

# Controlled Parking

## What is controlled parking and why have we introduced it?

There are not many parking spaces in London and we want to make sure the spaces we are able to provide to our residents are used by them. Sometimes, when building new homes, there may be planning limits to the number of spaces we can make available. Controlled parking allows us to manage both of these problems. It stops non-residents parking on our schemes, particularly where there is high local demand for parking, such as from nearby shopping areas or train stations or because of parking limits.

Controlled parking will also keep our schemes looking attractive by making sure cars are roadworthy and parked in the proper places.

## How will it work?

We have arranged for a company called Nighthawk Security to manage parking on several schemes.

Nighthawk will display signs to tell people where they must not park without a permit. Your Customer Relationship Officer will always consult residents before introducing controlled parking, and will listen to your feedback before making a decision. Residents will be given at least two weeks to comment on any changes.

## Who can I talk to about parking arrangements on my scheme?

Your Customer Relationship Officer has overall responsibility for arranging for Nighthawk to manage the parking on a scheme. You can contact your Customer Relationship Officer on the numbers listed below.

## Can I have a visitors permit?

Residents' visitors are allowed to park on some schemes. Your Customer Relationship Officer will tell you if your visitors can park on your scheme and how to avoid getting a ticket.

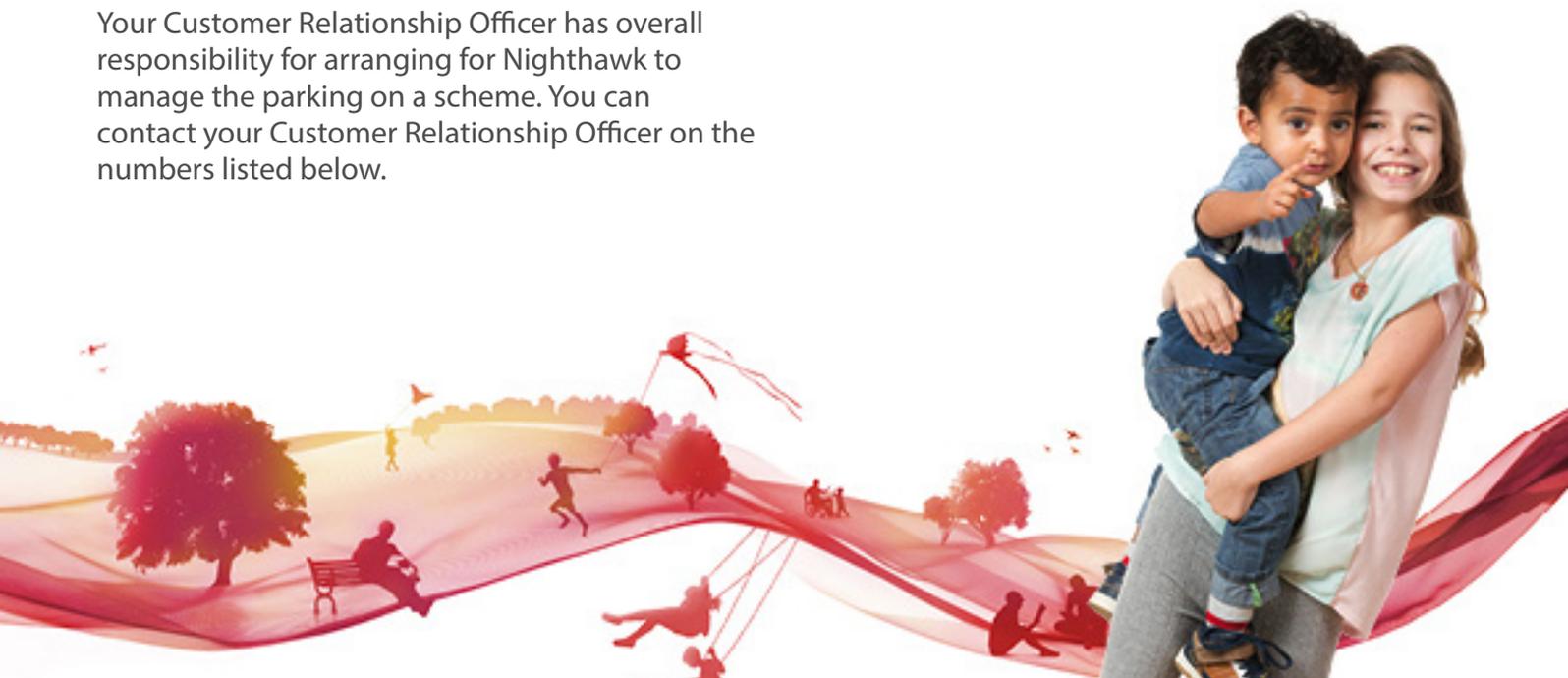
## Permits

If there is controlled parking on your scheme, your car must always display a valid permit. Permits will show your car registration number. Only one permit is given for each household and you must renew it every year. The date it runs out is shown on the permit.

Please make sure you contact your Customer Relationship Officer at least 1 month in advance of the permit running out to request a new permit. Renewed permits will not be sent out automatically as we want to make sure the spaces are being used by people who need them the most. Your Customer Relationship Officer can give you more information about parking permits for your scheme.

## What will Nighthawk do if a vehicle is parked where it shouldn't be?

Since October 2012 it is illegal to clamp a car left on private land. If a vehicle has been abandoned Wandle must apply to the Local Authority for the vehicle to be removed. If a car doesn't comply with



Nighthawk have agreed with us that they will only fine cars for the following reasons:

- The car is not displaying a permit.
- The permit is out of date.
- The car is not parked in a marked parking bay.
- The car is not displaying a valid tax disc.
