

From:
To: [ParkingServices](#)
Subject: FAO Geoff Sampson: Objection to Order 202X
Date: 27 September 2024 18:00:48

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Dear Mr Sampson,

I hope this email finds you well.

I am writing to you to express my objections to the above order.

Firstly, I would like to highlight that the car park in which the charging stations reside, even if these spaces weren't restricted for non-EV's to park, is quite often at/over capacity. This results in residents of Russett House having to park outside of the main car park.

This is exacerbated by people who don't reside at Russett House also using the car park. One case in point is a John O'connor flat-bed truck whose owner lives across the road from the car park - this vehicle takes up 2 spaces and is parked every evening and weekend in the car park.

If these parking spaces were restricted 7 days a week, this would further negatively impact the parking situation, especially at weekends where residents would no longer be able to park in the car park.

Furthermore, if residents then have to park elsewhere, e.g. on Russett Wood, car insurance policies which are quoted on vehicles being parked "On a street outside the home" would have to be changed to cover vehicles "On a street away from home", which could potentially increase insurance policies during a cost of living crisis.

Secondly, the car park itself is in a state of disrepair (images referenced below are attached in "Images.zip"):

- The majority of the parking space lines are all but invisible (ref. attached images CP001, CP002, CP003, CP004, CP005), resulting in people having to judge where parking spaces are. Not having a guide to park against means that people invariably judge incorrectly, resulting in 2 being taken up by single cars quite often. This then means that across a row of spaces, 1 or 2 spaces can be lost.

- Vegetation in the car park is also a problem. The bushes along the far edge of the car park are often overgrown (ref. attached image CP006: the bush in question has recently been trimmed, but is usually overgrown), resulting in residents having to park over 2 spaces along that side or risk scratching their vehicles, losing yet more spaces. There are also trees growing along the Russett Wood edge of the car park which hampers parking (ref. attached image CP007).

- During heavy rain, as we have had recently, a large puddle forms at the back of the car park which makes it extremely difficult to access a few spaces (ref. attached image CP008).

Lastly, I would like to point out that there are public charging stations at the Moneyhole

park in very close proximity to the Russett House car park, so I'd like to question why these were installed so close together (I did hear that the charging stations in the Russett House car park were installed in error - is this true?).

So, in summary, I would like to strongly object to the above order on the grounds of, but not limited to, the above points and that the order would negatively impact - even seemingly punish - the residents of Russett House for not owning an EV (no Russett House residents own an EV, whether that be Hybrid or otherwise).

Thank you for your time and I look forward to hearing from you.

Yours sincerely,

Russett House

Appendix A



Appendix A





Appendix



Appendix



Appendix







From:
Sent: 04 October 2024 17:10
To: ParkingServices <parkingservices@welhat.gov.uk>
Subject: Consultation feedback (EV2/Order 202X)

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Hi

I am responding to your request for feedback on the proposed changes to EV charging parking restrictions (EV2/Order 202X). This response is rather long-winded as I felt I needed to explain why I think changes are needed - there is a summary at the end of the email.

I assume these chargers are all new and currently without any parking restrictions. So in effect this proposal is simply to add a parking restriction on all the new EV spaces during the hours specified (8am-6pm, max 4 hours wait, no return within 4 hours).

These new chargers are all "destination chargers" - a term that covers everything 22kW and slower (7kW in this case, "fast"), as opposed to "rapid chargers" which tend to exist near main roads (motorway services, for example). The difference in usage here is that for rapid chargers the expectation is the owner will stay in or near the car and the stay will be short (<1 hour), while for destination chargers the user will tend to park up and leave the car for an extend period (while shopping, while at a meeting, while visiting family, overnight, etc.).

I do not currently need the use of public charging around WelHat (I am lucky to have a home charger on our driveway), though I have experienced living without a home charger and I travel around the UK regularly and have experienced how difficult it can be to find a working charger in some districts - rapid chargers tend to be less problematic as people rarely block these, but for slow/fast chargers in suburban or urban areas there is a real problem. You cannot tell from any app whether there is a car sat blocking a charger that appears to be free - and so I have before ended up driving around half a dozen "free" chargers before I find one that is actually available (ie. working and not blocked!).

My car has a rather small battery capacity, by modern standards, of 40kWh which would take almost six hours to fully charge on these chargers (40/7) - a larger capacity battery will obviously take longer; a car with a part-charged battery will take less time, of course.

I think the restrictions are not sufficient - EV chargers need to be unblocked at all times if we want to encourage EV uptake, not just during arbitrary daytime hours. The most common use cases will likely be people visiting the area (in which case they might be visiting during the day or overnight, perhaps staying overnight with friends or family), and local residents (in which case they will tend to want to charge outside of work hours, which for many will mean charging overnight). So I think 24/7 parking restrictions on these chargers are sensible.

