

Quorum Car Parking Management Scheme - FAQs

When was the Quorum Parking Scheme introduced?

The Quorum Car Parking Scheme was introduced in June 2011.

Why was the scheme introduced?

With the increasing number of businesses and staff at Quorum, the use of the car parks increased and tenants asked The Hub for help to ensure that bays allocated under the building leases are used by their staff only. After a period of consultation during which several options were considered, the scheme was implemented.

Who operates the scheme?

The scheme is operated by **Excel Parking Services** on behalf tenants at Quorum Business Park.

How are bays allocated to tenants?

National planning guidelines determine how many bays can be provided with each building and tenants are allocated bays based on the size of the office space they occupy. Some tenants have opted to lease additional temporary overflow bays in the car parks of unoccupied buildings.

When do the parking scheme rules apply?

The parking scheme rules apply from Monday to Friday between 8am and 5pm (5am until 5pm in the Q5 car park).

How are the car parks monitored?

Attendants monitor use of the car parks and ensure that users are permitted to park in the correct spaces. The attendant scans car registration numbers to check whether the vehicle has permission to park on-site.

How are vehicles given permission to park on site?

Each tenant has access to an **Online Portal** to register vehicles that are allowed to park in their car park.

How do I apply to park in my employer's car parking area?

Parking is limited so not every vehicle can be given access to the car park. If you would like to park in your employer's car park, then you must contact your employer to apply for permission.

What happens if the scanner flags up that a vehicle has not been given permission to park?

If the attendant scans a vehicle and the device flags up that they have not been given permission by their employer (added to the online portal) then a **Call for Action Notice** will be attached to the vehicle inside a plastic wallet.

What is a Call for Action Notice?

A small square card which notifies the driver that a contravention has been recorded involving their vehicle and invites the driver to:

- Log onto the **myparkingcharge.co.uk** website to view the details of the contravention (using the serial number left on the card and their vehicle registration)

- View photos and details within minutes of the attendant recording the contravention on the scanning device.
- Pay the **£30 Parking Charge** straight away or appeal against it online.

What happens if the driver does not take any action after receiving the Call for Action Notice?

If no action is taken by the driver within 5 days of receiving the Call for Action Notification on their vehicle, then Excel Parking will:

- Obtain the vehicle owners details from the DVLA and post a **Notice to Keeper** letter to their home address.
- The owner of the vehicle will be invited to log onto the myparkingcharge.co.uk website and either pay the £30 Parking Charge or appeal online.
- The Parking Charge will remain at £30 until 14 days after the Notice to Keeper is issued by post. **After 14 days, the Parking Charge will increase to £60.**

What happens does not take any action after receiving the Notice to Keeper letter in the post?

If no action is taken within 28 days of the Notice to Keeper letter being issued by post, then Excel Parking will issue a **Statutory Liability Notice** to the owner in the post which advises that formal proceedings will commence to recover the £60 Parking Charge.

What happens if no action is taken after receiving the Statutory Liability Notice in the post?

If no action is taken within 28 days of the Statutory Liability Notice letter being issued by post, then the case will be passed over to **Debt Recovery** for the £60 Parking Charge and any additional associated admin costs to be recovered through the **County Courts**. There is a risk at this stage that the owners credit rating may be affected as a **Default** could be issued against them if no payment is received.

Does the attendant allow a 'grace' period when recording a contravention?

If the device flags up a contravention against the vehicle, the attendant will wait at least 10 minutes before they officially record anything on the device and issue a Call for Action Notice.

What information can the attendant view on their device when a registration plate is scanned?

The attendant can only view the vehicle registration, the car parking area it is permitted to park and the dates/times they are permitted to park.

What if I have been allocated access to the car park but all of my employer's bays are full?

You should contact your employer directly to deal with this matter. They may issue you a visitor bay for the day. If you park in another tenant's car parking area, then and the attendant scans your vehicle then a contravention will be recorded against your vehicle.

I have been issued a white Information Notice, is this a Parking Charge Notice?

If you have a white **Information Notice** attached to your car, you have lucky enough to have received a warning.

What is an Information Notice?

A white piece of paper which acts as a warning and notifies the driver that they are parking in an area that they do not have permission to park in.

If the individual should be on the parking portal and hasn't appeared, this gives them the opportunity to check with their employer and make sure they are added to the portal.

If they are parked in wrong area, this gives them the opportunity to check the correct parking area for their building.

