

RHS Car Parking Policy

Residential Facilities Management

**Car Parking Policy
RESIDENTIAL AND HOSPITALITY SERVICES**

Policy number	CPP 002	Version	3.2
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Reviewed			
Related policies			
Target audience	All users of Residential and Hospitality Services car parks where parking is available.		
Equality & diversity	As a large, publicly funded organisation, the University has established regulations and procedures which we are all required to adhere to. In some respects the regulations may be seen as stringent and restrictive. This summary has been compiled in order to help you to comply with the regulations and not be hindered by them.		

Version control table

Name of Document: RHS CAR PARKING OPERATIONAL POLICY AND PROCEDURES

Version number	Purpose/Changes – brief description	Author	Date	Approved by	Date
1	Introduction of new car parking procedures	SMW/LCP	SEP-15	F.J.M. WILKIE	
2	Amendments to car parking policy Introduction of external monitoring to residential car parks	LCP/SMW	AUG-16	F.J.M. WILKIE	
2.01	Amendments to car parking policy to include exemptions	RL	NOV-16	FW/SB	7/11/16
3.1	Multiple amendments following 16/17 Review of Operation, Introduction of Integrated Permit System and Virtual Pay and Display; Formatting updated and streamlined	RL	July 2017	FW/SB	17/7/17
3.2	Annual Review of Operation and minor subsequent amendments.	RL	APR-19	FW/SB	3/4/19

Contents

1.	Introduction and Key Objectives	4
2.	Overview	4
3.	Sites where the Policy Applies	4
4.	Operating Hours and Principles	5
5.	Permits and Charges	5
	Annual Permit Application and Allocation Procedure	5
6.	User Groups	6
6.1	Staff	6
	Staff Blue Badge Parking	6
	Residential Life Team and Student Services	7
	Multi-Site Staff Permits	7
	New Members of Staff - Waiting list	7
6.2	Students	8
	Student Blue Badge Parking	8
6.3	Contractors (including Departmental) Vehicles	8
	Eligibility	8
	Exemptions	9
	Parking Restrictions	9
6.4	Visitors	9
	Visitor Parking Restrictions	9
6.5	Motorcycles	9
6.6	Bicycles	10
7.	Blue Badge Parking	10
8.	Loading Bays, Delivery Vehicles, Couriers and Taxis	10
9.	Responsibilities of the Permit Holder	10
10.	Multiple Vehicles	11
11.	Change of Vehicle	11
12.	Change in Circumstances	11
13.	Permit Sharing	11
14.	Long Term Sickness or Maternity Leave	11
15.	Off -Site Parking	11
16.	Management of the Scheme and enforcement	12
17.	Failure to Comply with RHS Car Parking Policy and Car Parking Operational Procedures	12
18.	Parking Charge Notices (PCN)	13
	Statutory Limitations	13
	Exceptional Circumstances	13
	Appendix 1	14

1. Introduction and Key Objectives

Demand for parking within University Residences far exceeds number of spaces available, a situation which is particularly acute during term time. Therefore, parking controls and restrictions have been implemented to manage the limited supply of car parking spaces and also ensure the efficient and effective operation of the Residential car parks, whilst ensuring equity and fairness.

2. Overview

Most of the spaces available are located around the Stoke Bishop campus where a regular bus service operates between the main University campus and the Stoke Bishop transport hub, located between Hiatt Baker Hall and University Hall during term-time. Altogether there are fewer than 450 parking spaces available within both residential campuses for all users.

RHS is committed to encouraging staff and Residents to find alternative means of transport to and from the workplace and for inter-site transport. This scheme demonstrates an ongoing commitment to encouraging the use of alternative modes of transport and the support of the University's aim to reduce single occupant vehicle trips.

This scheme covers Students, University of Bristol Staff, Contractors and Visitors.

This document should be read in conjunction with Residences Car Parking Terms & Conditions.

