

# **F IRST S TEP S ECURITY**

**P.O BOX 6600 Bournemouth, Dorset, BH11 9HB**

**Tel: 0800 027 6869**

Mr L Panter

2<sup>nd</sup> February 2009

**Ref: Letter of Appeal 26<sup>th</sup> January 2009**

Dear Mr Panter

Having read your letter of appeal and taking any mitigating circumstances into account, I regret to inform you that the penalty for parking without a valid permit or permission will stand. This conclusion has been reached with the aid of both photographic evidence and evidence given by the clamping operative involved. We found no reasonable justification or permissible explanation as to why you had parked there. You parked your vehicle in sight of two Private Area clamping signs.

I am enclosing some pictures of the persons involved trying to illegally remove the clamp. The operative had to call the police to avert any possible criminal damage and breach of the peace. Mr Benson is and was fully aware of the parking regulations in force on this site, first step security have manned this site for approx 18 months. I am enclosing a copy of the letter from the managing agent in which it states the conditions of parking.

Therefore, whilst I sympathise with your appeal request, I am unable to grant a refund on this occasion.

First Step Security has been contracted by the agents to the owners to stop unauthorised and illegal parking in this area, and operates fully within the law.

Best regards



Appeals Manager

# **FIRST STEP SECURITY**

**P.O BOX 6600 Bournemouth, Dorset, BH1 9HB  
Tel: 0800 027 6869**

Mr I Panter



17<sup>th</sup> February 2009

**Ref: Letter of Appeal 16<sup>th</sup> February 2009**

Dear Mr Panter

I am enclosing the first letter that was sent to you on the 3<sup>rd</sup> February 2009.

First Step Security has been contracted by the agents to the owners to stop unauthorised and illegal parking in this area, and operates fully within the law.

Best regards

A handwritten signature in black ink, consisting of a stylized, cursive name.

Appeals Manager