

Important changes to the suspensions booking

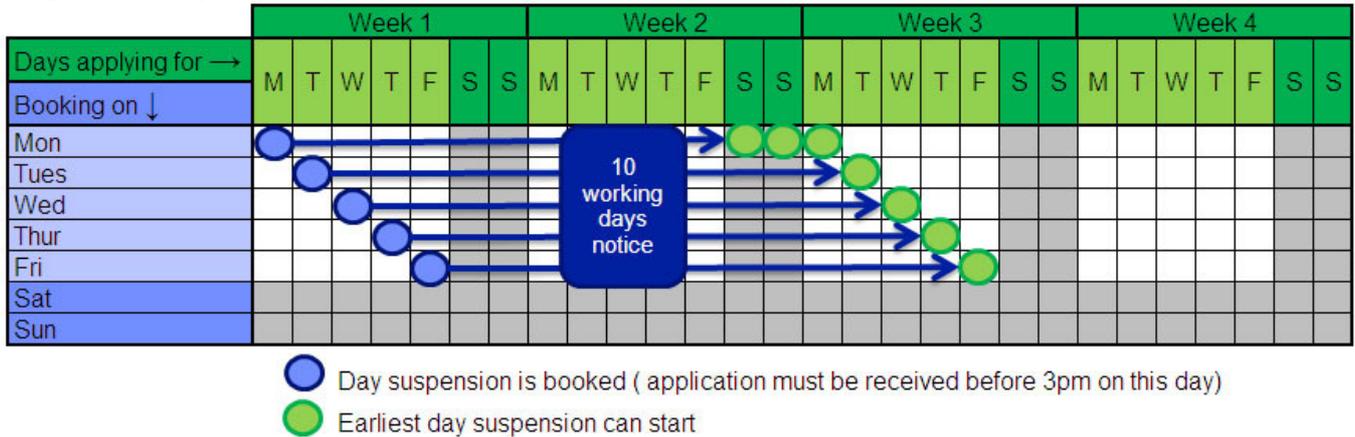
From 1 January 2014 the notice period you must give us to book a suspension on a residents bay is increasing to 10 working days*. This increase will allow us to give more notice to our residents on suspensions occurring in the Borough.

Suspension application notice period

Below is a chart showing you how much notice is required before a suspension can start.

For example, if you book a suspension on the Thursday in week 1 on a resident bay, that suspension can only start on the second Thursday in week 3. So we would need your request and payment before 3pm on 2 January 2014 if you want the suspension to start on 16 January 2014.

Figure 1 - Suspension application notice period chart

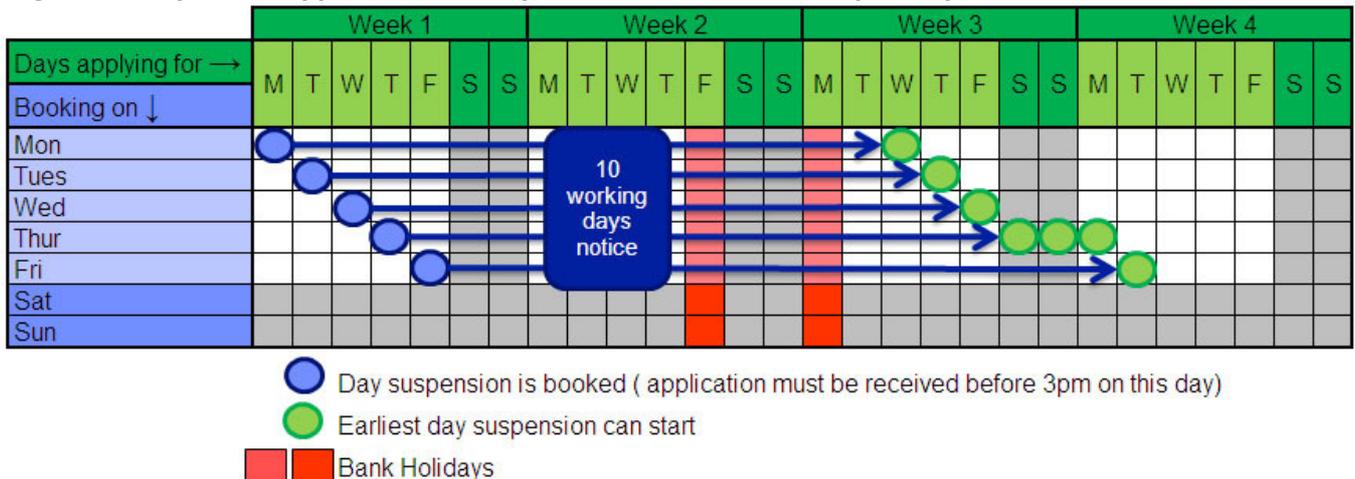


Suspension application notice period: Bank Holidays

If there are Bank Holidays within the notice period you will have to allow an extra day for each Bank Holiday as these are not counted as working days.

In the example below for April 2014, if you book a suspension on Wednesday in week 1 on a resident bay, the suspension can only start on the third Friday in week 3. So we would need your request and payment before 3pm on 9 April 2014 for the suspension to start on 25 April 2014.

Figure 2- Suspension application notice period chart - Bank Holiday example



*Working days are Monday to Friday; excludes Saturdays, Sundays and Bank/Public Holidays

