

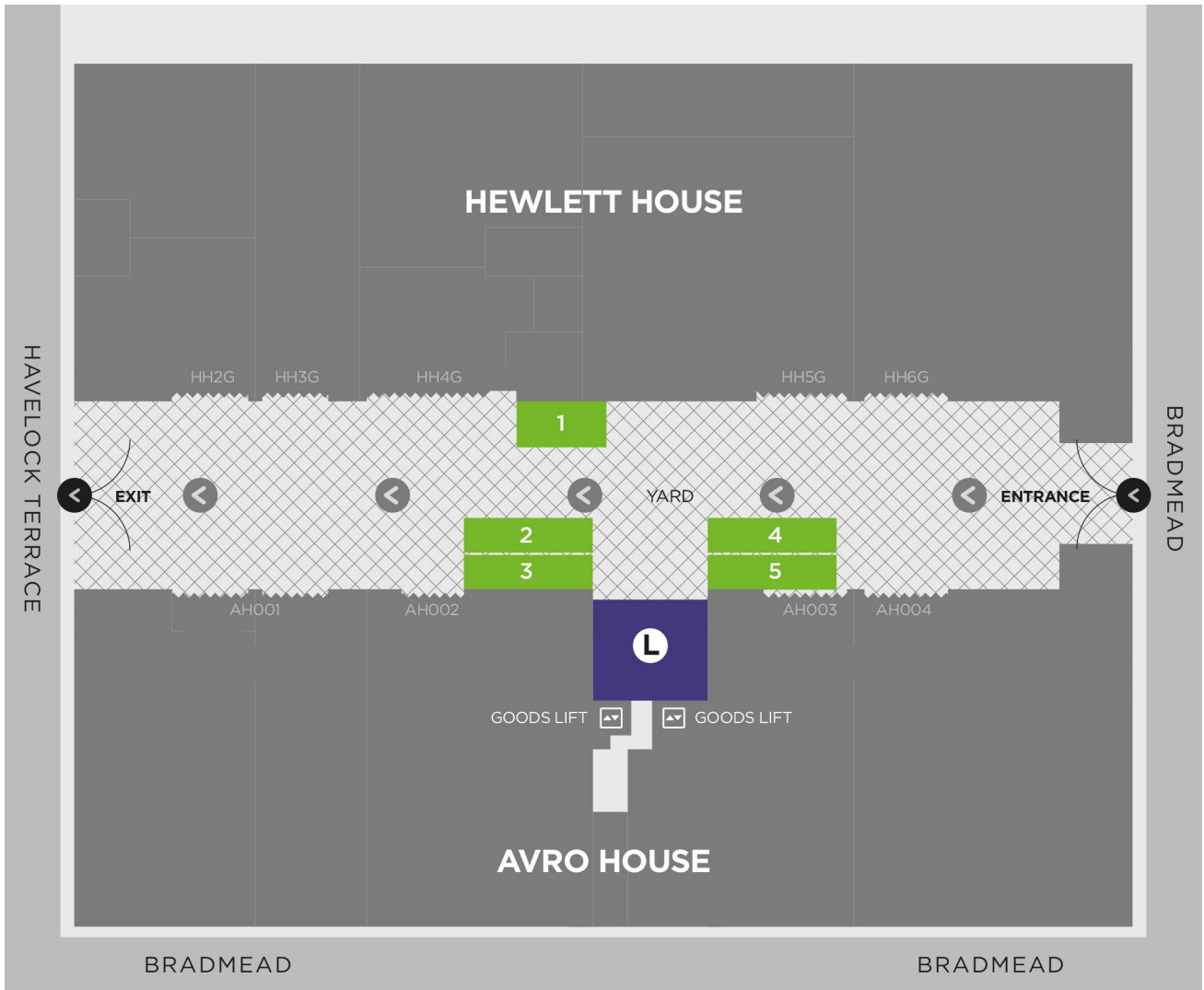






# HAVELOCK TERRACE CAR PARK MANAGEMENT POLICY

Avro & Hewlett House, 5 Havelock Terrace, Battersea, London. SW8 4AS

Issued: April 2024

# HAVELOCK TERRACE PARKING PLAN



-  VISITOR PARKING
-  LOADING BAY
-  ENTRANCE & EXIT
-  NO PARKING AT ANY TIME



LOCATION NUMBER:

