

# Northern Parking Services

## Parking Solutions and Enforcement

Here at Northern Parking Services we aim to be the industry standard in Car Park Management and Enforcement Solutions. We are a rapidly expanding Company within the UK, offering Private Landowners ethical tailor made Parking Solutions for Private Residential, Commercial and Retail Outlets.

We offer flexible high-impact solutions to all your parking problems. Our extensive experiences have given us an in-depth knowledge on parking issues, and we are able to promote a more professional Parking environment, that suits the needs of our clients.

**Self-Enforcement Service:** This service allows you to enforce your own parking restrictions on your land. Whether you've got only one parking space or a hundred spaces, our system is guaranteed to stop unwanted motorists abusing your parking facilities in a quick and efficient manner.

Our ethical system reduces parking problems without the use of clamps or towing away. It's simple to operate and easy to implement into any car park, regardless of size

This is the non-confrontational service that puts you in total control of your parking facilities and can be tailored to any clients needs, from 1 space to 1000 spaces.

If you are landowner or an authorised person acting on behalf of such (i.e. tenant), and suffer from motorists abusing your parking facilities or land, but do not require the [Warden Patrol Service](#), then the Self-Enforcement Services is ideal for you or your business. You will find that as you are on site more often than our Mobile Warden Patrols that you have better control who receives a Parking Charge Notification, and fewer mistakes are made as you will often recognise the offending vehicles.

You will find this service is not only ethical, it's lawful and very cost effective (as it's **FREE**), but overall it is very efficient in deterring and eliminating unauthorised parking on your land.

**How it works:** We will provide you with plastic weatherproof warning signs, designed and worded for maximum effect in deterring unauthorised parking. The warning signs clearly informing motorists of the consequences of unauthorised parking. The signs clearly state our company name so offenders can see the parking control is our responsibility and not yours.

Once we have clearly displayed the warning signs (it is important that there are sufficient signs clearly displayed) you will find an immediate reduction in unauthorised parking on your land. For the few motorists who choose to ignore the warning signs, you simply issue them with a Parking Charge Notification, sending us the top copy so we may enforce non-payment where the offending motorists fail to pay a charge.

The offending motorists are required to pay a parking charge of £85.00. This is automatically reduced to £60.00 provided we receive payment within 14 days from the date of issue. Failure to pay the reduced parking charge of £60.00 within 14 days from the date of issue will result in the vehicle owners licensing details being obtained from the Driver and Vehicle Licensing Agency (DVLA) and then the required payment becomes the full charge of £85.00. Our legal department and Debt Recovery Agent shall undertake, at no expense to you, the collection of the parking charge.

The pricing of the parking charge notifications is based on the Local Authorities pricing structure, and coincides with the recommendations as prescribed by governing bodies such as the DVLA and the BPA.

**Remember:** You are the land owner, and should you wish to cancel any issued Parking Charge Notification for whatever reason within 14 days, it will be done free of charge without question. This ensures that only genuine offenders (and not customers etc) are penalised should a parking charge be issued in error.

**Please Note:** None of our wardens or any other person employed within our company receive bounty/compensation payments for issuing Parking Charge Notifications.

We as a regulated Parking Management Company make every effort to ensure that all PCN's issued are done so in a fair and ethical manner.

PCN's are only issued in accordance to the Parking Restrictions as set by the Land Owner or Representative (i.e. tenant), and PCN's will only be issued in accordance to the 'Codes of Practice' and recommendations as proposed by the [DVLA](#) and the [BRITISH PARKING ASSOCIATION](#)

**Permit System:** Should you need use of permits to issue to authorised vehicles, which are frequently on your land, we can supply them Free of charge so as to make the identification of unauthorised vehicles easier for you or your representatives.

This system is an effective intelligent way to solve your parking problems and it's **100% FREE** and If you have taken up the Self Enforcement Services then you will receive a £10.00 payment for every Parking Charge you issue.

**Warden Patrolled Service:** This is the non-confrontational service that puts you in total control and can be tailored to any clients needs, from 1 space to 1000 spaces.

If you are landowner or an authorised person acting on behalf of such (i.e. tenant), and suffer from motorists abusing your parking facilities or land, but you do not have time during working hours to manage parking problems, then the Warden Patrol Services are ideal for you or your business. You will find that our Mobile Warden Patrol is an efficient and effective service that offers great benefits to our clients for FREE.

Here are some of the benefits of choosing the Professional Uniformed Warden Patrol Services with NPS:

- The high visual presence on your land reduces the number of unauthorised parked vehicles.
- Deters Theft
- Deters Vandalism
- Gives customers/clients/employees peace of mind through the added visual deterrent that the uniformed warden provides.

**What will the Warden do on my land?** First of all the uniformed warden provides a visual deterrent against vandalism and crime on the land. The presence of a warden also reduces the number of unauthorised vehicles abusing your parking facilities. For the few motorists who choose to ignore the warning signs, the warden patrol will issue them with a Parking Charge Notification. The issuing of PCN's have been proven to be one of the most efficient way to reduce unauthorised parking on private land, and gives you the land owner greater control over the management issues associated with your parking facilities.

