



UK Car Park Management

# UK CAR PARK MANAGEMENT & Highland Court (Woodford) Limited

**Warden-Ticket | PATROL®**

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# INTRODUCTION

This service is designed to protect parking bays from unauthorized use. The service has been formed specifically to assist residential estate management, providing a sensitive and ethical approach to parking management.

The service is fully controlled by you, the client.

CPM encourages and promotes good parking behavior through visual signage, warning leaflets and Parking Charge Notices.

By installing clear informative signage and providing residents with parking permits, CPM is able to systematically monitor unauthorised vehicles.



# OUR CLIENTS

Offering a truly national service, we work closely with a wide range of clients from different sectors and regions across private sector, public sector and local and national governments.

These are just some of the organisations we're proud to work with.



**BARRATT**  
HOMES



**Crest**  
NICHOLSON



CHAMONIX  
ESTATES



# SERVICE SPECIFICATION

CPM will provide a permit management, security, parking enforcement and litter picking service covering:

**Highland Court, Gordon Road, London E18 1RE.**

**The service is provided free of charge, at no cost to our client, operating on a self-financing basis.**

The parking areas shall be visited at regular intervals (24hrs/7 days a week) and following any specific requests from our client, in order to maintain an effective deterrent against unauthorised parking.

The following restrictions will be enforced:

- **PERMIT HOLDERS ONLY**
- **NO PARKING OUTSIDE OF A DESIGNATED AREA**

CPM will write to all residents, introducing the scheme and supplying Parking Permits (see page 6). All parking permits will be managed in house by CPM's dedicated permit department.

CPM will install bespoke Parking Signs covering the parking area. All signage related to the scheme is maintained in a clean state and kept up to date having regard to any changes in arrangements, legislation or other occurrence (see page 7).

CPM wardens will issue a Warning Notice or PCN to any vehicle not adhering to the aforementioned restriction(s), a minimum of six photos will be taken showing location and contravention.

A five minute grace period will be granted to all vehicles to obtain a parking permit. Vehicles actively loading / unloading will be exempt from parking enforcement. This grace period will not be provided in cases where the driver is considered to have vacated the car park to use the neighbouring retailers.

CPM will operate an appeals procedure for dealing with any appeals/complaints received due to the operation of the scheme and shall deal promptly with all complaints received providing copies of correspondence to the client when requested.

# IMPLEMENTATION SCHEDULE

An implementation schedule is essential when introducing any parking enforcement scheme. It reduces and eliminates potential misunderstanding, miscommunication, and misrepresentation.



## Permits & letters

Residents will receive permits and introductory letters 14 days prior to commencement.

**Permit issue date is:**

**TBC (Week 1)**



## Signage

All signage will be installed 7 days prior to commencement.

**Signage installation date is:**

**TBC (Week 2)**



## Start date

Our uniformed Patrol Wardens will ensure your estate rules are upheld.