If they do not have permission to park in this area then they have the opportunity to seek an alternative parking arrangement or mode of transport.

How many warnings can a vehicle receive before they are issued a Call for Action?

As a general rule, a vehicle will be issued one warning before a Call to Action is issued, however there are some areas of the park where it has been requested by tenants to not issue any warnings so you should park in the correct areas at all times.

What happens if a vehicle is found to be parked on the kerbs and grass verges across the estate?

There will be a zero-tolerance approach to anyone parking on kerbs or estate roads. If the attendant observes a vehicle parked on a kerb or grass verge then the contravention will be recorded and a Call for Action will be issued to the vehicle.

What if I don't have permission to park in the car park but I work on an evening or weekend?

The scheme only operates Monday to Friday between the hours of 8am and 5pm (5am – 5pm in Q5 car park).

Where can I park my motorbike or moped?

All motorbike/mopeds must be registered on the portal by your employer regardless of whether they are parked in a bay or not. Please check with your employer where you are allowed to park your motorbike or moped.

Do I need to display a permit inside my vehicle?

Your employer may issue you with a permit to display inside your vehicle. The attendant does not check for staff permits. If the scanner flags up that a vehicle is not allowed to park in the car park (as their vehicle has not been registered by their employer on the portal) then a contravention will be recorded and Call for Action Notice will be issued (regardless of whether a permit is on display or not).

What if get a new car?

You must notify your employer that you have changed your vehicle so they can register the new vehicle registration details on the portal. Please provide this information to your employer at the earliest opportunity.

What if I have a temporary vehicle i.e. a hire car?

You must notify your employer that you have a temporary vehicle so they can register the vehicle details on the portal. Please provide this information to your employer at the earliest opportunity.

What if I have access to two vehicles i.e. my car and my partner's car?

Provide detail of both vehicles to your employer. It is likely that they will allocate the same token number to both vehicles which will mean that you will only be allowed to park one vehicle on site at any time e.g. if the attendant scans your first vehicle it will be allowed to park on site, however if they then scan your second vehicle during the same observation period then it will flag it up as a contravention.

Can I park in the Retail Car Park?

The Retail Car Park is for retail customers and staff only and parking is restricted to 2 hours between 8am and 5pm. If a vehicle is observed to be parked in the retail car park for longer than 2 hours then then the contravention will be recorded and a Call for Action will be issued to the vehicle.

Where will visitors park?

Tenants should allocate bays for visitor parking within their own car parking area. Tenants can register a visitor on the portal to provide them with temporary access to the car park or issue them with a valid visitor permit on their arrival.

Where can I park when I am visiting Pure Gym?

- Parking at Pure Gym is free of charge but you must park in the correct area.
- Pure Gym bays are clearly marked, there is signage displayed in the car park to notify you of the car parking rules and regulations and the car park is patrolled on a daily basis.

Time Period	Location	Max Stay
5am – 5pm	Pure Gym Bays Only	2 hours
5pm – 5am	Any Q5 Bay	No limit

Where can I park when using the Quorum Sports Club?

- There is no parking provided at the Quorum Sports Club so anyone booking the pitch (and their guests) should park in their employer’s car parking area.
- The lay-bys close to the sports club belong to tenants and are for deliveries and/or dropping off and picking up staff and should not be used by Sports Club users.
- Any vehicle observed parked on the kerbs or grass verges across the park including the area near to the Sports Club will be issued with a Call for Action Notice.

Where does the profit from the parking charges go?

Attendants are not incentivised on how many vehicle contraventions are recorded. It is hoped that everyone will park in the correct bays and Parking Charges will not be issued, however if a Parking Charge is necessary the amount charged covers Excel Parking’s admin costs to process the fines.

What if my employer does not provide me with access to the car park but I would like to drive to work?

It is up to each tenant how they issue car parking permits to their staff. Unfortunately, if you are not permitted access to your employer’s car park (through the portal) then you cannot park on the site. You can park in the Four Lane Ends public car park for £1.00/day or £16/month and then either walk or take the bus to Quorum along Benton Lane.

What other modes of travel are available other than the car?

Quorum Business Park has an active Travel Plan which promotes car sharing, public transport use, walking and cycling. If you would like more information on what modes of travel are available to you and any associated costs please contact The Hub on 0191 287 1148, email hub@quorumbp.co.uk or www.quorumbusinesspark.co.uk/travel