## 803221

CALL

0330 400 7275

USE THE APP OR MOBILE WEB

[paybyphone.co.uk](http://paybyphone.co.uk)



# INTRODUCTION

## **The Combined Services Provider Ltd (CSP) have been appointed by Workspace Group to provide Car Park Management Services at designated locations throughout its portfolio.**

Working in partnership, both parties have set out to implement a car park management solution, embracing the latest technology, to provide a positive experience for all customers, visitors and car park users.

The car park management solutions are designed to be as user friendly as possible, using either Automatic Number Plate Recognition (ANPR) cameras at each entrance/exit of the car park, mobile parking attendants monitoring the use of the car park, or a combination of both. The overall aim is to ensure that each car park is well managed and provides parking facilities for Workspace Customers and their visitor's needs.

Workspace and CSP will strive to improve the car parking environment and the professional way in which the car parks are run. CSP's chosen management providers are members of the British Parking Association (BPA) and Approved Operator Scheme (AOS).

The purpose of this Car Park Management Policy is to clarify the parking arrangements, regulations, restrictions and enforcement for the benefit of its users including but not limited to Workspace staff, Customers, Visitors and Contractors.

This policy is applicable at the following Workspace managed property:

### **Havelock Terrace**

Avro & Hewlett House  
5 Havelock Terrace  
Battersea  
London  
SW8 4AS

The parking restrictions and regulations detailed within this document applies to the owners of all motor vehicles using the Car Park located at the above address and are enforced 24 hours a day, 365 days a year.

Workspace Group and CSP reserve the right to amend this Car Park Management Policy at any time.

### **CSP Contact details:**

#### **The Combined Services Provider Ltd**

Unit 1, Abloy House  
Hatters Lane  
Croxley Business Park  
Watford  
WD18 8AJ

Phone: 020 3780 3070

Email: [workspace@gotocsp.com](mailto:workspace@gotocsp.com)

Web: [www.gotocsp.com/workspace](http://www.gotocsp.com/workspace)

### **Car parking provision**

The Car Park facilities located at the car park stated above consists of the following:

Category	Spaces	Allocation	Space numbers	Colour code
Permit Holders	N/A	For Permit Holders only	Not Applicable	Red
Visitors	5	For Visitors	1-5	Green
Deliveries		For deliveries, loading and unloading		
Motorcycles		For use by Motorcycles and Scooters		

A map of the car park layout is provided on page 1 and outlines where each category of spaces is located.

# CUSTOMER PERMIT PARKING



**Permit Parking is not in operation at this Centre**



**If visitor parking is in operation at the car park listed on page 2 of this policy, all visitors to the Car Park may only park in the designated visitor bays. These are displayed via the local signage and/or detailed on the parking plan on page 1.**

### Free 30 minutes parking

To provide as much available space for our customers' needs, free parking is made available for the first 30 (thirty) minutes following arrival at the Car Park with an hourly and day tariff applicable thereafter.

### PaybyPhone

A PaybyPhone facility will be in place to make paying for visitor parking straight forward.

PaybyPhone can either be downloaded as an app (for iOS and Android), via the web [paybyphone.co.uk](http://paybyphone.co.uk) or via phone on **0330 400 7275**. Payment can only be made using debit and credit cards. The unique account number for this Car Park that should be quoted or entered at point of purchase is **803221**.

### Car Park tariffs

The visitor parking tariffs applicable are detailed in the table below. The visitor parking tariffs maybe amended by Workspace and CSP at any time.

### Topping up credit

A visitor can choose to request to receive a text message letting them know when they are about to run out of parking credit. They can then top up their parking credit from their mobile should they need more time - there's no need to return to their car.

### Inform your visitors of parking restrictions

It is expected that Workspace Customers will inform their visitors prior to their journey that car parking cannot be guaranteed and will provide information on nearby parking options so that if required the visitor can allow sufficient time to find alternative parking prior to their attendance.

