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Dear Sir/Madam,

I hope you can help me.

I tried contacting you on the website, but after I spent an hour writing my appeal and complaint the website crashed and I had to start over, ("Error Page: An error has occurred, please contact Neath Port Talbot Council on AuthorityPhoneNumber not set")

So please forgive this less well-presented attempt to appeal the ticket and discuss the parking issues on this road.

I am writing regarding this ticket:

**NT80055119** on vehicle **V252NBH**

But also about the poor traffic and parking management you have in Neath.

I am lucky that I haven't had a parking ticket in the last year (I guess this is one good thing to come out of the pandemic at least!)

I complained several times last year, by both phone and email to try and get this sorted.

Here is an email, part of a longer conversation, with the parking department:

I started this complaint in June 2020, so you can see that I'm not just complaining now I have a ticket, and that I actually had identified and complained about the issues nearly a year before I got a ticket:

8 Jun 2020, 14:39

*"Hello, I'm hoping you might be able to help me."*

*I've been living in Neath for four months now and I am really worried that when lockdown is over I'm going to get parking tickets.*

*I live at 24 Charles Street in Neath, this road is a dead end with residential parking bays along one side and space for two other cars.*

*The rest of the road is double yellow lines, the adjacent streets for what seems like miles are all max stay 1 or 2 hours.*

*On my road there is a taxi driver with at least three taxis taking up all the spaces so I can't park, I have to park illegally or in disabled bays or miles away from my home.*

*I'm a single disabled man (don't qualify for blue badge apparently though), I rarely use the car, especially in lockdown but I am concerned that post lockdown I'm not going to be able to park and will get tickets.*

*I was wondering firstly is it appropriate that the taxi driver is taking so many spaces, does he pay business rates or more council tax etc. to validate this?*

*Second; I wondered where the nearest non-resident free car park is to my house?*

*Third; is it possible to change some of the double yellow lines to parking bays*

*Fourth; can I have a parking permit?*

*Fifth; Will there be leniency on me parked on my own road but on the yellow line if I have a note on the windscreen or can my details be stored somewhere to prevent me getting a ticket? I've left a note on my car when I've had to but I am really stressed and worried about getting a ticket I simply can't afford.*

*There are several empty/unused disabled bays in the flats at the end of the road, perhaps these could be sold/rented/utilised by people on my street struggling to park?*

*Thank you in advance."*

This enquiry was responded to but not satisfactorily, only recommending paying £20 for a parking permit, but when there are no permit spaces available either because of all the taxis parked there then it would be a waste of money, here is some of that response the following week:

15 Jun 2020, 12:36

*"Dear Petrina,*

*Whilst I appreciate that you have decided that my being a resident entitles me to a residents parking permit, this however does not fix the problem of there being no parking spaces available anywhere near my house.*

*If I get a permit I might be able to get one of the parking spaces in the residents only area, but this is already full which will just leave someone else on my street without a parking space and them having to park illegally and getting parking tickets and cause animosity and conflict between neighbours.*

*The issue here is not parking permits, it is the council having double yellowed and 1-2hour restricted too much of the residential area making it impossible for residents to park legally.*

*Can we please open dialogue to the needs of the residents to review the current parking systems, restrictions and double yellow lines in and around Windsor Road and the residential roads either side (Including Charles Street) as I know I'm not the only person facing this problem daily and I doubt I'm the first or only complaint from residents about the untenable parking situation in Neath.*

*I don't want to be here, I have to be here for my children. If I've got to be here I need to be able to be here without stress and fines to just exist here!*

*Thank you."*

And then this conversation with Hannah Neary in July:

*Mon, 13 Jul 2020, 12:07*

*Dear Hannah,*

*I've only just moved to Neath just before lockdown and have had lots of issues with parking and had several conversations about the parking around my house which includes;*

- Not enough parking spaces for the houses*
- Double yellows on all neighbouring streets to monitor on the residents who can't park outside their house.*
- Streets not being swept, weeded or maintained*
- Restricted parking on nearby streets for businesses/loading etc.*
- Daily parking tickets on residents cars that have no choice about where to park.*
- Unused private parking spaces in the area which threaten clamping if used.*

*I've talked via phone and email several times to the council and they said it won't be reviewed and I have to park elsewhere, the nearest space without any parking restrictions is the other side of town.*

*I know you're looking specifically for businesses but I work from home and maybe my experience is relevant?*

*Thanks"*

So from these exchanges nearly a year before I got a ticket you can clearly see that I am not just trying to get out of a ticket but am also trying to improve this stressful situation for the residents.

For context on that particular night one of the neighbours was breaking the law and having a party, I didn't complain to the police, though I wish I had now I have a ticket because of it!

I am a single disabled man, I work only three days a week due to health and the pandemic. All of my money goes on rent and council tax, I can't always afford heating and am barely surviving on noodles and beans. I can't afford £35 ticket for parking on my own road, I certainly can't afford £70 ticket or more tickets in the future.

I resent paying council tax for a road in disrepair, cracks and weeds growing in the foot paths, rubbish accumulated and never swept, broken diffuser on the street lamp banging in the wind for months, and now

getting parking tickets for not being able to park on my own road just adds insult to injury.

You can't imagine the stress I feel when coming home from work and trying to find a parking space, it's upsetting and frustrating, it ruins my day. It causes unnecessary hostility and conflict between neighbours, I'm sure the damage caused to my car was parking related retaliation.

