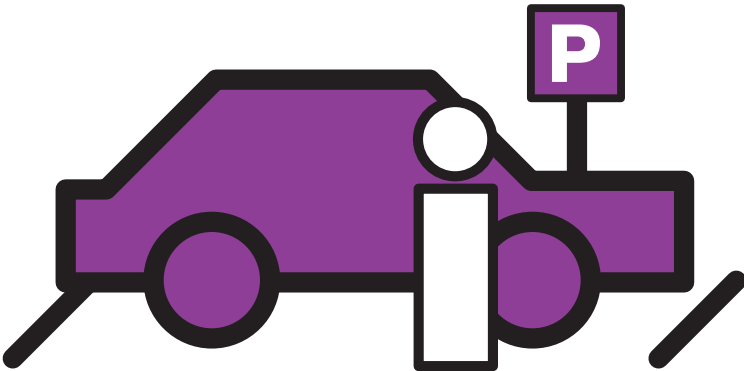


# Car Parks



## Service Standards

# Car Parks

The Car parks team aim to provide a fair and quality service to all car park users in East Hampshire in accordance with the Road traffic regulations Act 1984.

Due to the restricted number of spaces available, Season Tickets allocations are limited. If the number of applications is bigger than the number of spaces available, a random selection is made.

### Tickets

- Season Tickets
- Pay and Display
- Blue Badge

**Season Ticket** holders can expect from us:

- Parking at a discounted rate compared with paying on a daily basis

**Pay and Display** customers can expect from us

- Free parking on bank holidays in council's pay and display car parks.

**Blue Badge** customers can expect from us:

- Free parking at parking meters
- Use of designated car parking spaces

If you request a car parks leaflet, it will be sent out to you within 24 hours.

In return, we expect all car park users to: Adhere to rules and regulations as stated in relevant car park boards and agreement documents.

**To find out more about ticket and tariffs, please contact us**

**Tel:** 01730 234 274

**Email:**  
[car.parks@easthants.gov.uk](mailto:car.parks@easthants.gov.uk)

### In writing:

The Car Parks Officer  
East Hampshire District Council  
Penns Place,  
Petersfield  
Hampshire, GU31 4EX



To buy a season ticket you can request an application form by writing to the address above or by visiting in person.

Your application form must state first and second choice of car park and enclose a cheque payable to EHDC.

Please note that all Blue Badge applications should be directed to Hampshire County Council.



### **What to do if you are unhappy with our service.**

We hope that there will never be a need for you to complain about Housing & Property Services but we know that things can sometimes go wrong, and when they do we need to know your complaint can help us, not only to deal with your particular problem, but also to take action to prevent similar occurrences in the future.

To find out more about the Car Parks service, please contact us:

 01730 234 274

 Car Parks Team  
East Hampshire District Council  
Penns Place  
Petersfield  
Hants  
GU31 4EX

 [www.easthants.gov.uk](http://www.easthants.gov.uk)

## What to do if you are unhappy with our service

The Car Parks Team is part of Housing & Property Services. We hope that there will never be a need for you to complain about the Car Parks Team, but we know that things can sometimes go wrong, and when they do we need to know.

Your complaint can help us, not only to deal with your particular problem, but also to take action to prevent similar occurrences in the future.

### **How to make a complaint**

First of all, let the person you have been dealing with know and they will try to resolve any problems quickly and explain what has been done and why. If you are still dissatisfied, you can make a complaint in any of the following ways:

### **Call**

If you know the direct dial number you can ring them direct. If not you can call our main switchboard number 01730 266 551

### **Click**

You can make a complaint via our website [www.easthants.gov.uk](http://www.easthants.gov.uk) follow the links from the front page under 'contact us'. The website will also tell you what happens next.

### **Come in**

You can speak to someone in person. It may help if you ring and make an appointment first, to ensure that the right person is there to see you

### **Contact us in writing**

You can write to us at the following address:

Housing & Property Services  
Penns Place  
Petersfield  
Hampshire  
GU31 4EX

If you are still dissatisfied then your local councillor or MP may be able to help you. For further impartial advice you can contact the Citizens Advice Bureau.