



Chobham Manor

Residential parking
handbook



Estate parking basics

Parking at Chobham Manor is managed by Parking Control Management (UK) Ltd (PCM) – a leading parking operator who specialise in the private residential sector.

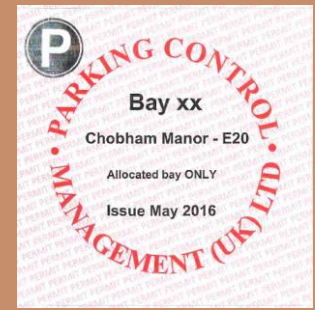
Should you have a parking allocation you will have been issued two permits that correspond to your allocated bay. It is important that you properly display this permit at all times and only park within the bay as stated on the displayed permit.

You may have also noticed there are loading bays and marked disabled bays on site. The loading bays do not require a permit, but there is a maximum stay of 30 minutes and no return within 2 hours. Any vehicle parking in the disabled bays must display a valid Blue Badge and park in accordance to the badge owners handbook.

It is also important that you only park within the marked bays and ensure that your vehicle is wholly within the markings for the space.

Any vehicle that does not comply with the terms and conditions of parking may be issued with a Parking Charge Notice.

Your permit



Obtaining a permit

Parking Control Management (UK) Ltd provide permits to residents directly. If you do not have a permit, please contact PCM on 01753 512 603 and select option 3 for our Permit Management Team.

Permits are available for a administration cost of £15.00 and we will be able to provide temporary authorisation to park until you are in possession of your permit.

Head Office hours are 09:00-17:00 Monday to Friday.

Displaying a permit

Permits can be displayed in one of two ways – you may either affix it to the windscreen or display it clearly on your dashboard.

While either method is acceptable, **we would advise you to permanently stick your permit to the windscreen** therefore avoiding the risk of forgetting to display it. Alternatively should you require a permit holder that allows your permit to be both transferable or fixed to the windscreen, these are available at a cost of £3.00 each. Similar products are also available in Halfords and comparable stores.

However you choose to display your permit, you need to ensure that it is FULLY visible within your windscreen at all times.

Ongoing use

It is your responsibility to ensure your permit is kept in a good condition. You will need to replace your permit if it becomes lost, damaged or faded. All replacement permits are subject to the administration cost.

Please do not alter your permit in any way – this includes photocopying your permit. By tampering with the permit, you invalidate it and you may be liable to enforcement action.

Should you have any permit queries or issues, please contact our Permit Management Team

How do we operate?

Parking Control Management (UK) Ltd operate a parking management and enforcement scheme at Chobham Manor. The advertised parking conditions apply 24 hours a day, 7 days a week and enforcement works on a sporadic patrol basis.

Our operation is on a cost neutral basis and we do not charge for our services. Therefore, we cannot be security agents that are on site 24/7, nor can we act as a 'call and response' service. However, we can assure you that we patrol the site daily, checking and enforcing unauthorised parking.

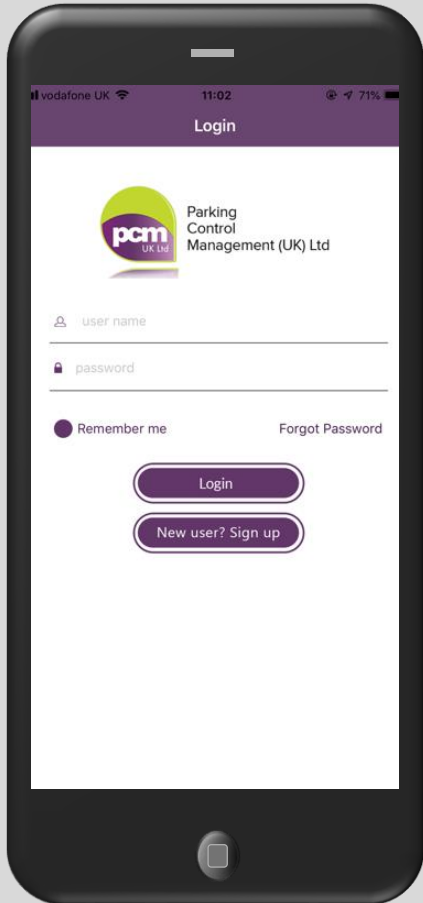
Should a vehicle park incorrectly, they may be issued with a Parking Charge Notice. Despite what you may have heard online, Parking Charge Notices are legally enforceable and can be pursued through the County Courts in cases of non-payment. A County Court Judgment (CCJ) can severely impact one's credit.