Visitors should also consider other forms of travel to Workspace sites and further travel information can be found at [tfl.gov.uk/plan-a-journey](http://tfl.gov.uk/plan-a-journey)

Workspace only has a finite amount of car park spaces and cannot guarantee there will always be space available. Therefore if upon arrival a visitor cannot park within the visitor allocated spaces, they will need to leave the Car Park and find alternate parking elsewhere.



Visitor tariff	Conditions	Fee
Waiting period	30 minutes	FREE
Short Stay	0-2 hours	£7.00
Mid stay	Up to 4 hours	£12.00
Long stay	All day	£20.00

Fee shown is inclusive of VAT.  
Exclusive of PaybyPhone charge of £0.20p per transaction.

# OTHER PARKING ARRANGEMENTS

## Moving in/out

Any Customer who is moving in or out must request free parking authorisation by emailing [workspace@gotocsp.com](mailto:workspace@gotocsp.com) at least 48 hours in advance.

## Event parking

Requests for parking for organised events, seminars and conferences will be processed separately.

Organisers should forward their request via email to [workspace@gotocsp.com](mailto:workspace@gotocsp.com) and spaces will be allocated where space is available. Space availability to support such events will fluctuate at different times of the year and cannot be guaranteed.

## Disabled parking

All disabled parking spaces are reserved 24 hours a day 7 days a week for use by Blue Badge Holders. Only parking for Blue Badge Holders is free of charge for up to 3 hours.

Vehicle details must be registered with the Workspace Management team to ensure vehicle details are authorised. Failing to do so will result in a Parking Charge Notice (PCN) being issued.

To register your vehicle details please visit the main reception upon arrival.

Persons making use of these disabled parking spaces are subject to the same parking restrictions and regulations set out in this document.

## Motorcycle parking

Where available motorcycles may park free of charge in the designated motorcycle area as shown on the parking plan on page 1. Motorcycles parked outside of this area are subject to the same rules and regulations as other vehicle users as detailed in this Policy.

## Bicycle parking

The use of bicycles and storage of bicycles on the premises are not covered by this document.

## Deliveries

In order to support our customers, the Car Park management will accommodate the frequent deliveries to the Business Centre. As per visitor parking, a free 30 (thirty) minute period has been introduced. Any deliveries lasting longer than 30 minutes will:

- a) be required to use the PaybyPhone facility and purchase additional time if available at the site, or,
- b) if visitor parking is not in operation be issued with a Parking Charge Notice (PCN)

## Contractor parking

In ad-hoc scenarios where a Workspace Customer maybe moving in or out of their unit, or where a contractor working on the premises requires parking for logistical purposes, these will (where possible) be accommodated via CSP.

All requests for contractor parking must be submitted at least 48hrs in advance of arrival and sent to [workspace@gotocsp.com](mailto:workspace@gotocsp.com). The following information is required:

- Nature of business
- Name of service providers company name
- Vehicle registration number, make, model and colour of vehicle
- Contact details (name, phone number, company name, email address and unit number).

All requests will be subject to the approval of centre management.

Any contractors not approved will be subject to the visitor parking tariff.



# PARKING REGULATIONS

## Parking restrictions

All users of the Car Park are expected to pay for their parking as per the applicable Car Park tariff detailed in this policy. The parking management system will accurately identify any vehicle that has not paid and will automatically generate a Parking Charge Notice (PCN) that will be sent in the post to the registered owner of the vehicle.

- Visitors parking over the grace period.
- Failing to purchase visitor parking via PaybyPhone.
- Permit Holders parking a 'non-registered' vehicle.
- Permit Holders parking in a space for which a permit is not valid.
- Any parking on double or cross-hatched yellow lines.
- Parking without a valid and visible disabled blue badge in a space dedicated for disabled users.
- Parking in a location which causes an obstruction for example, outside emergency exits, plant rooms or loading bays and main Car Park entrances/exits.
- Unauthorised parking in a reserved space or in an area clearly marked as temporarily or permanently allocated for use by visitors or, for example, in connection with maintenance on construction work.
- Parking other than in a designated space.