3. Sites where the Policy Applies



The operational policy and procedures will apply at the following sites:

- Badock Hall
- Churchill Hall
- Clifton Hill House
- Durdham Hall
- Goldney Hall

- Hiatt Baker Hall
- Manor Hall and Annexes (Manor House, Richmond Terrace)
- University Hall
- Wills Hall

The Policy does not apply in partnership or nomination schemes where RHS does not manage or control the parking spaces or in Car Parks that are part of the University Car Parking scheme e.g. The Hawthorns.

4. Operating Hours and Principles

Car parking Management will operate on all the Residence sites covered by this policy 24 hours a day throughout the year.

Variations and Management Hierarchy

All queries or requests relating to Residences Car Parking should be directed to the Residences Car Parking coordinator at residences-carparking@bristol.ac.uk in the first instance who will then escalate these as necessary.

The suspension or alteration of enforcement activity will be considered ONLY in the event of an emergency or Campus Wide requirement; and will require the authorisation of the Deputy Director or Director of Residential and Hospitality Services.

On occasion RHS may be required to deviate from the Car Parking Policy and accepted Car Parking Terms and Conditions. These include but are not limited to: The accommodation of Private Arrangements with third parties made by the Director or Deputy Director of Residential and Hospitality Services; or where an existing provision within Licencing Conditions necessitate the variation of the Car Parking Policy in order to comply with Licencing Laws and Legislative Compliance.

5. Permits and Charges

Charges for the permits are outlined in the Residential & Hospitality Services Car Parking Terms & Conditions and will be subject to Annual Review -these can be viewed at <http://www.bristol.ac.uk/accommodation/parking>

Permits are allocated against a vehicle's Registration Number and are accessed digitally by a Number Plate reader. Permits will be automatically activated on the completion of the application process and acceptance of the permit offer and will remain active until Residences Car Parking receive a request to surrender the Permit, Cancel the Permit or the expiry date of the Permit. Vehicles authorised by a valid virtual Permit must abide by the Terms and Conditions of use displayed clearly in all car parks, breach of these may lead to the issue of a Parking Charge Notice (PCN).

Annual Permit Application and Allocation Procedure

Staff, Students and Residents (living or working) within an eligible Residence are entitled to apply for an Annual Permit by registering for an account and applying via our online system PermitSmart.

Staff and Students who do not meet ALL eligibility requirements may still apply, however the application will be escalated to the appropriate member of the RHS Senior Management Team and

may not qualify for placement on Waiting Lists.

The application process is detailed in Residential & Hospitality Service Car Parking Terms & Conditions (Information for Staff; Information for Students).

There are three possible outcomes to an application:

- Permit application is successful and a permit is allocated
- Permit application is unsuccessful
- Permit application is successful; however, an allocation is unavailable (see sections 6.1 or 6.2)

6. User Groups

Parking areas are provided for the following user groups:

- Staff whose primary area of work is in one of the Clifton or Stoke Bishop residences
- Staff and Students in possession of a Blue Badge
- Staff who are Residents of eligible accommodation and meet the criteria for a parking space
- Students who are Residents of eligible accommodation and meet the criteria for a parking space
- RHS Departmental Vehicles
- Estates Departmental Vehicles – Working within the Residential Estate
- Contractors and those carrying out work on Residences sites
- Visitors - As defined in *Visitors (6.2)*
- Motorcyclists
- Cyclists

6.1 Staff

Staff of Residential & Hospitality Services whose primary place of work is within Clifton or Stoke Bishop Residences covered by this Policy are entitled to apply for a permit using the permit application form.

Staff parking is available on all sites covered by this Policy. Only Staff with a valid parking Permit are eligible to park in Residences car parks. Permit holders may not park in other car parks covered by this Policy other than those to which they are assigned without prior arrangement or the purchase of a Visitor Voucher.

Staff who do not have permits will not be permitted to park on site without the purchase of a Visitor Voucher. Any Staff cars parked without a Permit or Visitors Voucher may be subject to a Parking Charge Notice (PCN).

For Staff who persistently offend action may be taken under the Disciplinary Policy and Procedure.

Staff Blue Badge Parking

Members of Staff who are in possession of a valid Blue Badge will be allocated a Permit on receipt of application - proof of the award of a Blue Badge will be required. There will be no charge for the Permit.