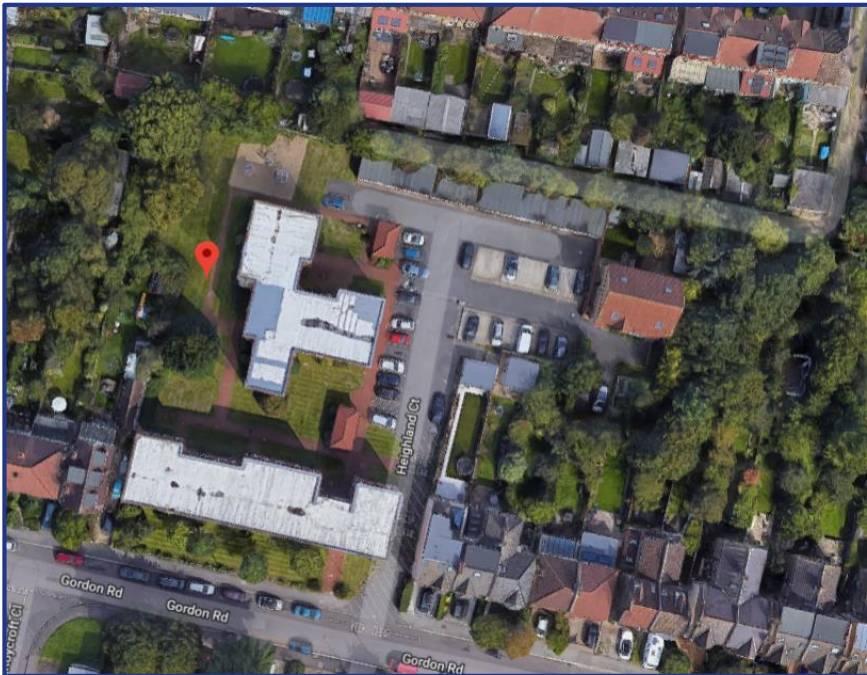
**Scheduled start date:**

**TBC (Week 3)**

# SIGNAGE

## Bespoke aluminum signage:

- ✓ Elegant look, in keeping with the estate image.
- ✓ Permanent appearance, rather than temporary plastic.
- ✓ 600 x 450 mm – informative, not intrusive.
- ✓ Excellent as wall or post mounted.



### **PRIVATE PROPERTY**

Unauthorised parking may result in your vehicle being issued with a parking charge notice. The following restrictions apply



### **PERMIT HOLDERS ONLY**

PERMITS MUST BE DISPLAYED IN WINDSCREEN AT ALL TIMES

### **TERMS OF PARKING WITHOUT PERMISSION**

You do so at your own risk to property and personal injury and you are contractually agreeing to pay a parking charge fee.

### **THE FOLLOWING FEES APPLY**

PARKING CHARGE NOTICE.....£60

You will incur additional charges resulting from further action being taken against you if the fee remains unpaid

**0845 463 5050**

UK CAR PARK MANAGEMENT LTD



# WARNING FLYERS

## Friendly warning flyers:

- ✓ Excellent for 1st time offenders.
- ✓ Can be used for minor offences.
- ✓ Clear and informative
- ✓ Emphasis on changing parking behavior

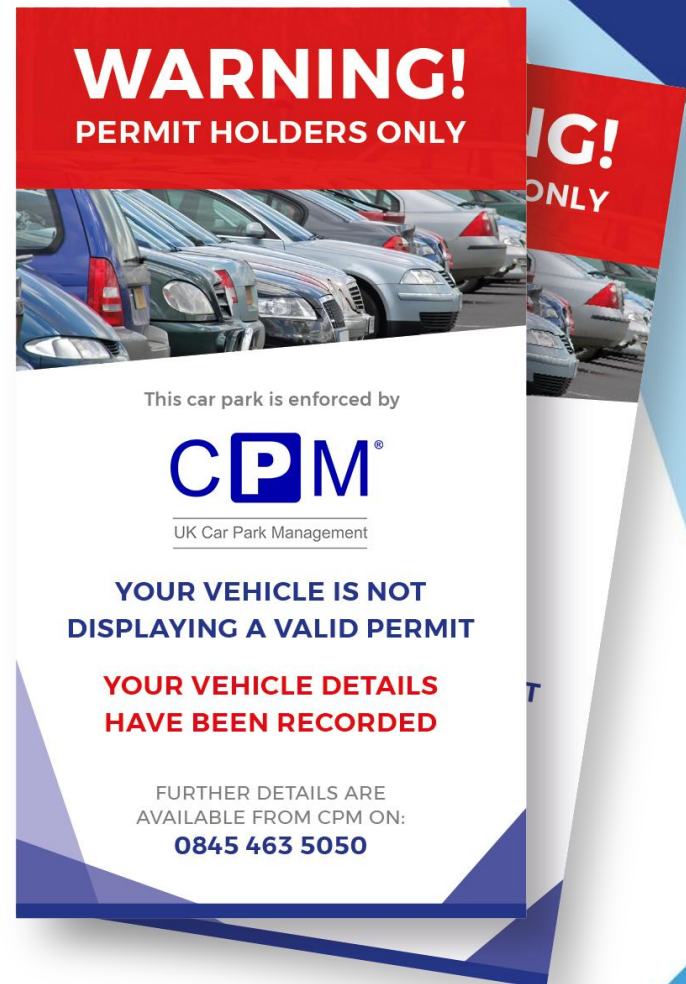
## Samples of warning flyers:

These can be placed on offending vehicles for the first time.