Due to a change in legislation in 2012, we are unable to clamp or remove unauthorised vehicles. Unfortunately, this means that we simply cannot guarantee instant parking solutions. We do, however, invest heavily in legal action to ensure parking charges are pursued should they remain unpaid.

In the first six months of 2019 PCM have:

- Patrolled Chobham Manor randomly on a 24 hour daily basis.
- Implemented a dedicated patrol officer ensuring high standards & consistent enforcement at all times.
- Issued in excess of 400+ tickets.
- Renewed & updated signage throughout Chobham Manor.
- Worked closely with L&Q & Taylor Wimpey in order to continually develop the delivery of our service.

Monitoring your bay



The PCM Smartphone App

In addition to our regular patrols at Chobham Manor, we have developed a smartphone app that can be used to give residents some autonomy over their bay. Should an unauthorised vehicle occupy your bay, PCM's app allows you to take a few photographs of the offending vehicle. These images are sent to our specialist App Team who will review. If the evidence is legally compliant, we can issue a Parking Charge Notice directly to the keeper of the vehicle.

It should be stressed that this isn't about passing enforcement responsibilities to residents – it is an additional service for the times we aren't able to be on site and at the very least, provides a direct method for reporting unauthorised parking.

Easy to use and
download

Available on
Android and iOS

Completely
confidential

Chobham Manor FAQs

What do I do if somebody is parked in my bay?

While we certainly appreciate the frustrations of this, unfortunately, you will have to seek alternative unrestricted parking. Unauthorised parking does not permit further unauthorised parking – it creates a ‘domino effect’, leading the scheme to be unworkable. Honour Lea Avenue provides council-run parking, including free and unrestricted parking overnight. Please refer to relevant signs.

If you have concerns about unauthorised vehicles impeding on your rights to park, you can contact us and we can pass these concerns on to our operations team who use this data to identify trends and patterns of parking abuse. If you are an app-user, you may also wish to report the unauthorised vehicle via the app.

How and where do my visitors park?

The Chobham Manor development does not currently have the facility for visitor parking. Therefore, your guests are kindly requested to find alternative parking. If you have a contractor carrying out works on your property, you should refer the contractor to the Site Office to obtain a temporary permit.

Why do I have to display a permit when I live here?

Over our vast years of experience in the residential sector, we have found that a permit system is the most effective method of managing parking and protecting the rights of those who are allowed to park. Displaying your permit is ‘doing your bit’ to ensure that the parking scheme functions effectively.

Chobham Manor FAQs

Does my permit expire?

As your permit states 'Issue [date]', then it will not expire until a new issue is made. The issue date on your permit may not be the actual date you received it – this simply denotes the 'edition' and the current edition may last several years. If a new issue is made, you will receive correspondence which is usually hand delivered.

You should ensure your permit is kept in a good and readable condition. If your permit becomes faded or damaged, you will need to replace it.

Is my permit transferable between vehicles?

Your bay permit is not sensitive to a particular vehicle so can be transferred. As long as the valid permit is fully displayed and the vehicle is parked wholly within the appropriate bay, no enforcement action will take place.

Where do I go for further information?

If you have a general query, you may find the answer on our website – www.parkingcontrolmanagement.co.uk

Alternatively, you can call our Head Office on 01753 512 603 (open Mon-Fri, 09:00-17:00) for further advice.