

Customer First

Street Scene



South Hams
District Council

These are the **service standards** we aim to achieve during 2009/10

If you	We will
Appeal in writing against a car parking ticket (penalty charge notice)	respond to you within 10 days.
Pay your car parking fine within 14 days	reduce the fine by 50%.
Lose your car parking permit	replace it within 14 days.
Report a maintenance issue within a car park	investigate the issue by the end of the next working day.
Report a waste or litter issue.	investigate the matter within 48 hours where there is likelihood of evidence.
Report dog fouling	investigate the matter within 7 days.
Report graffiti or fly posting.	investigate the matter within 7 days.
Report an abandoned vehicle	investigate the matter within 24 hours.
Report an abandoned vehicle and we have established it is indeed abandoned.	remove it within 24 hours.
Report someone is operating a business by way of selling two or more vehicles on the highway.	investigate the matter within 7 days.
Report a case of illegal street parking	investigate within 3 days or sooner.
Request a parking dispensation	respond within 2 working days.
Request a book of disabled parking vouchers	respond within 2 working days.
Request the loan of no waiting cones	respond within 1 working day.
Request to hold an event in a commercial car park	respond within 7 days.