

From: [Brian Luker](#)
To: [Joanne Sonnex](#); [All Councillors](#)
Cc: [Andy Edwards](#); [Andy Bracey](#)
Subject: Re: Off-street parking fees and charges in the Borough of Tonbridge & Malling & Parking enforcement changes at Leybourne Lakes Country Park
Date: 05 January 2023 13:38:35

Hi all

Looking at the income generated and the damage to trading centres in the borough i feel that hoe ever deemed necessary any increase would be detrimental to shop and businesses and there continuing viability, i am aware of some large employers in ton struggling as staff have no access to parking and because of shift patterns erratic public transport cannot get to work putting there continued presence in jeopardy, not good for town centres

Regards brian

Sent from [Outlook for iOS](#)

From: Joanne Sonnex <Joanne.Sonnex@tmbc.gov.uk>
Sent: Thursday, January 5, 2023 1:15:10 PM
To: [REDACTED]
Cc: Andy Edwards <Andy.Edwards@tmbc.gov.uk>; Andy Bracey <Andy.Bracey@tmbc.gov.uk>
Subject: re: Off-street parking fees and charges in the Borough of Tonbridge & Malling & Parking enforcement changes at Leybourne Lakes Country Park

Sent with permission of my Director – On behalf of Andy Bracey, Parking Manager

Dear Councillors,

Off-street parking fees and charges in the Borough of Tonbridge & Malling

As part of the Borough Council's review of fees and charges for it's services, the Council is proposing alterations to off-street parking charges in the Haysden Country Park, along with changes to permit and season ticket prices.

This requires a change to the Council's Off-Street parking Traffic Regulation Order, and with this in mind we are now consulting on the changes to the Order.

A copy of the Notice of intention to make the Order is attached.

Due to the size of the documents, details of the proposals, the statement of reasons and the draft Traffic Regulation Order can be viewed on the Borough Council's website www.tmbc.gov.uk/offstreetcharges, however, paper copies of the proposals are available on request.

Additionally, all of the consultation documents are available 'on deposit' and may be inspected during normal working hours at the following locations, however, staff at those locations may not be able to answer technical queries.

Tonbridge & Malling BC Offices Gibson Drive Kings Hill West Malling Kent ME19 4LZ	Tonbridge & Malling BC Offices Tonbridge Castle Castle Street Tonbridge Kent TN9 1BG	Kent County Council Sessions House County Hall Maidstone Kent ME14 1XQ
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I should be grateful to receive any comments in writing (so they can be considered by the Councillors) by 29th January 2023 so that the issue can be reported to the next

available meeting of the Council's Cabinet. If there is no response, I shall assume you have no objections.

On an associated issue;

Leybourne Lakes Country Park

Tonbridge & Malling Leisure Trust manage Leybourne Lakes Country Park and have decided to change the operation of the car park, introducing parking enforcement by a private parking company. This enables the use of Automatic Number Plate Recognition systems at the entrance and exit for parking enforcement.

As part of the changes the **TMBC Country Park season tickets will no longer be valid** in the Leybourne Lakes Country Park car park from 26th January 2023.

Details of the new parking arrangements will be available from the Leisure Trust through their website www.tmactive.co.uk

Andy Bracey FIHE
Parking Manager
Street Scene, Leisure & Technical Services

A note about how your personal data is used: As your councillor, I am the “data controller” of any personal data you provide to me. I will use this personal data to enable me to deal with your query or matter. This may also require me to share your personal data with Tonbridge & Malling Borough Council to make sure your query gets handled appropriately. If you have any questions about how your personal data is used, please let me know. For full details about your data rights and about how I will process your personal data please see the Councillors’ privacy notice which can be found [here](#)

From: [Vivian Branson](#)
To: [Andy Bracey](#)
Subject: FW: Off-street parking fees and charges in the Borough of Tonbridge & Malling & Parking enforcement changes at Leybourne Lakes Country Park
Date: 08 January 2023 10:43:50

From: Vivian Branson
Sent: 08 January 2023 10:42
To: Joanne Sonnex <Joanne.Sonnex@tmbc.gov.uk>; andy.bracey@tmbc.gov.uk
Subject: RE: Off-street parking fees and charges in the Borough of Tonbridge & Malling & Parking enforcement changes at Leybourne Lakes Country Park

Hi

In the tables on the scale of charges, it looks as if they have all slipped a line.

