

## How and where can I pay a PCN?

### Details of how to pay are on the rear of the Penalty Charge Notice (PCN)

**By Telephone:** Payments can be made by debit/credit card by telephoning 01785 619271, lines are open 24 hours a day 7 days a week.

**By Internet:** Click [here](#) for the online payment form

**By Post:** Cheques/Postal orders should be made payable to **Stafford Borough Council** and accompanied by the payment slip and sent to: PO BOX 2156, Stoke-on-Trent, ST4 4WH

**Your name, address & Penalty Charge Notice number MUST be written on the reverse of the cheque/postal order. NO receipt will be issued unless a stamped addressed envelope is enclosed.**

An unpaid PCN is treated as a civil debt and the Borough Council will recover the debt through the County Court and bailiffs, costing you even more.

## What do I do if I consider my PCN is unfair?

### Parking Penalty - Challenge

If you feel you should not have received a Penalty Charge Notice, also known as a parking ticket, from us you may wish to challenge it.

You will need to do this in writing within 14 days from the date the penalty charge notice was issued.

### Penalty charges: **(After 31 March 2008)**

Traffic Management Act 2004

From 31 March 2008, the new regulations, which form Part 6 of the Traffic Management Act 2004 come into effect. Under the new regulations, Decriminalised Parking Enforcement (DPE) will become known as Civil Parking Enforcement (CPE) and Parking Attendants will become known as Civil Enforcement Officers (CEO's). There will be two levels of Penalty Charges, depending on the severity of contraventions.

## New tariff's for penalty charge notices (PCN's)

Higher tariff for more serious contraventions	Lower tariff for less serious contraventions	Discount rate if paid within 14 days
£70	£50	£35/£25

- ◆ Unpaid parking tickets are a civil debt recoverable in the same ways as any other such debt.

If you want to challenge the Penalty Charge Notice, you can appeal – you do not need to pay whilst the appeal is being considered. In order to qualify for the discounted rate, an appeal must be made within 14 days of the issue of the Penalty Charge Notice - [How do I challenge a Penalty Charge Notice.](#)