As to the 4 hour limit and 4 hour return limit, I'm not sure either is really helpful. A 4 hour

charging time allows a maximum of 28kWh (4h x 7kW) of charge which is far from the full capacity of modern EV batteries - we are seeing 100kWh batteries at the extreme. Is there any evidence that a 4 hour limit is needed? Similarly for the "no return within 4 hours" - what is the goal here? These are largely residential car parks or car parks associated with public spaces, so what abuse are we attempting to avoid? The only problem I can see we want to avoid is trying to stop people basically claiming a charger as their own and thus leaving their car plugged in near-permanently even if not actively charging. We need to protect from that while also accepting the realities of what destination chargers are for - ie. I plug in and do whatever I am doing without having to worry about running back to unplug.

To summarise, in my opinion the restrictions should:

- apply 24 hours a day, as people need to be able to rely on the chargers being available
- the "stay" limit should be significantly longer (12 hours would not be unreasonable as a compromise between sufficient time to charge a large battery vs. the more common use case of much less time being needed)
- if the "stay" limit is significantly increased then I have no problem with the "no return within 4 hours" rule; if the "stay" limit isn't increased then I think the "no return" limit presents more harm than benefit.
- if there was a real conflict with EV vs. non-EV usage then *perhaps* for each car park have a portion of the EV charging spaces that are EV-only 24/7 and a portion that are EV-only for certain times. But I'm not certain that is needed, EV usage is heading only one way and reducing barriers to uptake is vital!
- there already exist EV chargers across WelHat that have different hours of restriction (eg. Moors Walk shops has 7am-7pm/4 hour/4 hour). Harmonising this would seem sensible, though I'd argue my points above may well apply to all chargers unless there are compelling reasons to deviate.

If you need any clarification then please say - I can pop in for a chat if that is easier.

Thanks,

Knightsfield, WGC

Hi Geoff,

I hope you are well.

I live at Russett House, Russett Wood, AL7 2HQ and am writing this evening to object to the schedule 1 plans you have at the carpark where I live. The car park is already at capacity for the members who live at Russett Wood and thus further reducing the supply of parking spaces in favour of those with electric cars has not been considered adequately.

Firstly since the electric charger ports have been installed I have not seen a single electric car using the charger ports. Second, but perhaps more importantly my car insurance states that I park in a public car park - if I am unable to park due to the reduced supply of spaces, knowing the car park is already at capacity then I will be invalidating my insurance should I need to claim. Would the council hold responsibility in this case?

To put restrictions on current welwyn garden city tenants and council tax payers in a carpark already at capacity in favour of cars that do not even use the charger ports I do not believe this has been considered properly and in fact should be abolished.

I welcome you to visit the car park and I will be happy to show you in person the current issues and how the implementation of this measure planned will exacerbate the issue.

Kind regards,

Appendix A

From: >
Sent: 14 October 2024 22:09
To: ParkingServices <parkingservices@welhat.gov.uk>
Subject: [Potential SPAM. Use Cautions] Re: Objections to proposed parking restrictions at Russett House WGC

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On 14/10/2024 21:26 BST

wrote:

Dear Sir , I wish to register my objections to your proposal to restrict parking in the newly installed electric car recharging bays in the Russett House car park on a seven days a week basis .

Russett House is a small block of flats and bedsits totalling 49 dwellings in all .It is located in a small cul de sac off Russett Wood in WGC and has 40 marked parking spaces in the car park with an additional 9 spaces for other vehicles . The 10 electric vehicle charging spaces installed will restrict the parking available to residents by 25% , one quarter of the spaces currently available, on a full seven days a week basis . [At the moment no-one living at Russett House either owns or drives an electric vehicle] .

Russett House is only a Residential block of flats with no commercial activity and should not have business hours parking imposed on a 7 days a week basis . Residents would be better served if restrictions were only applied Monday to Friday , preferably from 0900 to 1700 hrs daily .

Russett Wood is a minor estate road and any residents of Russett House finding no unrestricted parking space in the car park would be obligated to attempt to park in Russett Wood which is severely restricted due to residents of Russett Wood parking outside their own properties or even parking on Sylvan Way which would cause localized traffic congestion due to the restrictions caused by the bus stop and entry access to Roseacre Gardens sheltered accomodation and Moneyhole Lane recreation ground .

Indeed Sylvan Way is frequently blocked by the vehicles of persons using Moneyhole Lane recreation ground who have exhausted the available car parking and grass areas of Moneyhole Lane and who then park on the grass verges of Syvan way . This has always been a problem for residents of Russett House who often find the car park at Russett House being used by non residents who then go to attend football matches or walk their dogs in Moneyhole Lane recreation ground at weekends .