Staff permit holders displaying their Blue Badge and Permit are permitted to park within the designated Disabled spaces available at each Residence in addition to all unmarked parking spaces

available in the Residences Car Parks

Staff who do not possess a valid Blue Badge may only park in unmarked parking spaces and are not permitted to park in designated Disabled spaces.

Residential Life Team and Student Services

Residential Life and Student Services team members whose primary area of work or accommodation is covered by this Policy will be eligible for a Permit provided that they apply using the correct procedure - and the Permit applied for reflects their substantive status within the University i.e Staff or Student; in the event of no allocation being available the applicant will be subject to a relevant waiting list based on their substantive role.

Where staff living in residences covered by the policy have dedicated garages or parking spaces it would be appreciated if these are used so to maximize available parking spaces.

Multi-Site Staff Permits

In response to feedback from the 2016/17 period, it was decided to introduce new categories of Multi-Site Permits. All of which will be highly limited in number and require the endorsement of your Line-Manager. All requests will be escalated to the appropriate member of the RHS or relevant Senior Management Teams where there will be no right of appeal.

Dual Permits allow access to a Secondary parking allocation, which will be available from 15:00 (Mon-Fri) and all-day on Weekends. Dual Permits are strictly limited and the Secondary allocation may be removed and redistributed on Line-Manager request.

Catered Roving Permits allow access to Catered Residence car parks ONLY and will be highly limited. Catered Roving Permit holders may be subject to a PCN in all other car parks.

Catered Roving Permits will be valid in the following areas ONLY:

- Badock Hall
- Churchill Hall
- Clifton Hill House
- Hiatt Baker (University Hall)
- Wills Hall

New Members of Staff - Waiting list

New Members of Staff who meet the eligibility criteria outlined in *Staff 6.4* are entitled to apply for a permit in three Residence Car Parks of their choice; with one assigned upon successful application.

When a member of Staff leaves a post, their Permit WILL NOT automatically become available for the person filling the vacancy. The new Staff member will require to apply for a Permit on appointment.

In the event of an application being submitted which meets the criteria for a Permit and there being no Permits available at their the applicants initial choice of Residence, the Staff member will be offered an alternative location before the application is placed on a Waiting List. New permits will be issued when an existing permit is cancelled or returned.

Applications on the waiting lists will be prioritised on the grounds of Medical evidence ONLY.

6.2 Students

Students who are Residents of eligible accommodation may apply for a Permit by registering for an account and applying via our online system PermitSmarti.

Spaces will be allocated on a first come basis. However, priority will be given to those who meet the Priority Group Criteria as listed in the Residential & Hospitality Services Car Parking Terms & Conditions Information for Students.

In the event of an application being submitted which meets the criteria for a Permit and there being no allocation available at the Student's Residence, the Student will be offered an alternative allocation and placed on a waiting list for their own Residence. A Permit for their own Residence will then be issued once an existing Permit is cancelled or surrendered.

Applications on the waiting lists will be subject to equal criteria and will be prioritised on the grounds of Medical evidence ONLY.

Student Blue Badge Parking

Students who are in possession of a valid Blue Badge will be allocated a Permit on receipt of application - proof of the award of a Blue Badge will be required. There will be no charge for the Permit.

Student Permit holders displaying their Blue Badge and Permit are permitted to park within the designated Disabled spaces available at each Residence in addition to all unmarked parking spaces available in the Residences Car Parks

Students who do not possess a valid Blue Badge may only park in unmarked parking spaces and are not permitted to park in designated Disabled spaces.

6.3 Contractors (including Departmental) Vehicles

Contractor vehicles are only permitted to park in the car parks if they hold and display either a valid Residences Contractor Permit or they have purchased a Visitor Voucher via the Virtual Pay and Display system located within each car park.

Contractors may apply for a number of Permits by registering for an account and applying via our online system PermitSmarti.

Departmental vehicles (including those of RHS) that need to park at Residences may also be permitted through our online system PermitSmarti.

Eligibility

A Contractor is a Visitor who has been contracted by the University to provide a service and requires a vehicle to carry out their duties. Only University Contractors that are judged to require the use of a Residences Contractor Permit may park at the University Residences.

