

New Parking Permit Procedure FAQ

- Firstly the information pack provided to residents outlined that residents should contact Foxley Tagg Planning with any queries in respect of the registration for new permits, either on poole@ftplanning.co.uk or alternatively 01242 222107.
- Tenants - The pack refers to the need for tenants to forward the information on to their landlords.
 - **Housing Association Tenants will not need to contact their HA**, the registration forms should be completed by each HA tenant individually. It should be noted that the permit will however remain the property of the Housing Association and not the tenant.
 - Open market tenants (**anyone who is not HA**), will need to follow the **information pack, and contact their landlord**. Tenants paying council tax will need to provide their landlord with a photocopy of their council tax statement, in order for the landlord to complete the registration process.
- Completed registration forms will not be processed without the required proof of residence (photocopy of council tax statement). A completed Travel Plan questionnaire should also be return with the registration form.
- The registration form requests a car registration number, model and colour. This is for our (FTP) information only. **The car registration number will not be typed onto the new parking permit**, thereby facilitating residents to use the parking permit interchangeably between vehicles. Whilst this will allow the permit to be used in more than one vehicle (e.g. for visiting friends and family), residents will only be permitted to park one car on the site at any one time.
- Queries in respect of 'Frontline Security' – Current Parking Enforcement, should be raised with either Frontline (0870 777 6866) or Countrywide (01202 589587). Frontline have been instructed by Countrywide, NOT Foxley Tagg Planning; however Frontline will continue to enforce parking controls now and following the release of new permits across the site.
- Between now and October, Frontline are only going to be clamping vehicles parked on roads and communal areas; they will not be clamping vehicles in parking bays. Following the introduction of the new parking permit scheme at the end of October, vehicles parking in bays without the relevant permit will also be subject to clamping.
- **Underground Parking** – Anyone with an underground parking space will be required to complete the registration form in the same manner as all other households. As the new parking scheme will also apply to the underground elements of the site. We anticipate that the new enforcement of car parking across the site will also include the underground parking areas. We will advise you in due course if enforcement of the underground areas is different from that otherwise stated.
- A **weekly updated list** of successful registrations will be **displayed in the front window of the marketing suite window** throughout the registration process. Residents should **check that their registration has been successful prior to the 10th September** and inform Foxley Tagg Planning immediately if they do not appear on the list within 10 days of sending off their registration form.