- The road tax disk is out of date – unless the car is displaying a valid SORN (off-road notice) and the owner has made a written agreement with their Customer Relationship Officer to keep the car on the scheme.
- The car is covered, for example with a tarpaulin, and the number plate, tax disc or Nighthawk permit can't be seen.

### Fines:

The charges for ticketing will match that of the local council which generally is £100.00, reduced to £50.00 if the ticket has been paid within 14 days of the ticket issue date.

Charges for tickets can be paid either by calling Nighthawk on 0845 556 2222 or by going on line to [www.nighthawk-parking.com](http://www.nighthawk-parking.com)

Where the vehicle owner / user refuses to pay the parking charge, their details will be passed on to Nighthawk's debt collections agency who have the power to chase the debt, in line with the new legal powers granted by the Freedoms Act 2012.

Can I appeal if I think my car was wrongly fined?

Yes. If you have been fined and want to appeal, follow the appeals procedure on the back of the fine issued by Nighthawk. If you need more information about ticketing or your appeal, contact Nighthawk directly. We will not be able to deal with any appeals on your behalf. We will monitor complaints, appeals and Nighthawk's customer service as part of Contract Monitoring Meetings.

### Frequently asked questions

Q. I have lost my permit – how do I get a replacement?

A. Contact your Customer Relationship Officer and they will arrange for your lost permit to be

cancelled and a new permit issued. There is a £10 fee for this.

Q. I am having a delivery – how can I prevent the delivery van being clamped?

A. Contact Nighthawk and give them the date and approximate time of the delivery. They will tell you if you need to do anything to prevent the delivery van being clamped.

Q. What about vehicles parked across two bays or on the estate road?

A. They will be fined!

Q. Do Wandle make money from the parking fines?

A. No. Nighthawk collects fines, using them to cover their operating costs. Wandle do not profit from parking control.

**Please make sure your valid permit is clearly visible at all times on your front windscreen.**

### Useful contacts

Nighthawk control (24-hour) **0845 556 2222**

Nighthawk website  
[www.nighthawk-parking.co.uk](http://www.nighthawk-parking.co.uk)

Nighthawk Security fax no **0871 855 3768**

Nighthawk general email  
[sales@nighthawk-parking.co.uk](mailto:sales@nighthawk-parking.co.uk)

### Contact your Local Area Team:

We are open Monday to Friday: 8.30am - 5.30pm

Lambeth and Southwark  
[lambethandsouthwark@wandle.com](mailto:lambethandsouthwark@wandle.com)  
**0300 2000 112**

Wandsworth  
[wandsworth@wandle.com](mailto:wandsworth@wandle.com)  
**0300 2000 113**

Croydon, Lewisham and Bromley  
[croydon@wandle.com](mailto:croydon@wandle.com)  
**0300 2000 114**

Merton, Kingston and Sutton  
[merton@wandle.com](mailto:merton@wandle.com)  
**0300 2000 115**

