

# London Road PCNs

## Questions and answers

### **Why have I been fined?**

One of the cameras on London Road has been operating with a fault and Penalty Charge Notices (PCNs) have been issued incorrectly to drivers using the bus lane up to 8pm. The bus lane is legally allowed to be used from 7pm onwards, so anyone driving in it between 7pm and 8pm was not committing a contravention and shouldn't have been fined.

### **Has the camera been fixed?**

The camera has now been fixed and all wrongly issued PCNs have been cancelled. We apologise to all those affected.

### **What happens now?**

All PCNs issued have been cancelled and letters were sent out on Friday 25 August to all those affected. You will not receive any further correspondence on this matter.

### **What do I do if I haven't paid the fine yet?**

The PCN has been cancelled and you do not need to take further action. You will not receive any further correspondence regarding the PCN.

### **I've already paid my fine by card - how do I get a refund?**

Your payment will be refunded to your card by NSL, Kingston's Parking Service contractors.



### **I've already paid my fine by cheque - how do I get a refund?**

Please contact us on [RBKoldham@nsl.co.uk](mailto:RBKoldham@nsl.co.uk) or 0208 547 5995 at your convenience. NSL will ask for your bank details so they are able to arrange a BACS transfer and refund you.

### **Who can I contact?**

Please email [RBKoldham@nsl.co.uk](mailto:RBKoldham@nsl.co.uk) or call 0208 547 5995

### **How will you stop this happening again?**

New processes are now in place including regular monitoring of camera enforcement.