Once the application is approved, authorised vehicles are permitted to park on all sites covered by this Policy; however, these vehicles must abide by the Terms and Conditions of use displayed clearly

in all car parks.

Exemptions

Departmental vehicles carrying University Security Services livery, Gardens & Grounds vehicles intended for agricultural/gardening use and Sustainability vehicles used for the collection and removal of waste will be exempt from all restrictions and Permit requirements.

Parking Restrictions

Contractors may only park in unmarked parking spaces and are not permitted to park in designated Disabled or Departmental car parking spaces.

6.4 Visitors

A visitor is defined as:

- A University Member of Staff not based in those buildings associated with this Policy - listed under *3. Sites where the Policy Applies*
- Anyone who wishes to visit the University who is not a Member of Staff and has been invited to enter the campus by a University of Bristol Member of Staff or Resident.

Visitors are only permitted to park if they hold a valid virtual parking Voucher.

A visiting member of University of Bristol Staff may register for an online PermitSmarti account for the purpose of booking Visitor Vouchers; directions for use can be found at www.bristol.ac.uk/accommodation/parking/visitor-parking.

A Visitor invited to enter the campus by a University of Bristol member of Staff may have a Voucher booked on their behalf by the member of Staff using their online PermitSmarti account links to which and directions for use can be found at www.bristol.ac.uk/accommodation/parking/visitor-parking.

All other Visitors including those visiting Residents must book and purchase a Visitor voucher via the Virtual Pay and Display system located within each car park.

Visitor Parking Restrictions

Visitors who hold a valid Blue Badge may use the designated Disabled spaces available at each Residence free of charge. Visitors who do not possess a valid Blue Badge may only park in unmarked parking spaces and are not permitted to park in Departmental or Disabled car parking spaces.

6.5 Motorcycles

Motorcycles should be parked in designated motorcycle parking spaces where possible

Motorcycles that are parked inappropriately or in such a way that causes a hazard or obstruction may be issued with a PCN or removed in arrangement with Security Services where they constitute a safety hazard.

6.6 Bicycles

As part of its Transport Strategy, the University of Bristol actively encourages Staff, Students and Visitors to use bicycles to travel to all sites.

Bicycle storage is provided at each site for Staff, Students and Visitors.

Where secure bicycle storage is available Staff and Students can be provided with a key on payment of a refundable deposit. Keys are normally available from Accommodation Managers.

Bicycle racks are provided for Staff, Students and Visitor bicycles. Users are required to use their own bicycle lock and may use the facility at their own risk.

Cyclists should be considerate of other site users by storing their bicycles in the facilities provided. Cyclists who park their bicycles inappropriately or in such a way that causes a hazard or obstruction may be issued with a warning notice and cycles may be removed by Security Services.

7. Blue Badge Parking

The policy will provide a number of spaces as being designated Disabled bays at each Residence for those undertaking business connected with the University ONLY. Disabled parking bays will be clearly posted and located in close proximity to Residences.

Any vehicle parked in a designated Disabled bay at any time without displaying a valid Blue Badge WILL be subject to a Parking Charge Notice (PCN). RHS reserves the right to request proof of Blue Badge registration from individuals using designated Disabled spaces.

8. Loading Bays, Delivery Vehicles, Couriers and Taxis

Delivery vehicles, couriers and Taxis making pick-ups and drop-offs should use available marked bays for a maximum of 20 minutes and must adhere to the Terms and Conditions of parking at all times. Failure to do so may incur a Parking Charge Notice (PCN). Within some Residences, Loading areas and bays are provided; these are also subject to the 20-minute time restriction.

All areas are closely monitored and any vehicle exceeding the 20-minute time restriction may be subject to a PCN.

9. Responsibilities of the Permit Holder

It is the responsibility of the permit holder to ensure:

- All details submitted in application for the Permit; including the vehicle registration number are and remain correct.
- The vehicle is parked in accordance with the displayed Terms and Conditions at all times.
- The vehicle must be covered by a valid MOT certificate and fully insured.
- On changing your vehicle, the Registration details are amended on your online PermitSmart Account
- The Permit may not be transferred to a vehicle to which you do not have regular access (excluding the registration of a Spousal Vehicle by holders of Staff Permits)

Permit holders failing to comply with the above may be subject to a Parking Charge Notice (PCN).

