

Pay to Park – A Guide to Angus Off-Street Parking Charges

A charge to park in Angus Council's off-street car parks was introduced on **Thursday 1 November 2018**.

The cost is £1 per hour up to a maximum of £4 (for four to nine hours). This will apply from Monday to Saturday between 8.30am and 5.30pm (not inc. Christmas Day and New Year's Day). Short stay car parks will still be limited to no more than a two hour stay, with a maximum of £2.

Please remember that charges are not being introduced for on-street parking in Angus. Rules governing on-street parking have not changed. 30-minute restricted parking will remain in areas where it is currently enforced. Where people have been able to park on-street for free...that free parking will continue to be available.

How can I pay to park in Angus' off-street car parks?

You can pay for a parking space at the car park by debit/credit card, chip & pin, contactless, or by smartphone via a dedicated web page www.angus.gov.uk/paytopark

You can also pay for a parking space remotely, perhaps in advance of leaving home, via www.angus.gov.uk. By registering online you can also view your account and make changes to it, as well as starting and stopping parking sessions as required. Please note that online payments will incur a 20p charge.

Our solar-powered parking machines have instructions on how to pay. These are being installed in advance of 1 November. Signs to direct vehicles to our car parks and information signs at the 33 off-street car parks where charges apply are also in place.

What is cashless payment?

Angus Council, in common with many other organisations, is seeking to streamline its service delivery and make it as efficient as possible. Angus Pay to Park operates with cashless payments.

For the avoidance of doubt, "cashless" means that neither notes nor coins can be used. Cashless does not mean "free", but that a method of payment other than cash must be used.

Payments are secure, efficient and cost-effective. No cash will be held locally, or need to be collected.

What is 'ticketless' parking?

"Ticketless" means 'not requiring a paper ticket'. It does not mean 'not in possession of a valid ticket', as this would be a parking infringement that would lead to a penalty charge.

Of the options to pay for parking, only the use of a debit/credit card, chip & pin or contactless at the parking meter will require a paper ticket to be clearly displayed on the dashboard of the vehicle, as instructed on the paper ticket, so it can be checked by our enforcement wardens. Failure to properly display a paper ticket in this instance would be a parking infringement that would lead to a penalty charge.

Use of parking permits and/or payments on-line or by mobile will be 'ticketless' and will not generate a paper ticket. As such, there is no requirement for a paper ticket to be displayed

in the vehicle. By using this method, Angus Pay to Park will register that you have paid for your parking and this can inform our enforcement wardens.

What if I don't have a smartphone or debit/credit card, or access to the internet?

As a council, we aim to be [digital by default](#) so we can be a better, stronger, sustainable council. But, as stated in our digital strategy – we will also ensure we have plans to support those who have difficulty in accessing digital services and need to access services quickly and conveniently. We will listen to individuals and assist them wherever possible.

If you require assistance with accessing Angus Pay to Park and are unable to access www.angus.gov.uk/paytopark, call our ACCESSLine colleagues on 03452 777 778 and they will try to help. The ACCESSLine number is displayed on all our parking meters.

For those who are unable to pay by the cashless options or anyone who cannot access the on-line Angus Pay to Park system, an alternative means of payment may be available. It may not be possible in the circumstances of every customer, but please contact our ACCESSLine on 03452 777 778 to see if we can provide an effective and efficient solution for you.

From 1 November (launch of Angus Pay to Park)

Charging to park in 33 off-street car parks in Angus began at 8.30am on Thursday 1 November.

Our enforcement wardens will be able to check parking details online and will be on patrol to ensure people are parking responsibly and according to the restrictions. Enforcement wardens will be happy to provide advice on how to pay, either directly themselves; by referring people to guidance and enquiry pages on our website; or to ACCESSLine 03452 777 778. Our wardens will enforce new off-street regulations and existing on-street restrictions, which have remained unchanged.

Angus Pay to Park will be monitored continuously to identify any issues and opportunities that arise and to ensure that the scheme operates effectively. An annual review of the service will also be carried out.

Further information

Useful information about Angus Pay to Park is provided on a dedicated page of our website www.angus.gov.uk/paytopark. This is where people can register for the Pay to Park scheme. There is a "Paying for Parking in Angus" option at the top of the website's Home Page (www.angus.gov.uk), as well as a Home Page Advert linked through to the dedicated pages. You will also find articles as they appear in the website's Newsroom.

Sunday parking remains free of charge.

Blue badge holders will continue to park for free.

Motorcycles will still be able to park free of charge.

Electric vehicles - Where there is a designated charging bay for electric vehicles, parking whilst charging will be provided for free as part of our commitment to the environment and a Sustainable Angus, and to promote the uptake and use of electric vehicles. Any vehicle in a charging bay that is not being charged and has not paid to park will be issued with a Penalty Charge Notice.

[More about payment methods -](#)

Paying by debit/credit card -

From 1 November, you can do this at the parking machine with your debit/credit card, chip & pin or contactless. Cash is not accepted.