I enclose photographs of a typical weekend parking on Sylvan Way outside the recreation ground

Access by Emergency Services Vehicles to Russett House , Russett Wood , Dalewood and Glenwood is restricted by parked vehicles at the best of times , but would be dangerously compromised by vehicles attempting to avoid incurring fines for parking in restricted bays in Russett House . This would be further exacerbated by continuing these restrictions at weekends when most local residents are at home .

Placing parking restrictions during the hours of 0800 - 1800hrs daily puts additional pressure on residents parking who would not normally leave the car park at Russett House until after 0800 - 0830hrs . Also anyone returning to Russet House from work before 1800 hrs would have to park in a non-restricted space or face the prospect of a parking fine . This hunting for parking may cause additional repeated vehicle movements that could be avoided by adjusting the proposed times of restrictions to 0900-1700 , which is more suitable for a Residential Area .

Although charging an electric vehicle at Russett House would have been impossible before the installation of the carpark chargers , no resident of Russett House drives or owns an electric vehicle , as stated previously but I have personally spoken to the service engineers who are responsible for the upkeep of the chargers and was told " no usage of the chargers has been recorded since they were put into operation ." He was asked to check automatic recorders which send the readings to the parent company were working correctly and he confirmed that the systems were working but the chargers had not been used . He also confirmed that the chargers were slow overnight chargers which would take 7 hours to fully charge a vehicle . A further point that I would like to make is that my car insurance states that " the vehicle is parked overnight in the car park of the flats where I live " . I will need to check if my car insurance is invalidated if my vehicle is parked elsewhere at night due to the non availability of spaces in the car park .

I appreciate that the availability of parking spaces to allow recharging of electric vehicles is necessary I would urge the council to appreciate that a " one size fits all " approach may not be applicable in some cases . Thank you .

Appendix A

----- Forwarded message -----

From:

Date: Sun, 13 Oct 2024, 15:04

Subject:

To:

FAO Mr Geoff Sampson

Regarding the notice that has been placed at Russett House, Russett Wood WGC I have lived at the above for the past 21/2 years and there have always been limited parking facilities for the residents and was quite concerned when the Electric parking meters were put in place. The notice now says that there will be restricted parking in these spaces therefore adding more pressure on those who live at Russett House. Whilst I understand the need for electric charging points I do think more consideration should have been considered and perhaps surveys to see that in actual fact there is no one living at the above who drives an electric vehicle.

Therefore people who are paying rent, council tax etc will be forced to park elsewhere and people who drive electric cars from elsewhere can park here.

We already have people parking their cars here who don't actually live here and some residents having 4/5 cars when they only use two and this is already upsetting the residents at Russett House.

Yours hopefully

Appendix A

From:
Sent: 15 October 2024 16:19
To: ParkingServices <parkingservices@welhat.gov.uk>
Subject: Objections to the proposals.

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Dear Mr. Geoff Sampson.

I'm writing to you because I strongly object to the 7 days a week proposals in our carpark at Russett House, because it is residential. I live in number 4 Russett House, Russett Wood, Welwyn Garden City, Hertfordshire AL7 2HQ.

I attach a photo of the parked cars from the weekend and that is also the case during week days, so you can see it is full of cars parked where you propose to restrict the parking in our carpark. There are no-one who has electric cars in our housing estate, so I don't know why you have put the charging points for electric cars there in the first place. On the side where you propose to restrict the parking there is room for 10 parked cars, can you propose where they should be parked?

There are charging points in Moneyhole Park which is around the corner from us.

There are also charging points in Morrisons carpark.

Kind regards

Appendix A



-----Original Message-----

Sent: 16 October 2024 18:22

To: ParkingServices <parkingservices@welhat.gov.uk>

Subject: [Potential SPAM. Use Cautions] Concern regarding Russett House Russett Wood parking restrictions.

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at <https://aka.ms/LearnAboutSenderIdentification>]

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Dear Geoff

I hope this message finds you well. I am writing to express my concerns about the recent changes to parking restrictions in our area.

While I understand the need to manage parking and introduce the option of electric vehicle charging, the new rules will create significant inconvenience for residents like myself. The limited hours and reduced parking spaces are already a major issue making it challenging to find spots, especially during peak times. This has caused frustration for both residents and visitors, particularly those with mobility challenges like my mother, and myself as I have irregular work schedules.

I would appreciate it if the council could reconsider the current restrictions or explore alternative solutions that balance the needs of the community. Since the electric charging points have been installed I haven't witness 1 vehicle use the port.
Could I ask that a smart metre investigation is conducted to show and prove the little to no use.

Thank you for considering my concerns. I look forward to hearing your thoughts on how we might address this issue.