**Safe & Secure Checks:** To help combat Motor Vehicle Crime within your premises we at NPS are offering this service to all our clients for free. Safe and Secure checks are used in conjunction with the permit system. The checks that are carried out on authorised vehicles and will be carried out by the uniformed warden patrol service. The warden will check for key features that may compromise the security or operation of your vehicle. Safe & Secure checks are carried out on all authorised vehicles that park on your land. The checks include:

- Check outer body of vehicle for signs of recent damage or graffiti.
- Check that all doors and windows are securely sealed and not left open or damaged.
- Check that no valuables are on clear view to any opportunistic criminal.
- Check that all the wheels on the vehicle are inflated and not punctured or slashed
- Check that there are no obstructions under or around your vehicle, which may cause interference or delay in you journey.

In the event that any problem arises with your vehicle, because this service is interlaced with our Permit System we are able to contact the vehicle owner direct. This leaves you free to continue running your business.

**Free Litter Pick Service:** This service is provided to give your premises a more clean and professional appearance to your staff and visitors. Our warden patrol service will check the daily status of your parking area and report any necessary work that needs carried out. Normally the litter service consists of NPS staff (Not the Patrolling Warden) who will remove any hazardous litter (e.g. broken bottles, bricks etc) from parking area only. We will also hand brush parking area if the need should arise. We will also pick up any minor litter, such as paper, food packaging, pop cans, and cigarette boxes. The Litter Pick Service is a limited service that is carried out at the discretion of NPS management and is not an entitlement.

You will find this service is not only ethical and lawful, but overall it is very efficient in deterring and eliminating unauthorised parking on your land.

**Please Note:** All checks that are carried out are done so without the warden touching or leaning against the vehicle that is being inspected

**Permit System:** Should you need use of permits to issue to authorised vehicles, which are frequently on your land, we can supply them Free of charge so as to make the identification of unauthorised vehicles easier for wardens and representatives.

Once you have signed the licence agreement for the Warden Patrol Service we will issue you (or your representative) with a Permit Tracking Form and the total amount of Permits that you require for your parking facilities. The Permit Tracking Form allows us to provide a fast efficient way of dealing with any problem that may arise with a vehicle that is displaying a permit. The Permit Tracking Form is an integral part of the Safe & Secure Checks that are carried out by our Warden Patrols and enable us to contact the vehicle owner directly, thus speeding up the response time and saving the land owner being disrupted from his/her normal activities.

All you have to do is issue your permits and fill in a few details on the Permit Tracking Form. Send us a copy of the Tracking Form and we'll do the rest.

We are totally flexible on the type of permit system you want to run on YOUR land. We issue parking permits to you for FREE, and if you decide to lease you're parking facilities to other motorists for a fee that's fine by us. If you want 2, 3, or more permits for one bay (in cases were employees or family/friends share parking facilities) then that's also fine by us. We're here to help improve your parking facilities and give you the best service we can for FREE.

**Appeals:** If you have been issued with a parking charge notification you can appeal against it by following the procedure below:

If you wish to appeal against this parking charge please state your case in writing (they will not be dealt with over the phone) within 14 days from the date of issue of the Parking Charge Notification.

- \* The Parking Charge Notification must be enclosed (it will be returned with appeal response) .
- \* A Stamped, Addressed Envelope must be enclosed (no SAE no reply) .
- \* All appeals must be received in our offices within 14 days of the date of issue.
- \* Payment must be enclosed with your appeal correspondence.
- \* If your appeal is successful, your payment will be refunded.
- \* Withholding payment whilst in dispute will result in your costs increasing
- \* All the above must be followed to ensure a reply and sent to the address below
- \* All appeals will be responded to within 14 days.

Send Payments to:

**Payment Processing Centre  
Northern Parking Services**

**PO Box 642  
Wallsend  
Newcastle Upon Tyne  
NE28 5AB**

**Evidence:** You must supply evidence as to why you were parked in violation of the parking terms and conditions as displayed on the Contractual Warning Signs erected on the Land. All appeals are genuinely perused and the decision to Accept or Reject an appeal is based on the evidence supplied.

It is important that you supply all of the evidence to support your appeal . Northern Parking Services will not enter into multiple appeal processes. If your appeal is successful your money will be refunded in full.

Please allow 14 working days for a reply.

**Please Note:** Should payment of the Parking Charge Notification not be received within 14 days of the date issued, the matter will be passed to our Debt Recovery Agents. At this point, any appeal is invalid and the matter must be dealt with through the Agents as we will be in the beginning stages of legal recovery of the debt.

#### Photographic Evidence:

Offenders should note before making an appeal that all vehicles when issued with a Parking Charge Notification are photographed by digital camera, which is date- and time-stamped showing the offence committed.

Photographs are for internal use only and they will only be passed over to a specialist debt collection agency and used as prosecuting evidence in any court case against you. We do not supply this evidence to members of the public.

#### Notebook Evidence:

A notebook used by Parking Attendants to record information while on duty – in particular additional evidence to support Parking Charge Notifications issued during the course of their enforcement activities, will be used in evidence

#### Untrue Statements:

It is a criminal offence to “knowingly and wilfully” make an untrue statement in connection with an appeal to the Independent Adjudicator and at other stages in the enforcement process.

Persons committing such offences risk legal action which will result in a conviction and/or a fine.