Vivian

From: Joanne Sonnex <Joanne.Sonnex@tmbc.gov.uk>
Sent: 05 January 2023 13:15
To: [REDACTED]
Cc: Andy Edwards <Andy.Edwards@tmbc.gov.uk>; Andy Bracey <Andy.Bracey@tmbc.gov.uk>
Subject: re: Off-street parking fees and charges in the Borough of Tonbridge & Malling & Parking enforcement changes at Leybourne Lakes Country Park

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Kings Hill West Malling Kent ME19 4LZ	Castle Street Tonbridge Kent TN9 1BG	Maidstone Kent ME14 1XQ
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Andy Bracey FIHE
Parking Manager
Street Scene, Leisure & Technical Services

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From: [Technical Services](#)
To: [Victoria Sargent](#)
Subject: RE: Haysden Country Park
Date: 17 January 2023 13:47:09

I will log it, and assign to Chris Fox, Leisure as this is not a bridge that we deal with. It may be a PROW bridge in which case Chris can tell them to contact KCC.

Thanks
Sally

From: Victoria Sargent <Victoria.Sargent@tmbc.gov.uk>
Sent: 17 January 2023 09:22
To: Technical Services <Technical.Services@tmbc.gov.uk>
Subject: FW: Haysden Country Park
Importance: High

Hello Sally,

Please can you take a look at the email below for me.

Is this something you would log and reply to?

Or should it be sent to Leisure Services (don't know who in that department) to deal with her queries and also copied to the Haysden consultation folder re: her comments about the proposed price change.

Or other suggestion?

Thank you for your help with this.

Vicky

From: [REDACTED] >
Sent: 17 January 2023 08:58
To: Parking Office <parking.office@tmbc.gov.uk>
Cc: [REDACTED]
Subject: Fw: Permit renewal reminder - [REDACTED]
Importance: High

Good morning

Before I renew my parking permit at HAYSDEN COUNTRY PARK, I wonder if you could please tell me when

a/ the new bridge by the Barden Lake will be re-installed

b/ the works will be completed & the barriers taken away so we can use the whole walk around Haysden Lake

The parking permit has gone up more than inflation over the past 3 years, and we haven't had full use of the Barden Lake / Haysden Lake Country Park for at least a year now, so hard to justify the new £65 charge.

Regards

From: DoNotReply+TonbridgeandMallingBoroughCouncil@paysmarti.co.uk
<DoNotReply+TonbridgeandMallingBoroughCouncil@paysmarti.co.uk>

Sent: 10 January 2023 02:34

To: [REDACTED]

Subject: Permit renewal reminder - [REDACTED]

Dear [REDACTED]

This is a reminder email to inform you that the following permit or season ticket expires on [REDACTED].

Permit type: Country Park Season Ticket

Permit number: [REDACTED]

Vehicle Registration: [REDACTED]

Permit charges are shown on our website and can be viewed via this link:

[View permit charges](#)

Season ticket charges are shown on our website and can be viewed via this link:

[View car park season ticket charges](#)

You can renew your permit/season ticket from today. However, you will not be able to renew it after 28 January 2023. If you later require a permit/season ticket for the vehicle, a new permit application would be required.