10. Multiple Vehicles

Staff Permit holders who have access to more than one vehicle should apply for a permit for their primary vehicle. If they intend to regularly use an alternative vehicle they must register a Spousal Vehicle against their Permit in their online PermitSmarti account.

Any change to the “active vehicle” i.e bringing a registered Spousal Vehicle to site, should be logged on PermitSmarti prior to bringing this Vehicle to their allocated car park. Failure to do so may leave the Permit holder subject to a Parking Charge Notice (PCN).

11. Change of Vehicle

Should a Permit holder change their vehicle, or the registration number of their vehicle, the Registration details must be amended on their online PermitSmarti account. The Permit holder will then receive notification confirming whether the alteration of the Permit has been successful.

This may be done on a permanent basis, or set up temporarily for the authorisation of courtesy vehicles. This should be done prior to bringing this Vehicle to their allocated car park. Failure to do so may leave the Permit holder subject to a Parking Charge Notice (PCN).

12. Change in Circumstances

Permit holders who transfer to another Residence must initiate the process via their online PermitSmarti account; Staff members who request a move will require their Line Manager to notify residences-carparking@bristol.ac.uk with confirmation of the request. Authorisation to park at the new location may be subject to a waiting list.

Permit Holders wishing to cancel/ surrender a permit must notify Residences Car Parking at residences-carparking@bristol.ac.uk then process their cancellation through their online PermitSmarti account. The Permit holder may subsequently be eligible for a Pro-Rata refund of their Permit.

13. Permit Sharing

At the moment permit sharing is not permitted.

14. Long Term Sickness or Maternity Leave

Staff who are away from work on Long-term Sickness Leave or those on Maternity Leave should surrender their permit by initiating the process via their online PermitSmarti account. The Permit holder should then be eligible for a Pro-Rata refund of their Permit.

Those on Maternity Leave will have their space withheld from subsequent allocation activity but will be required to re-apply on their return. Should the decision be made to not return following Maternity Leave, the held space will then re-enter the allocation pool.

15. Off -Site Parking

RHS is keen to achieve and maintain excellent relationships with local residents, community groups,

City Council, Police and other road users.

Staff and Students are actively discouraged from parking in local residential roads and to demonstrate consideration and courtesy for residents, pedestrians and other road users.

Staff and students should be mindful of Residents Parking Zones and hours of use. RHS does not condone inconsiderate, illegal or dangerous parking by members of Staff or students.

Any intimidation or damage directed towards Staff, Students or their vehicles whilst parked legally off-site should be reported to the Police.

16. Management of the Scheme and enforcement

Enforcement is undertaken in accordance with the Accredited Trade Association (IPC) “Code of Practice” and managed in partnership with Open Parking.

Any non-compliance as detailed in the Terms and Conditions of your permit may result in a Parking Charge Notice (PCN) being issued by University of Bristol authorised Open Parking Staff. The parking enforcement team will regularly monitor all car parks. Although these individuals will always give as much help and guidance as they can, they have been advised that they must act when they see a vehicle parked in breach of these conditions.

For vehicles found to be in breach of these terms and conditions, the enforcement policy is to issue a Parking Charge Notice. The charge in 17/18 will be £100 (reduced to £60.00 for early payment). Verbal or physical abuse of any member of Staff associated with RHS Car Parking Management will not be tolerated. Staff or Students are liable to disciplinary procedures should they be found to have acted inappropriately towards car parking related Staff. University Security Services may be called to assist in dealing with incidents.

Any incidences of physical violence used by Staff, Students or members of the public will result in immediate Police presence. CCTV images will be used in conjunction with any investigation.

