

# Marks Court – Residents Update

## Parking Management

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You may have noticed that new signage has gone up in the carpark regarding parking management. This follows the appointment of a new provider, National Parking Control (NPC).

The new scheme is due to go live from Monday 11<sup>th</sup> November. We have the full database of registered vehicles from the previous service provider, as well as the numbers of all pre-registered phones for the booking of temporary visitors. As such there is no need for anyone who is already registered under the previous scheme to re-register their vehicle or phone number.

NPC will operate in a similar fashion to that which you are used to with the following changes:

- From Monday the 11<sup>th</sup> November the number to call to book in a visitor's vehicle will be **0330 111 5888**. Please use this number as opposed to sending such requests via email.
- When you call during normal working hours to register a visitor from a pre-registered phone you will speak with a real person. Simply advise you are wishing to book in a visitor at Marks Court, Southend and provide the times and vehicle registration details. Outside of normal working hours you will be able to leave a message with these details. NPC are currently developing a mobile phone app for booking visitors, which should be available in the New Year.
- As well as operating the ANPR camera system, NPC will undertake periodic patrols and as such will pick up on vehicles where attempts have been made to evade detection by either parking unregistered vehicles long term in the carpark or by parking on the access roadway just inside of the entrance to the Court, but outside of the range of the ANPR camera.
- The grace period for picking up and dropping off has been extended from 10 minutes to 30 minutes to allow multi-drop delivery vehicles to make deliveries within the Court without incurring a parking charge.

To register additional, permanent vehicles, or should you wish to simply check that the details we hold for your current vehicle are correct, please email [robert@fspm.co.uk](mailto:robert@fspm.co.uk) with your name, flat number and details of the vehicle to be registered to the address, to include the make, model and registration number. If you are a tenant, as opposed to owning your flat, please also supply a copy of the relevant page from your tenancy agreement to verify your name, that of your landlord and your address.

Could we also remind everyone to not park on, or obstruct, pavements with vehicles and that larger, transit type commercial vehicles should only be parked within the designated commercial vehicle bays. A failure to adhere to these requirements may result in a parking charge notice being issued.

Please send any queries you may have in respect of the operation of this scheme via email to [robert@fspm.co.uk](mailto:robert@fspm.co.uk).

**7<sup>th</sup> November 2024**