How to renew your permit

1. [Log in to your account](#)
2. Click on the "My permits" icon.
3. Click on the green renewal button (a circle made of two arrows). This takes you to a partially populated form.
4. If the details shown are correct, click on the green "next" button to proceed to the next screen. Disregard point 5 if the details are correct.
5. If the details are incorrect, change them before clicking on the green "next" button at the bottom of the screen.
6. The next screen shows a summary of your permit renewal. At the bottom of this screen click to view the *terms and conditions* (which opens in a new window). You will need to agree to the terms and conditions and then click "Proceed".
7. The permit/season ticket will be issued when you have made the required payment. Confirmation of the new permit/season ticket details will be sent by the automated system.

If you have any queries regarding the renewal of your permit, please do not hesitate to contact us by email at parking.office@tmbc.gov.uk or by phoning on 01732 876034.

Yours sincerely,

The Parking Office
Tonbridge & Malling Borough Council

Please note this message is generated automatically from an email address which cannot accept replies. If you have any questions, please forward your enquiry quoting the permit number to parking.office@tmbc.gov.uk.

This email has been scanned by TMBC before delivery to your mailbox. Please click [here](#) to report this email as spam and help train the filter.

From: [REDACTED]
To: [Parking Office](#)
Subject: FW: Changes to car parks where country parks season tickets are valid & Parking Consultation
Date: 06 January 2023 10:42:08

Good morning,

I have a season ticket for Haysden Country Park that expires in March 2023.

The one I had from 2021-2022 cost £40, the current one was £50 but the proposal below says an increase of £5 but to £65. Please can you clarify this? I understand an increase but going from £40 to £65 in two years seems excessive.

Thanks

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: DoNotReply+TonbridgeandMallingBoroughCouncil@paysmarti.co.uk
<DoNotReply+TonbridgeandMallingBoroughCouncil@paysmarti.co.uk>

Sent: 06 January 2023 02:42

To: [REDACTED]

Subject: Changes to car parks where country parks season tickets are valid & Parking Consultation

This message originated from outside of the organisation.

[REDACTED],

As part of the Borough Council's review of fees and charges for its services, the Council is proposing to increase off-street parking charges in the Haysden Country Park.

The proposed changes are as follows:

Haysden Country Park

- an increase of 20p (to £2.00) to the "up to 4 hour" tariff
- an increase of 50p (to £4.50) for the "over 4 hour" tariff
- an increase of £5 (to £65) for 12 month car park season tickets

A copy of the draft Order and the Statement of Reasons for proposing to make the Order may be inspected during normal working hours at the offices of Tonbridge and Malling Council Offices, Kings Hill, West Malling or at Tonbridge Castle.

The proposed Order may also be viewed on www.tmbc.gov.uk/offstreetcharges

Anyone wishing to support these proposals, or object to them, should write stating reasons, and quoting the name of the Order, by no later than 29th January 2023.

Any agreed price change would be implemented in April 2023.

Leybourne Lakes Country Park

Tonbridge & Malling Leisure Trust manage Leybourne Lakes Country Park and have decided to change the operation of the car park, introducing parking enforcement by a private parking company. This enables the use of Automatic Number Plate Recognition systems at the entrance and exit for parking enforcement.

As part of the changes the TMBC Country Park season tickets will no longer be valid in the Leybourne Lakes Country Park car park from 26th January 2023.

If you do not want a season ticket that is only valid in the Haysden Country Park, please ensure you cancel your season ticket via your permit account on 26 January 2023.

Cancellation requests are effective immediately and you cannot submit a cancellation request from a future date. It is important that you cancel the season ticket promptly when you no longer require the season ticket to maximise the refund that will be due to you. Please note that partial refunds are not issued back to the payment card used to purchase the permit. When an online cancellation request is received, we will email you and request your bac details; the email will be sent from parking.office@tmbc.gov.uk

If you experience any difficulty cancelling your season ticket using the automated system, please email us at parking.office@tmbc.gov.uk

Details of the new parking arrangements will be available from the Leisure Trust through their website www.tmactive.co.uk

Kind regards,

Parking Team

This email has been scanned by TMBC before delivery to your mailbox. Please click [here](#) to report this email as spam and help train the filter.