



Best Practice Guidance Notes

Dealing with Abandoned Cars

**Information kindly prepared by:
Exeter Community Patrollers
Tel: 0845 351 1060
Email: senior.patrollers@exeter.gov.uk**



Exeter City Council

Community Patrollers dealing with Abandoned Cars

Procedure

Complaints are received by Environment Protection Unit.

Complaint entered on to Data Programme by Environment Protection Unit and details forwarded to the Senior Community Patroller.

If the vehicle is on Private Land the Senior Community Patroller to discuss with Environment Protection Unit before putting a notice on the vehicle. Community Patroller will visit – check vehicle where appropriate to place the notice on vehicle and take photograph. If the is vehicle is dangerous or a wreck Community Patroller to discuss with Senior Community Patroller or Environment Protection Unit if vehicle should be removed within 24 hours. If not, a 7-day notice should be used.

Senior Community Patroller emails vehicle details and photograph to Environment Protection Unit.

Environment Protection Unit carries out DVLA check, also contacts the Police. Sends out letter to last registered keeper.

Community Patroller revisits after 7 days.

Community Patroller's re-notice if notice has been removed and take photograph.

Senior Community Patroller's email photograph to Environment Protection Unit with confirmation that the vehicle is still there.

Environment Protection Unit faxes contractor for removal.

Environment Protection Unit updates the data programme once vehicle has been removed.

If after the notice has been issued the keeper contacts Environment Protection Unit confirming that the vehicle is not abandoned. Environment Protection Unit amends the data programme and forwards info to DVLA re. untaxed vehicle.

