

15 September 2023

D Dahya

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Kia ora D Dahya,

### **Parking Kate Sheppard Place**

Thank you for your correspondence via the FYI website received on 7 September 2023. Please find below some of the points raised in your correspondence, followed by our response to each:

- *In July WCC advised that they have waived the infringement on the basis I genuinely believed I parked in the correct manner (which I did believe at the time) - but only after it was sent to a debt collection agency, Baycorp, who have refused to confirm whether it has impacted on my credit rating. This would affect my ability to apply for loans, travel, and other things etc.*

Unpaid parking infringements referred to Baycorp for collection do not have an impact on the infringement holders credit rating.

- *In May, a letter from Parking Resolution team advised the ticket would not be waived - citing the parking officer's photographs provided proof I was parked incorrectly- one of my issues has always been the manner in which I was notified of the infringement.*

*Ironically, the photographs also provided proof that they were taken after the infringement notice was issued and so should have shown the ticket on my windscreen.*

*The issue of why the infringement ticket wasn't left on the windscreen of my vehicle is still outstanding. This is a significant point as it determined when I became aware of the infringement notice.*

Please refer to my response sent to you on 25 July 2023.

- *When I did receive the infringement letter, I lodged an appeal and after receiving no reply I asked for an update. I received the outcome of my appeal a day AFTER the deadline to both pay the infringement notice and to request a court hearing.*

Please refer to my response sent to you on 25 July 2023.

- *I have found that photographs of my windscreen taken by the parking warden were taken AFTER the ticket was issued, therefore, I would like to know why there isn't a photograph showing the ticket on my windscreen?*

Please refer to my response sent to you on 25 July 2023.

- *The WCC need to improve the signage to indicate it is considered both a two way AND a one way street by WCC. The street lacks CLEAR signage stating the street changes from a two way street to a one way street. It lacks any CLEAR signage showing the demarcation point between a two way and a one way street.*

*WCC have stated there are one way arrows on the road itself- I would expect this for anyone believing it is a one way street.*

*There is one small, elevated sign (on the righthand side) that states 'One way' (it is really only noticeable if you are looking for it) but there isn't any signage indicating the street changes from a two way to a one way street.*

*For any unusual streets, that are both two way and one way, there should be directional arrows marked in ALL car spaces themselves and not just at the demarcation point.*

Please refer to my response sent to you on 25 July 2023.

### **In conclusion**

Whilst I understand you consider this matter as unresolved; I respectfully disagree. Information has been provided to you by myself and the Parking Services team regarding the points you have raised above, the majority of which has been answered previously.

My response to you on 25 July 2023, and a response from the Parking Communications team on 5 July 2023, provided more information around the signage and road markings on Kate Sheppard Place, which the Council's Transport team have confirmed are sufficient.

Any driver who has been issued an infringement has the opportunity to appeal it, as you did. As confirmed in my correspondence to you on 25 July 2023, the infringement and your subsequent appeals were re-reviewed and the decision to downgrade the infringement to a warning was made.

It was acknowledged that an infringement of this nature has not been issued to you before and we understood the confusion this partially one way street had caused you and hoped the substantial correspondence regarding this provided some clarity as to why the infringement was issued.

If you are still not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Kind regards

Ollie Marchant  
**Official Information**