



PARKING MANAGEMENT SCHEME ON HOUSING ESTATES

MANAGED BY CATALYST HOUSING GROUP

PARKING AND PERMIT REGULATIONS

1.0	ISSUE OF PARKING CHARGE NOTICES
1.1	<ul style="list-style-type: none"> • All vehicles not clearly displaying a valid resident or visitor permit will be issued with a Parking Charge Notice (PCN) • All vehicles displaying a valid resident or visitors permit will also be issued a PCN if they are parked in an area not designated for parking. These areas are: <ul style="list-style-type: none"> • Disabled parking bays • Single and double yellow lines (unless otherwise stated on warning signs) • Access only areas (marked by yellow cross hatching) • Grassed areas • Pavements – (unless otherwise stated on warning signs) • Garage forecourts • Where marked bays exist, vehicles must park wholly within the marked bays
1.2	Management Operation Days and Times
	<ul style="list-style-type: none"> • Parking Management operation days and times will be displayed on the signs on each estate
1.3	Charges and Payments
	<ul style="list-style-type: none"> • If a PCN is issued, the charge payable is £100.00 • The charge will be reduced to £60.00 if payment is made within 14 days <p align="center">All information necessary to make payment is detailed on the PCN or our website</p>
1.4	Parking Charge Notice Issue Photographs
	<ul style="list-style-type: none"> • It will be possible for anyone who has been issued with a PCN to view date and time stamped images of their vehicle • Images are available from www.wingparking.co.uk. Follow the link to Enforcement Images • To view the images, both the PCN reference number and the vehicle registration number are needed • It is not necessary to make payment or to input any personal data to view the images • The images can be saved or downloaded using the usual functions
1.5	Appeals
	<ul style="list-style-type: none"> • Anyone that feels they have been issued with a PCN unfairly can appeal directly to Wing Parking at Stage 1 and Stage 2 • Both a postal address and an email address are stated on the PCN • All appeals must be submitted in writing and be received within 28 days, including name, address, registration number and PCN number • Wing Parking aim to reply within 28 days of the receipt of the appeal

	<ul style="list-style-type: none"> • If the appeal is successful, the PCN will be cancelled • If the appeal is unsuccessful, you will be offered a further 14 days from the date of the reply in which to pay the discounted charge • If the Stage 2 appeal is unsuccessful, you will also be able to make a Stage 3 appeal directly to an Independent Appeals Service, POPLA. The contact details will be provided in the Stage 2 appeal reply and any Stage 3 appeal must be received within 28 days of the date of rejection of the Stage 2 appeal. • No further action will be taken on a PCN while an appeal is being considered
1.6	Unpaid Notices
	<ul style="list-style-type: none"> • If a PCN remains unpaid after 28 days, Wing Parking may contact the DVLA in order to obtain details of the registered keeper of the vehicle • The registered keeper will then be contacted to either obtain payment or to confirm who the driver of the vehicle was. Vehicle keepers may become liable for the charges if they do not identify the driver. • Where the PCN remains unpaid, debt collection procedures will commence which could lead to an increase in the amount due and could ultimately result in County Court action
2.0	PERMITS
2.1	Use of Permits
	<ul style="list-style-type: none"> • Permits only entitle the user to park on the estate named on the permit • Permits only entitle the user to park in designated parking areas • Permits do not entitle anyone to park: <ul style="list-style-type: none"> • in disabled parking bays - these are solely for vehicles displaying blue badges • Single and double yellow lines (unless otherwise stated on warning signs) • on Access Only and yellow cross hatched areas • on grassed areas • on pavements – (unless otherwise stated on warning signs) • on garage forecourts • Permits do not entitle parking on the public highway or in any part of a controlled parking zone • Visitors' permits are strictly for use by visitors to the estate. • Permits do not entitle users to park untaxed or statutory off the road notification (SORN) vehicles. The DVLA database may be checked to determine the tax status of any vehicle. • Any permits passed on, sold, forged or duplicated will result in all permits issued to the resident being declared invalid and further use of these permits will result in the vehicle being issued with a PCN • Permits have to be displayed clearly in the windscreen of the vehicle. • A "grace period" of up to 15 minutes will be allowed before a PCN is issued. This period is to allow visitors time to collect a visitor's permit from a resident if necessary. This grace period may vary according to site • It is the responsibility of residents to ensure that any contractors / workmen they engage, that are not sent by Catalyst Housing, are supplied with a visitors permit to park on the estate if such permits are available. This permit has to be displayed in the windscreen of the contractor's vehicle within the grace period allowed. Vehicles merely displaying a written or printed notice on the windscreen will still be issued with a PCN

