

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 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. 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 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.