

# Leased parking questions and answers

## How do I apply for a leased carpark?

Fill out our online application form at <https://www.pncc.govt.nz/leasedparking>

Once we've received your expression of interest, we'll contact you within three working days. If we can offer you a carpark, we'll contact you to confirm the details and send you a contract to sign and return to us. If we can't offer you a carpark space at your first or second choice carpark, we will let you know. In this case, we can put you on the waiting list.

## How long is the waiting list?

When a vacancy arises in your first or second choice carpark, we'll contact you.

## How do I pay for a leased carpark space?

Rents are charged on a monthly basis with payments made a month in advance. Payments can be made either by direct debit or automatic payments.

Monthly statements are sent in advance.

## How do I access the carpark?

Leased carparks have no entry/exit controls except The Plaza top deck and Ashley Street. You need to display the leaseholder card on your windscreen.

## Someone has parked in my leased carpark space

The number allocated to you is purely for administration purposes and does not identify a specific carpark that you use. If someone has parked in your usual parking space, you can park in any leased spots in that leased carpark.

## How do I cancel my leased carpark?

Fill out the cancellation form at <https://www.pncc.govt.nz/leasedparking>

We'll acknowledge your termination request within three working days. Any outstanding rent must be paid at that time, or if the account is in credit a refund will be given.

## I've lost my window leaseholder card. How can I get a new one?

If you have lost/damaged your display card, send an email to [leasedparking@pncc.govt.nz](mailto:leasedparking@pncc.govt.nz) to arrange for a replacement card to be issued to you. It can be collected from the Palmerston North City Council Customer Service Centre within three working days.

### How do I make changes to my details?

If you need to make any changes to your vehicle details or personal details, please send an email to [leasedparking@pncc.govt.nz](mailto:leasedparking@pncc.govt.nz). Please include your name and details you want to change.

### My Plaza fob isn't working. What can I do?

Take your fob to the kiosk in the Plaza (ground floor, by the food court). The kiosk staff will reactivate it, free of charge.

### My Plaza fob is lost. How do I get a new one?

If you have lost the fob, send an email to [leasedparking@pncc.govt.nz](mailto:leasedparking@pncc.govt.nz) to arrange for a replacement to be issued to you. The replacement fee is \$35. Your new fob will be ready to collect from the Palmerston North City Council Customer Service Centre within 10 working days.

For any other queries send an email to [leasedparking@pncc.govt.nz](mailto:leasedparking@pncc.govt.nz).