Debit card payments overtook cash use for the first time in the UK last year, with a decline in cash use partly driven by consumers increasingly using cards for lower-value payments, traditionally dominated by cash. This has been assisted by the rise and ease of use of contactless technology.

Debit cards are available to almost anyone with a standard UK current bank account. Credit cards are usually made available to people with organised finances. Banks will provide useful information about debit and credit cards.

Our webpages have links and information about [bank accounts, savings and borrowings](#) or for more information on a wider range of bank accounts, visit the [Money Advice Service website](#). Ideally, if you have a bank account you will also have access to a debit card.

Anyone who is opening a bank account for the first time will need proof of who they are – such as a passport or a driving licence, and proof of their address – like a rent book or Council Tax bill. Some banks will take a letter from a responsible person, such as a teacher or social worker, or a benefits notification letter. Then the person will need to fill in an application form, either in a branch office, on the internet, over the phone, or by post.

Paying by smartphone -

There are three ways you can pay by smartphone from 1 November:

Tap. Touch your enabled phone against the NFC “wireless” symbol on the parking machine to launch the web page.

Scan the QR code displayed on the parking machine with your smartphone to launch the web page.

OR, by simply **entering the web address** into your smart phone’s web browser. Our website is fully mobile responsive, so customers can add this page (www.angus.gov.uk/paytopark) to their home screen if they are likely to access it frequently.

The website will also allow registration of personal and vehicle details, so you can pay for parking before you arrive at the car park. There is no obligation to register, but doing so puts you in control of when you start and stop parking periods, provides parking history and billing details and helps make the process quicker (and potentially cheaper).

Parking Permits –

It is now possible to register for a parking permit via our dedicated webpage – www.angus.gov.uk/paytopark. We are working with our suppliers to also allow payments to be made in advance of 1 November. Permits will be “virtual” and retained on a database, which means there is no requirement to display a permit in your windscreen. This system means the permit cannot be lost and makes it easier to transfer its use between vehicles on your account.

A 12-month permit will cost £260 and a six-month permit will be £130 – offering choice at an equivalent fee of £1 per day (based on parking five days a week/per year) and applying to any and all off-street car parks where there are charges.

Each permit will be able to be transferable between a maximum of three vehicles, but must not be used by more than one vehicle at a time.

We will look at the possibility of making parking permits available to purchase via direct debit in the future. However, this option will not be available at the outset.

Background –

Angus Council's meeting of 15 February 2018 agreed the review of public parking in Angus, and potential to generate income through charging ([Report 59/18](#), Schedule 3e) as part of the Change Programme. Further details for off-street parking charges were reported and approved at Communities Committee on 14 June 2018 ([Report 193/18](#)).

New parking machines, signage and other infrastructure in support of implementing off-street parking charges has been has incurred a one-off cost of £275,000 from the capital budget. This will be recovered from the income from the off-street car parking charges. Introducing parking charges for our off-street car parks will raise essential income to invest in the work of the roads department and also help to protect other vital front line services.

Angus Council has provided off-street parking "free of charge" for 22 years. It can no longer afford to do this while experiencing budgetary constraints, a decrease in available funding and increased demand for critical services.

The range of flexible parking options that will now be available, offer choice to people and support them in their everyday lives. They also encourage and support the public to walk, cycle and car share, as well as make use of public transport.

Pay to Park in Angus will be supported by ongoing media via traditional and social media platforms, with members of the public being directed towards our website's dedicated pages for information and to register/pay to park in Angus.

Off-street parking charges will be introduced at the following Angus Council car parks (LS = long stay, SS = short stay) from Thursday 1 November:

Arbroath –

Shore Car Park (LS)
Ladybridge Street (LS)
Hill Street/High Street (LS)
Gravesend (LS)
Guthrie Port (LS)
Helen Street (LS)
Leonard Street (LS)
Millgate/North Grimsby (LS)
North Port (SS)
Stanley Street (LS)
West Abbey Street (SS)

Carnoustie –

High Street (SS)
Links Avenue (LS)
Park Avenue (LS)

Kirriemuir –

Bellies Brae (LS)
Glengate (LS)
Reform Street (SS)

Brechin –

Church Street (SS)
City Road South End (LS)
City Road West Side (LS)
Maisondieu Lane East (SS)
Maisondieu Lane West (LS)
Market Street (SS)

Forfar –

East Greens (LS)
Green Street (SS)
Myre (LS)
Myre Road (LS)
Old Halkerton Road (LS)
St James Road (LS)
West High Street (LS)

Montrose –

Baltic Street (SS)
Lower Hall Street (LS)
Murray Lane (LS)

You can find a map showing all our car parks on our website's [Off Street Car Parks in Angus](#) page.

Charges are not being introduced in village car parks at Fowlis, Glamis or St Vigeans, or at Rosemount Road and Elliot car parks in Arbroath; and William Street (Ferryden), North Seafront and South Seafront car parks in Montrose.