I don't just come with a complaint, I have several proposed solutions to this issue:

- 1- Make the 1 hour only bays on the parallel Windsor Road, be taxi parking/taxi rank, all it would cost the council is a sign (£20) this would give a space for the business vehicles (taxis) to park, still near their house but not taking up residential parking spaces. These three taxis gone would significantly improve the parking on this road.
- 2- Remove the Double yellow lines I was parked on. There are more cars than spaces and it is unfair to be penalising people for parking on their own road on top of their council tax which doesn't seem to be being spent on our road! There is still enough room on the road for the bin lorry to move up and down, even with cars parked there.
- 3- Restrict the number of cars the care home is allowed to park at the dead end, this is a business using a residential area for their parking, leaving actual residents to get parking tickets which isn't fair.
- 4- Buy, or free up the flats residents only parking bays, it's insulting having to park on double yellows and get a ticket when there are unused bays in these flats, I have parked there before but gotten arguments with the residents there.
- 5- Change the '1 hour only' restrictive parking on Windsor Road to 'residents only' (Then I'd buy the parking permit because if I can't

find a parking space on my road at least I could on the adjacent road.)

I'm sure I had more points when I tried appealing this online but the second draft is never as good!

So in summary:

- Please cancel my parking ticket, I had no choice but to park on double yellows due to the untenable parking situation on my road and the surrounding area.
- Please review the parking situation on Charles Street, Windsor Road and the surrounding streets. (Proposed solutions included in this correspondence).

I am happy to discuss this further by phone, email, post or even to attend any meetings to discuss the proposed improvements to the traffic management and parking around Neath.

Thank you in advance for your consideration.

Dom Spens

Stressed and unhappy resident.

Since writing this Appeal for the parking ticket I back in March, I have now had a second parking ticket for parking on my own road. Both of which I refuse to pay. The first one has already increased in fine amount the recent one hasn't quite yet.

### **Parking Audit:**

I've been out with a map, camera, highlighters, digital measurewheel and google to work out exactly the parking provision in this area.

On **Charles Street** there are 31 houses including the block of four flats at the southern end of the road, The 2011 census found, there were 59 people resident in SA11 1NF, of which 33 were male and 26 were female. There is also as you can see from the attached map the business A to Z cabs this has three taxis parked in the residents bays. I have also been told that the House at the end is used as a residential care home.

For these 59 residents there are:

x3 unrestricted parking spaces

x3 1 hour only parking spaces

x4 residents only parking spaces

x3 private parking spaces (chained off)

The rest is double yellow lines

(=x13 spaces for 31 houses with 59 tenants in them!)

The north end of **Charles Street** falls under a different postcode: SA11 1LZ In the 2011 census, there were 55 people resident in SA11 1LZ, of which 26 were male and 29 were female. The majority of these residents live in Harliquin Court Flats (unconfirmed number of flats or parking spaces, there are four on Charles street belonging to the flats. There is also a hairdressers, And Neath Port Talbot Credit Union and the Nisa Local shop which fall under this postcode.

For these 55 residents there are:

x4 disabled parking bays on Charles street

x1 Private parking space (chained off)

x? parking bays under the Harliquin Court flats? Unconfirmed.

The rest is double yellow lines.

(=5 +? spaces for 55 tenants!)

I also extended the search for parking not just on my road but on the adjacent five roads as I'm always desperate to try and find somewhere to park!

**Windsor Road** (Between Ropewalk and Osborne Street only)- by my count on google maps there are x20 houses/flats in this section of Windsor road and x6 businesses, including takeaways, tattoo parlours, tailors, credit union and Nisa Local shop. For this section of road there are a total number of:

x24 1 hour only parking bays

x? unknown number of parking bays in the two blocks of flats with rear parking at May Cwrt and The Mews.

The rest is double yellow lines.

**The Ropewalk-** By my count using Google Maps there are x26 houses on this road between Windsor Road and Davies Road. For these 26 households there are only:

x12 residents only parking bays

x9 1hour only parking bays

The rest is double yellow lines.

**Ropewalk Terrace** Appears to have seven houses as well as an automotive company, the rear of the Nisa Local shop, the rear of Harliquin Court flats and the estate agents on Windsor Road. There is the Ropewalk Tunnel which leads onto Milland Road. For these properties there is the following parking provision:

x3 parking bays for Nisa Local shop- 30mins only

x2 parking bays for NPT Credit Union

x? unknown number of underground parking for the Harliquin Court flats.

x4 1 hour only parking bays

x6 resident only parking bays

The rest is double yellow lines.

**Milland Road** Through the dark, smelly, dirty, rat-infested tunnel under the railway line to Milland Road where there is commercial and industrial properties there are:

x7 1 hour only parking bays

The rest is double yellow lines.

(I have been told by a traffic warden that there is a car park on this road somewhere and that for this month only parking there is free but I couldn't find the car park and got stuck and frustrated on the one way system so gave up)

**Osbourne Street** Osbourne Street is the road before Charles Street on the one way system just off Windsor Road. This road is just as bad as my road as it has approximately x37 houses and x2 commercial businesses (on windsor road corner) the parking provision for these 37 houses is only:

x8 resident only parking bays

x7 free spaces!

The rest is double yellow lines.