

Summary of the Proposed Residents' Parking Permit System

This Proposal explains the reasons for the planned upgrade of the parking enforcement contract at Banstead Woods. The Directors would welcome responses from all households on the development.

Please read the information below and participate in-the survey at the end.

Do also join us for mince pies, mulled wine and discussions, at our Banstead Wood festive get together at The Horseshoe 2pm on Sunday 1st December , any queries please email bansteadwooddevelopment@gmail.com or message Debbie Flint, Director -07949 052208 .

Current Parking Issues:

- **Unrestricted Parking:** Any non-residents, e.g. ramblers or second-hand car salesmen (there is currently a vehicle in our car park which has been parked for two years), can park on our estate. In visitor spaces and numbered private spaces the unauthorised vehicles e.g. contractors' vehicles results in unpleasant disputes with owners. There is no formal mechanism to identify if the contractors are genuinely working in the apartments.
- **Overnight Van Parking:** Commercial Vans regularly park overnight which is a breach of the lease causing frustration for residents. The enforcement of the lease clause is difficult as the current system is reliant on leaseholders contacting tenants to advise of the breach of lease.
- **Unauthorized Vehicles:** The non-residents are able to park legally and remove their license plates, (*legal on private land*) making enforcement problematic. Without the display of permits, there is no effective way to address this breach of the estate regulations.
- **Security Concerns:** Unauthorized vehicles may pose a security risk to the residents and their visitors, and recent incidents reported to directors concerning illegal activities within a flat, where the fire brigade and police were involved, and highlights the urgent need for an effective system that monitors-the estate parking, thereby ensuring tenants and leaseholders applications for permits are registered on a centralised database in accordance to GDPR. The introduction of the permits will prevent former occupants from parking their vehicles either short-term or long-term.
- **Limited Enforcement:** The current parking company provides erratic patrols, and the outdated notices need replacing at a significant cost.

Proposed Parking Permit System:

Please read in conjunction with the Q&A information that follows.

- **Benefits:** Permits offer a solution to the reported issues. The proposed parking contractor also offers a no-fee service to take over the current contract and no fee to install new signage and notices (including bespoke wording), *and* upload initial registered vehicle lists; provide both paper permits and e-permit system; plus a bespoke 'Site Plan'/ technical specification of HOW they would operate – created specifically for our estate. The-Improved patrol frequency, on-demand reporting options for residents and efficient appeals/cancellations procedure to ensure goodwill on the estate.
- **Residents' Permits:** Allows the registration of residents' vehicles with permission and prevents the misuse of the parking spaces. On average, two permanent resident permits per household, *with the option for more on request*. Physical permits remain in cars. The new leaseholders moving in will be entitled to apply for permit/s.
- **Visitor Permits:** On average, two physical permits per household, for visitors, with additional permits available on application. Replacement of lost permits, cost just £5 each. Residents can also apply for and manage temporary visitors' permits - for guests or contractors - via an online portal. Renewable once a year in the case of extra permanent visitor permits, to keep data up to date. We understand there will be human error involved in the induction process until the system is in full operational service, please note the Appeals Process.
- **Site Plan** (a technical specification regarding how the operatives know what to do on our estate, agreed up front with the new parking contractor and online for reference).
- **Registration System:** New vehicles, leaseholders, and tenants will all register the vehicles they want to be permitted at the outset, ensuring up-to-date records.
- **Van Parking:** Vans without permits will be ticketed during the day, however residents' vans with a permit will be allowed. A registered van with a displayed permit that should not be parked overnight will be ticketed if parked overnight. This ensures enforcement of the lease clause prohibiting overnight commercial vehicle parking, lorries, and '*over 3 tonne plate weight*'. Exceptions upon application via online portal - e.g. residents' own workmen, e.g. for emergency after-hours work.
- **Permanent 'Safe List' and Temporary Safe List:** Regular visitors (e.g. nurse/carer) or estate contractors can be registered online and put on the longer term 'Safe List' to avoid ticketing and contractors working on refurbishment works who require parking for a substantive period.

- **Appeals Process:** A formal system for disputing tickets is available, with the option to request ticket cancellations in exceptional circumstances for a reduced fee (£20). There will be no 'ticket now, ask questions later,' due to extensive Site Plan guidance provided by new contractor.

