

NEW MILLENNIUM QUAY PARKING ENFORCEMENT SCHEME

INTRODUCTION

1. From **17 December 2018** a new parking enforcement scheme will be introduced to deal with the substantial increase in parking from non-residents. Any vehicle not displaying a **valid permit** after this date will be issued with a **parking charge notice** so please read these rules carefully.
2. The scheme is being introduced because of a significant increase in parking by non-residents from neighbouring estates where parking is limited, or going to nearby shops or train stations. There have also been people using our spaces to run businesses doing vehicle repairs or sales.
3. While it may appear that there are many empty spaces, in some areas the parking is now very limited. It is no longer possible to manage the parking ourselves as a result of the scale of the issue so we have had no option but to introduce this new scheme.
4. All residents, commercial units and non-resident landlords are being advised of the new scheme and new signs erected at the entrances and around Millennium Quay.
5. If you require any further information, please contact the Lodge or email parking@mquays.com

RESIDENT PERMITS

1. **All residents' vehicles must display a valid Millennium Quay parking permit.** This applies to owners and tenants using either surface or underground parking spaces as there have been occurrences of non-residents using both.
2. If you **don't have a permit or it is damaged or unreadable**, please apply now (allow two working days) on the website at www.mquays.com/permit or at the Lodge.
3. We may need to ask for proof of ownership or tenancy to ensure that permits are only issued to genuine residents.
4. Permits are marked with the registration number and a unique code. If you change your vehicle you must request a new permit and return the old one.
5. Permits remain the property of Millennium Quay. They must be surrendered when you move from Millennium Quay and can be cancelled at any time.
6. Parking is only permitted for domestic private motor vehicles of a roadworthy nature and in regular use. It is not allowed for the purposes of any trade, business or vehicle repairs.

VISITOR PERMITS

1. All **visitors** to houses, flats or shops must clearly display a **new type of visitor's permit hanger**. The side with the codes should be facing forwards to be visible.
2. Please **visit the Lodge after 3 December 2018 to collect two permits** so you have them for when visitors arrive as permits cannot be issued out of normal working hours.
3. You will need to bring identification, and if you are a tenant, a copy of your tenancy agreement so that we can ensure the permits are only given to genuine residents.
4. Further visitor permits may be requested subsequently if needed from the Lodge or on the website at www.mquays.com/visitors . Allow two working days for receipt.
5. Please ensure your visitors return the permit when they leave as more will only be issued subject to a fair usage policy.
6. Visitor permits may only be used by visitors to that property and may not be given to or used by anyone else.
7. Parking is only permitted for domestic private motor vehicles of a roadworthy nature and in regular use. It is not allowed for the purposes of any trade, business or vehicle repairs.
8. Permits remain the property of Millennium Quay. They must be surrendered when you move from Millennium Quay and can be cancelled at any time.
9. If you have an event where you are expecting a large number of vehicles, please advise the Lodge (at least two working days in advance) so that they can ensure the parking enforcement contractor is informed.

COMMERCIAL UNITS

1. Business owners must display a valid Millennium Quay parking permit.
2. If you **don't have a permit or it is damaged or unreadable**, please apply now (allow two working days) on the website at www.mquays.com/permit or at the Lodge.
3. Permits are marked with the registration number and a unique code. If you change your vehicle you must request a new permit and return the old one.
4. Your customers must display a **new type of customer permit hanger**. The side with the codes should be facing forwards to be visible.
5. Please **visit the Lodge after 3 December 2018 to collect your customer permits** so you have them for when customers arrive as these cannot be issued out of normal working hours.
6. Further customer permits may be requested subsequently if needed from the Lodge or on the website at www.mquays.com/visitors . Allow two working days for receipt.

7. **Please ensure your customers return the permit** when they leave as more will only be issued subject to a fair usage policy.
8. Customer permits may only be used by customers visiting the commercial unit concerned and are only valid during business hours. They may not be given to or used by anyone else.

PARKING ENFORCEMENT CONTRACTOR

1. **Secure-A-Space** have been appointed to enforce the new parking rules. They will operate random checks across Millennium Quay on a seven-day, twenty-four hour basis.
2. They are members of the British Parking Association and work successfully with our neighbours in New Capital Quay. You can find out more about them at www.secureaspace.co.uk
3. They will issue **parking charge notices** to vehicles that are not displaying a valid resident's permit matching the number plate of the vehicle or a valid visitor or customer permit, or which are in breach of other rules such as being parked **outside of the designated parking bays** namely, on roadways, pavements, yellow lines, cobbled areas or by the planters in the courtyards.
4. As the new scheme will be run by an outside contractor, there will be **no flexibility to cancel charges** for any vehicle that is not displaying a valid permit or is parked outside of the designated parking bays. Claiming that a vehicle belonged to a resident or genuine visitor after receiving a parking charge notice **will not be accepted** as a valid excuse if there was not a valid permit displayed at the time.
5. Signs will be erected at entrances and other locations clearly explaining who may park.
6. If anyone is found to be renting a communal space to a third party, obtaining a permit for someone who is not a genuine resident or visitor to their property or using a permit which does not belong to that property then all permits (both resident's and visitor's) for that property may be **invalidated**, no further ones issued and parking charge notices issued to all vehicles.

CONTRACTORS AND DELIVERIES

1. Secure-A-Space will be instructed not to give parking charge notices to couriers, delivery companies or contractors in obviously marked commercial vehicles.
2. If the vehicle is not obviously marked, then a visitor's permit must be displayed.
3. Any contractors who are found to not be genuinely delivering or working at Millennium Quay will be issued with a parking charge notice.