It is a requirement of the Car Parking Policy that all users strictly observe the above parking restrictions. This ruling applies to all areas within the Car Park. Contravention of these restrictions will lead to the issue of a Parking Charge Notice.



## Parking regulations

These regulations apply to all users (Permit Holders, Visitors and approved vehicles) of the Car Park who are deemed to have read, understood and agreed to abide by them. Anyone contravening these regulations will be issued a Parking Charge Notice.

- All motor vehicles parked in the Car Park listed on page 2 of this policy must have been permitted to use the facilities by either:
  - a) Purchasing a Car Park Permit
  - b) Making payment for Visitor parking
  - c) Being an approved vehicle.
- All vehicle users must comply with the highway code.
- All users must abide by the local traffic signs and notices within the Car Park (whether permanent or temporary) and any instructions given by parking attendants.
- The speed limit within any Workspace Car Park is 5mph and drivers must proceed with caution. This limit must be adhered to at all times due to the high volume in number of pedestrians.
- Vehicles must not tailgate the vehicle in front when entering or exiting the Car Park. This is dangerous and could result in damage to property, vehicles or persons. Where vehicles are caught tailgating, permits may be withdrawn and or vehicles banned.
- Motor vehicles must be parked in the appropriate designated parking area and in a clearly marked parking space. No vehicle must occupy more than one space.
- All information provided on applications for a Car Park Permit must be true and accurate. Where false information is found to have been provided, this will result in withdrawal of the permit.
- Permit holders must immediately inform CSP of any changes to their motor vehicle details (for example following the purchase of a new car)
- It is prohibited to park in a disabled space without a valid and visible disabled blue badge.
- It's prohibited to exceed the stipulated waiting time where parking waiting times are in force i.e. 30 minutes waiting time for visitors.
- It is prohibited to cause an obstruction
- It is prohibited to park on areas marked with either red or yellow lines (also identified on some paving and kerb edges) and/or cross-hatched areas

*Continued overleaf*

- It is prohibited to park in a location in which a notice prohibits any parking, for example outside emergency exits, plant rooms or delivery zones.
- It is prohibited to park in an area marked as allocated for use in connection with maintenance or construction work.
- It is prohibited to park outside of a designated parking space for example on grassed verges or pavements
- It is prohibited to transfer a Car Park Permit to another vehicle unless that vehicle has been registered through the Permit Holder Vehicle Registration Scheme.

### **Parking enforcement**

Workspace Management Limited (WML) have the authority to direct traffic within their centres, regulate entry to car parks, exercise control over parking and ensure compliance with the above car parking regulations.

WML empowers its Car Park Management Service Provider, to issue Parking Charge Notices to motor vehicles parked in contravention of the parking regulations.

CSP will monitor the parking regulations and car park attendants are also empowered to issue PCNs to any motor vehicles parked in contravention of the parking regulations.

### **Penalty Charge Notice payment**

Payment should be made online at [www.totalparking.co.uk/online-payments](http://www.totalparking.co.uk/online-payments) by debit or credit card, cheque, postal order or direct bank transfer.

Payees should have the PCN ticket number and credit/debit card details available. In the event of non-payment, additional charges will result from further action being taken. If applicable, this could also lead to the withdrawal of a Car Park Permit.

### **Crime prevention**

All vehicles are parked on Workspace sites at the owner's risk and neither Workspace or CSP accepts liability for the security of such vehicles. Most car crime is opportunist and can put thieves off with vigilance and taking the simple precautions:

- Never leave a car door unlocked or a window/sun roof open
- Do not leave any belongings on display in your car (lock them in the boot)
- If you have a Satellite Navigation device, ensure you not only remove the device but also remove any tell-tale ring mark from your windscreen
- Do not leave credit cards or cheque books in the glove compartment.

To help maintain a safe environment, persons should immediately report any suspicious persons or incidents to the Workspace Centre team and/or to the Police depending on the potential danger to the persons, private property, etc.



**Workspace**

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Avro & Hewlett House  
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