Additional Features, Q&A:

- **What about Delivery Vehicle Exemptions? A.** Both regular Contractors and delivery vans (e.g., Amazon, DPD) will be exempt from fines as per the Site Plan.
- **How does this help with Abandoned Vehicles? A.** With the new signage, if a vehicle has no displayed permit, they vehicles can be removed – previously without permits this was not the case and we could do NOTHING to remove a Statutory Off Road Notification vehicle parked on our land unless we incurred considerable costs via lengthy civil court action. The new parking contractor will expediate the removal of abandoned vehicles for free, including issuing a Tort notice and towing after 28 days (e.g., the green mini currently parked in the main car park with moss under the vehicle). Other methods of removing abandoned vehicles have incurred increased costs in the past e.g. the white van in centre of main visitors' car park that was there for 2 years+.
- **What about regularity of Monitoring? A.** The new parking company will patrol more efficiently, an increase of patrols during the initial settling-in period. Patrols likely to occur 3-4 times a week after-the induction period-or more often *on request from residents*. The patrols will be undertaken any time day or night but will most likely end up being after-hours as most breaches occur in the evenings. Residents can also monitor and report any breaches direct to the parking enforcement contractor e.g car without permit is in your space, you can report.
- **How will it help Enhance Security? A.** The permit system combined with ANPR and updated notices, will act as a deterrent and improve overall estate security.
- **Will there be Flexibility in Permits? A.** Yes - fair use policy: Permits will ALSO be available for regular frequent visitors e.g. family members, caregivers, and more than two residents. Temporary e-permits can be issued for the rare larger gatherings/parties (with provisos, like take care of our site, be mindful of other residents, dispose of rubbish in correct bins etc, which will also be in our Site Plan)
- **How does this help with Lease Compliance? A.** The system ensures compliance with lease terms, reducing parking disputes and issues and never-ending problems with the current system. With permits, fines are legal,

and action is enforceable. Easier life for a landlord with an otherwise problematic tenant. Easier life for tenants and owners as fewer wrongfully parked vehicles.

- **BONUS?** allows a clear communication of estate rules at time of registering (e.g., for dogs, bins, and vans, as well as important community information).

Implementation Considerations:

- **Cost Efficiency:** The new company will replace outdated parking notices for free, avoiding previous cost of £800. The reduction in long-term costs by efficiently handling abandoned vehicles and enforcing overnight van rules (as explained above). Avoid previously incurred costs of legal fees: e.g. letters to a landlord attempting to force a tenant with a van, in serious breach of lease, to comply. The Parking contractor makes money from the issue of fines only.
- **Legal Protection:** The new parking contractor will have proper insurance and training, minimizing liability risks for the estate's management and leaseholders. The comprehensive due diligence been carried out by the reputable contractor.

Advantages:

- ~~Better~~ Improved security and enforcement of parking rules.
- Easier identification of vehicles and accountability (in-car permits & online.)
- Flexibility for families and caregivers.
- Reduced overnight van parking and unauthorized vehicles.
- Simplified online process for contractor and visitor registration.
- Hugely reduced inconvenience levels in all areas, including administration

Main Disadvantages (others can be mentioned in the survey):

- Occasional visitors/workers will need passes or online registration.
- A minimal charge (£5) for replacing lost passes.

Overall Goal: The permit system aims to improve security, organization, and fairness on the estate, addressing long-standing parking issues while complying with lease provisions; build on what we have now, no draconian measures. We have examined this new system carefully and taken soundings around the estate, so far with more pleasing results than negative. Hence going out to the wider estate at this stage.

SURVEY

Now please take part in our survey here

<https://www.bansteadwood.com/residents-survey.html>

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PLEASE NOTE ONLY RESIDENTS MAY TAKE PART, HENCE NEED FOR YOUR INFORMATION AS PART OF THE SURVEY.**

NB also News of a Zoom meeting with proposed parking Contractor, tbc. Pls ask (tick box in survey).

ANY QUERIES please email the directors on bansteadwooddevelopment@gmail.com, or Veena@wildheart.co.uk. Or alternatively Project Director Debbie Flint on 07949 052208.

Please join us on Sunday 1st December at The Horseshoe in Banstead, 2pm, for mince pies, mulled wine, and a chat about all things Banstead Wood including Parking Update.