CPM will issue warning fliers to all offending vehicles for an initial period of 2 weeks after the commencement date.

The flier offers a prior warning to offending vehicles, allowing them time to adhere to the restrictions and change their parking behaviour.

Produced and tailored to your car park requirements.



# SECURITY PATROLS

All of our Parking Patrols are conducted by SIA licensed and trained security staff, thus providing free general security for the entire estate.

The patrols provide residents with security and peace of mind, knowing their vehicles and property are being monitored 24 hours a day, 7 days a week

**All CPM Wardens are licensed through the Security Industry Authority (SIA).**

The spot checks provided by our CPM Wardens help to prevent criminal activity and tackle antisocial behaviour, problems that commonly occur in residential areas.

All CPM Wardens work closely with the support of local police, should an incident take place CPM have a clear escalation procedure.

All Wardens have completed a BTEC in Conflict Management and are fully trained in all Health and Safety procedures that may affect them in day to day operations.





# LITTER PICKING

CPM have incorporated a Litter Picking service to work alongside their daily patrols.

The task is designed to assist presence and prolong the period of time a uniformed patrol wardens remains on the estate. This achieves greater visual impact on motorists and can often deter parking abuse before it occurs.

CPM Wardens are fully equipped with litter picking sticks and waste refuse collection sacks.

During their patrols CPM Wardens will also pick up and clear any dropped litter within the parking area.

**This service ensures the car park and estate reflect a clean & tidy image.**



# OPERATIONAL PROCEDURE



## Photographic Evidence

All vehicles to receive a Warning Notice or PCN have a minimum of six photos taken covering permit status/registration details, date and time and location of vehicle. CPM will provide you with photographic evidence of any parking ticket should you require.



## Regular & Random

CPM will initially show a high presence, but as parking abuse decreases-patrols reduce. At any time these patrols can be increased.



## Security Patrols

We will ensure all vehicles not adhering to parking restrictions will either be given the opportunity to move, be given a warning notice or as a last resort be issued a PCN. All relevant documentation is attached to the windscreen of the vehicle.



## Outstanding Payments

If a parking ticket remains unpaid after the initial 28 day period, the DVLA will provide CPM with the registered keeper's details, allowing CPM to pursue the outstanding charge.

# CLIENT PORTAL



See how your car parks are performing

This online system contains everything CPM need to know about every site that is managed. The Client Portal not only gives you pictures and plans of every site, it also records warden visits and all tickets that have been issued.



Clients are provided with a unique 'Username' and 'Password'

This system provides the client with useful information. By logging on to the Client Portal, clients can access a full list of reports and analysis from each car park scheme, including vehicle photographs.

All sorts of information is available such as how many tickets have been issued and what offence is most common.





# ACCREDITATIONS

CPM are a specialist parking management company, operating exclusively within the residential sector. As the UK's only parking management company to be affiliate members of ARMA, we pride our selves on understanding and overcoming challenges provided by residential car parking facilities.



As responsible operators in the parking management sector, we are corporate members of the British Parking Association (BPA).



A much coveted comprehensive Quality Management system accreditation, ensuring our head office and administration processes are linked to, and compliment, our day to day operational activities.



In conjunction with IPC membership the approved operator scheme ensures that clients can be confident of a professional and ethical provision of any services we provide. In accordance with data protection and security are also approved to access the DVLA electronic data link, ensuring the integrity and handling of all data sent or received.



Full accreditation to Safe contractor scheme providing a professional audit and update of our operational health and safety policies and procedures, thus maintaining our stringent health and safety standards.



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## GET IN TOUCH

For more information on how we can help you, please contact us using the details below:

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