



Working in partnership with
CAPITA

North Tyneside Council
Quadrant
The Silverlink North
Cobalt Business Park
Tyne and Wear
NE27 0BY

The Occupier
<Address>
<Address>
<Address>
<Post Code>

Date: 21 August 2017

This matter is being dealt with by:
Mr G Hoyle
Direct Line: (0191) 643 6599

Dear Sir or Madam

Changes to Permit Parking System

North Tyneside Council is committed to modernising its services, such as through the improved use of technology.

As part of this, the local authority is currently investing in a new software system for the management of parking permits. We will provide you with more information about this closer to its introduction – currently scheduled for the end of 2017.

The changeover is a significant undertaking and requires us to close down our current automated system in advance. Unfortunately, this will result in some of the usual online features for the renewal process becoming unavailable.

What you need to do

As you will probably be aware, the current system results in you automatically receiving a letter 28 days before your permit expires. This letter contains a unique code enabling you to renew the permit online.

However, during the transitional period, you will not receive this letter. It is your responsibility to apply for a replacement permit prior to your current permit expiring.

Please ensure that you check your current permit and note when it is due to expire. You can apply for a replacement permit by using the online link that is available on the Parking Control pages of the Council website at www.northtyneside.gov.uk .

If your permit is currently paid for then please include a contact telephone number on your application. This is because we will have to ring you back to take a card payment before we can process your replacement permit.

We recognise that the permit scheme is valued by residents and local businesses. Please accept our apologies for any inconvenience caused while we work to improve the service that we provide you.

Yours sincerely

Garry Hoyle
Parking & Regulation Manager