2.2	Permit Applications
	<ul style="list-style-type: none"> • Permit applications can be made: <ul style="list-style-type: none"> • by Post • by Email or • online • Permit Application Forms are available: <ul style="list-style-type: none"> • By post upon request • Downloadable from our website, www.wingparking.co.uk
3.0	RESIDENT PERMITS
3.1	Documentation
	<ul style="list-style-type: none"> • To apply for a resident permit, you will need to supply copies of the following documentation: • the vehicle registration document confirming that the vehicle is registered at that address <i>and</i> • proof that the vehicle is currently taxed <i>and</i> • proof that the vehicle is currently insured <i>and</i> • proof that the vehicle has a current MOT <i>and</i> • proof of address such as utility bill, bank statement etc. • Do not send original documents as they will not be returned • All proof of residence must be dated within the last three months • Where resident permits are issued for specific bays rather than vehicles, these document will not be required as any vehicle may park in the bay subject to the terms and conditions of the permit.
3.2	Renewing a permit
	<ul style="list-style-type: none"> • Permits will not automatically be renewed • It is the responsibility of the resident to renew a resident permit. We will send one reminder to residents to renew their permits • Each permit may be renewed once without the need for full documentation to be resubmitted. As a result of the GDPR regulations introduced in May 2018, we are no longer able to rely upon data held for several years and so the first renewal after May 2018 MUST be made with full documentation and thereafter one renewal will be allowed without data needing to be resubmitted. Any second renewal will require the resubmission of documentation. • If you have moved you will need to complete a new application for the new address where the vehicle is registered to
4.0	VISITOR PERMITS
4.1	To qualify for Visitor Permits
	<ul style="list-style-type: none"> • It is not necessary to apply for a resident permit in order to obtain visitor permits as it is not necessary to own a car to obtain visitor permits. However visitor permits must be applied for in all instances when they are required, they will not automatically be issued • Not all locations will have visitor parking facilities and so visitor parking permits may not be available for some locations. • Visitor permits are single use scratch card which are supplied in a book of 12. Each permit allows parking for a single vehicle from the time of first use until 09.00 hrs

	<p>the following day.</p> <ul style="list-style-type: none"> • Visitor parking permits are restricted in quantity and only 3 books of 12 will be supplied to any individual address in any three month period
4.2	Documentation
	<ul style="list-style-type: none"> • If you apply for visitor permits at the same time as a resident permit, you do not need to provide any additional documentation • If you are only applying for visitor permits, you will need to provide proof of residence as follows: <ul style="list-style-type: none"> • A copy of bank or credit card statement in your name at the address or • A copy of a utility bill in your name at the address, (gas, electric, phone) or • A copy of a rent book / statement in your name at the address • Do not send original documents as they will not be returned • All proof of residence must be dated within the last three months
4.3	Renewing and repurchasing visitor permits
	<ul style="list-style-type: none"> • Visitor permits are not renewable upon use. They are single use only and once used they must be disposed of and new permits purchased. • It is the responsibility of the resident to ensure they have sufficient visitor permits for the use of their visitors. • When purchasing further visitor permits, if no details have changed since the previous application, residents need not resubmit proof of address, (subject to the provisions of Section 3.2), However in this instance, the application must be made in the same name and address as previous, and the "repeat order" box must be checked on the application form
5.0	OWNING TWO VEHICLES
	<ul style="list-style-type: none"> • All addresses may initially only apply for a single residential permit. If anyone owns more than one vehicle, additional permits will only be available if sufficient parking spaces are available after all residents have had an opportunity to obtain a permit. • Each permit will be subject to a separate application and a separate charge • Visitor permits cannot be used on resident's vehicles
6.0	COMPANY VEHICLES
	<ul style="list-style-type: none"> • Residents using company vehicles can still apply for a resident permit • Those residents with long term use of a single company vehicle should apply for a normal resident permit however they will need to provide a copy of the registration document from the company, together with a letter of authority from the company stating that the resident uses the vehicle after hours • Those residents who use a variety of company vehicles within a short period may apply for a special "company vehicle" resident permit however they will need to provide a letter of authority from the company confirming that the resident needs to use a variety of company vehicles. Withdrawal of a company permit can be made at any time, at the discretion of Wing Parking or Catalyst Housing if it is their belief that this is being abused. • Any company vehicle used by a resident is still subject to the requirement that the vehicle must be taxed and the DVLA database may be checked to verify the tax status of such vehicles. In the event that a PCN is issued on the grounds that the vehicle is not taxed, the resident will still be liable for the charges. The resident must ensure that the vehicle they are using is taxed and if their company fails to tax the vehicle, then that will be a matter between the resident and their company.
7.0	BLUE BADGE HOLDERS

	<ul style="list-style-type: none"> Blue badge holders must still apply for, and display a permit. The blue badge on its own is not sufficient to gain exemption from the parking restrictions. There is no need to actually display the blue badge unless the vehicle is parked in a marked disabled bay. Blue badge holders will be able to obtain a permit at cost price and so need to ensure they submit their blue badge with their application so as to benefit from the discount. Blue badge holders will not be issued visitor permits free of charge
8.0	MOTORCYCLES
	<ul style="list-style-type: none"> Motorcycles and scooters also need permits, but in light of the difficulties involved in displaying the permit on these types of vehicles, only virtual permits will be issued. Motorcycles need not park in a marked bay but they must not park in any location designated as a no parking area
9.0	PERMIT CHARGES
	<ul style="list-style-type: none"> Yearly resident permits are £83 within London and £43 outside of London Single Use Visitor scratch cards (where available) are £12 for a book of 12 All permits are sold directly by Catalyst Housing Group and Wing Parking manage the sales on their behalf The charge is made for the issue of the permit and as such no refunds will be given where permits are cancelled, returned or lost. Permits will be replaced or transferred to another vehicle for the remainder of the original validity period for an administration charge of £10.00
10.0	DATA PROTECTION
	<ul style="list-style-type: none"> All personal data collected in respect of parking permit applications is subject to Data Protection regulations. Data will be retained and used in order to maintain the valid operation of the overall parking management scheme, including for the purposes of debt administration of unpaid parking charge notices. Data will also be shared with Catalyst Housing Group.