon the urgency of the replacements.
- Attend to badly damaged street nameplates within three working days of being notified.