17. Failure to Comply with RHS Car Parking Policy and Car Parking Operational Procedures

All Permit holders are required to conform to the Terms and Conditions outlined in this document for use of the Residential Campus Car Parks. Parking in the following manner is a breach of the Terms and Conditions of parking and may incur a Parking Charge Notice (PCN). These includes but are not limited to:

- Parking anywhere other than a clearly marked parking space for which the driver has a valid Permit.
- Parking on yellow lines, hatched areas, pavements, grass areas or areas marked for “emergency services”.
- Parking which blocks the entry or exit or prohibits the access of any other vehicle or pedestrian.
- Residential parking Permits can be withdrawn at the discretion of the Divisional Director in other cases of misuse with no further right of appeal.

Any vehicle deemed to have been abandoned on site will be reported to the police. If the vehicle is not registered as stolen the DVLA will be contacted to ascertain details of the registered keeper (there is an associated cost for accessing DVLA data and this will be passed to the registered keeper of the

vehicle). The registered keeper will be sent a warning notice and given 7 days' notice from the date of letter to remove the vehicle from site.

18. Parking Charge Notices (PCN)

Open Parking is the company contracted by the University to pursue and progress recovery of any Parking Charge Notices. These are the responsibility of the vehicle user and any communication in respect of PCNs must be addressed to Open Parking as indicated on the notice.

If you feel that the PCN may have been unfairly issued, you may appeal the notice by filling in the relevant details at <https://payments.openparking.co.uk/parking>. The above rules and notes will be used to reach a decision, and Open Parking may consult with the University. If following the appeal process you are unhappy with the decision taken you may refer to the www.theias.org the Independent Appeals Service for parking on private land.

It is the responsibility of all permit holders to ensure that accurate and up-to-date details of their vehicles are registered in their online PermitSmart account.

Residential parking permits can be withdrawn at the discretion of the Divisional Director in other cases of misuse with no further right of appeal.

In the event of a serious breach of the terms and conditions or multiple breaches occurring at the same time then revocation of parking rights may be withdrawn with immediate effect.

Statutory Limitations

All Residences sites are private in relation to the entry and movement of vehicles and RHS reserves the right to deny any vehicles access to the site. All drivers must conform to the designated traffic regulations and signs to ensure an orderly flow of traffic and safety for all concerned.

All drivers are expected to comply with the law regarding taxation, licensing, insurance, and roadworthiness and reporting of incidents to the police.

All road traffic signs within the site conform to the standards adopted by the Local Authority

RHS is not responsible for any loss or damage to vehicles whilst on their property. Drivers bring their vehicles onto site at their own risk.

Exceptional Circumstances

Exceptional circumstances are defined as situations where an individual parks on-site and for good and proper reasons, cannot park in a way which complies with standard policy procedures, e.g. an emergency or traumatic situation where it is deemed inappropriate to insist on charging.

Situations involving exceptional circumstances will be managed locally on an individual basis and will be monitored to ensure consistency and appropriate application.

The expectation is that Staff who park on site without a valid Permit for exceptional reasons should inform their Line Manager of their situation and failure to do so will be a factor in considering how any resulting Parking Charge Notice (PCN) is dealt with.

Appendix 1

Failure to Comply with RHS Car Parking Policy and Car Parking Operational Procedures

A Parking Charge Notice will be issued for the following breaches of contract:

Failing to Display	
Offence	Action
Failure to display a valid parking permit	Notice to be issued
Falsifying or defacing permit	Notice to be issued
Displaying out of date permit	Notice to be issued
Permit incorrectly displayed	Notice to be issued
Parking pattern designed to circumvent time limits	Notice to be issued
Parking longer than the maximum time	Notice to be issued
Incorrect parking or Not parked within a marked bay or eligible zone	Notice to be issued

Parking in an Unauthorised Area	
Offence	Action
Cross Hatched Area	Notice to be issued
Private area	Notice to be issued
Yellow Lines	Notice to be issued
Obstruction	Notice to be issued
Grass Verges	Notice to be issued
Pavements	Notice to be issued
Roadways	Notice to be issued
Delivery Bays	Notice to be issued
Car Park Entrances and Exits	Notice to be issued
Drop Zones	Notice to be issued
Parking in Disabled Bay without Permit	Notice to be issued
Parking Other Than In A Designated Parking Bay	Notice to be issued
Non Bona Fide users Parking in Visitor Areas	Notice to be issued