Best regards,

Russett House
Russett Wood
Welwyn Garden City

Sent: 18 October 2024 20:00

To: ParkingServices <parkingservices@welhat.gov.uk>

Subject: [Potential SPAM. Use Cautions] Re: Proposal for EV parking bays in Russett Wood Car Park

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Dear Geoff Sampson

I write to put forward my views to the proposed plan to allocate restricted/designated EV Charging bays in the Russett Wood car park.

Where I do not totally object to the EV bays as I understand the council are dedicated to help the environment and government requirements to install such facilities, I have a few concerns.

The car park has limited spaces to facilitate 49 flats and their residents vehicles. However, often parking spaces are difficult to find and losing 10 spaces to EV Charging bays will make it even more difficult. This is made further difficult due to some residents having multiple vehicles, cars used as storage, commercial vehicles parking over night (including a council truck) and the car park used as an over flow car park for dog walkers and users of the Money Hole park.

Since the installation of the chargers over a year ago, there are hardly any users locally for the chargers. This was further confirmed by the meter reader on site.

I am a home owner and require convenient parking as I had purchased my property for this reason. For work I carry some valuable equipment that I would find difficult to carry long distances if I have to park outside of Russett Wood car park (I have a knee problem).

Already there are conflicts between residents developing based on the above reasons.

It may push residents or visitors to park on the grass or block access areas etc.

That said, I would like make a couple of suggestions;

1) Provide each household with 1 or potential 2 parking permits. This will help remove additional vehicles and make the car park fairly used.

2) Have usage restricted from 9am-5am Monday to Saturday (as oppose to 8am-6pm Monday to Sunday).

Or

3) Reluctantly remove some unused grass areas to creat more parking bays.

In all cases, the car park requires line marking as current some drivers simply dump their vehicles without any consideration. This can also be policed when wardens check the bays.

Should you require further information or comments, then please feel free to contact me.

Kind regards,

Russett House
Russett Wood
Welwyn Garden City
Hertfordshire
AL7 2HQ

Appendix A

From:

Sent: 18 October 2024 19:50

To: ParkingServices <parkingservices@welhat.gov.uk>

Subject: [Potential SPAM. Use Cautions] Russett House electric vehicle charging off streetparking objection

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Dear Sir

I am writing to object to the parking restrictions being considered for Russett House.

I am the parent of the owner occupier of a property in Russett House. I am a disabled lady who has to visit regularly for my daughter to assist me with some day to day care and the proposed parking restrictions will impact upon my ability to park safely.

I would be grateful if you would consider mobility issues when considering enforcing these restrictions.

Kind regards

Appendix A

From:

Sent: 23 October 2024 17:34

To: ParkingServices <parkingservices@welhat.gov.uk>

Subject: [Potential SPAM. Use Cautions] Urgent Concern Regarding New
Parking Rules and Electric Vehicle Charging Points

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**** WARNING: This email originated outside the WHBC Network. Please be extra vigilant when opening attachments or clicking links **** Dear
Geoff Sampson,

I am writing to express my concern and frustration regarding the recent changes to the parking rules in the residential car park at Russett House, Welwyn Garden City. The decision to prohibit parking in the electric vehicle (EV) charging area seems impractical and creates unnecessary inconvenience for several reasons.

Firstly, none of the residents in these flats currently own an electric vehicle, meaning these charging points will remain unused. Additionally, there are already EV charging points literally just a 2-minute drive away at Moneyhole Playing Fields, (Sylvan Way, Welwyn Garden City, Herts, AL7 2RT), a public location where they are far more likely to be used. While supporting electric vehicles is an important environmental goal, installing charging points in a location where there is no demand does not contribute meaningfully to that cause.

The car park is already at full capacity on a daily basis, and allocating spaces solely for EV charging—spaces that will remain empty—further worsens the parking shortage. This leaves residents scrambling for spots, and it raises the question: where exactly are the ten displaced cars supposed to go? This situation feels avoidable and poorly thought out.

Moreover, it appears that residents were not consulted or informed before these changes were made. Had there been proper engagement with the community, it would have been clear that the parking needs of the residents do not align with this decision. Reducing parking space could also pose risks for emergency vehicles needing access to the area or inconvenience visitors who may be forced to park further away. These limitations not only inconvenience residents but could also create safety concerns.

Finally, this decision has the potential to increase tensions among residents. With fewer available spaces, competition for parking could lead to conflicts, adding stress to daily life and affect mental health. Please see photos below which were taken at 8:30am on Tuesday morning to see the extent of the parking situation as it is already.

In light of these issues, I strongly urge you to reconsider this decision and take into account the actual needs of the residents. A more flexible approach, such as allowing regular vehicles to park in the EV spaces when not in use, could be a practical compromise.

Thank you for your attention to this matter. I look forward to your response.

Kind regards,

Appendix A