Car Parking at Residential Facilities
Managed Car Parks

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1 Overview

1.1 Purpose

1.1.1 Introduction and Key Objectives

1.1.1.1 Demand for car park spaces at the residences exceed the 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 to ensure the efficient and effective operation of the Residential car parks, whilst ensuring equity and fairness.

1.1.2 Overview

1.1.2.1 Most of the spaces available are on the site of the Stoke Bishop residences 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.

1.1.2.2 RFM is committed to encouraging staff to find alternative means of transport to and from the workplace and for inter-site transport and this scheme demonstrates an ongoing commitment to encouraging the use of other modes of transport such as walking, cycling, and the use of public transport.

1.1.2.3 This scheme covers students, staff (including Estates staff), contractors and visitors.

1.1.2.4 This document should be read in conjunction with Residential Facilities Management Car Parking Terms & Conditions (Information for Staff; Information for Students).

1.2 Clause Reference

1.2.1 None

1.3 Scope

1.3.1 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 1 & 2
- Manor Hall and Annexes (Manor House, Sinclair House, Richmond House)
- University Hall
- Wills Hall

1.3.2 The Policy does not apply in partnership or nomination schemes where RFM 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.

1.4 Revocations

1.4.1 None
2 Definitions

<table>
<thead>
<tr>
<th>Clause</th>
<th>Term</th>
<th>Meaning</th>
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3 Responsibility

3.1 [Add the positions and departments responsible for each aspect of the procedure here; each responsibility shall be numbered separately]

4 Procedure

4.1 Operating Hours and Principles

4.1.1 Car parking management will operate on all of the Residences sites covered by this policy 24 hours a day.

4.1.2 Variations and Management Hierarchy

4.1.2.1 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.

4.1.2.2 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 Associate Director of Campus Operations or Head of Residential Facilities Management.

4.2 Charges

4.2.1 Charges for the permits are outlined in the Residential Facilities Management Car Parking Terms & Conditions Information for Staff and will be subject to annual review.

4.3 User Groups

4.3.1 Designated parking areas are provided for the following user groups:
- Staff – All RFM staff whose primary area of work is in one of the Clifton or Stoke Bishop residences
- RFM Departmental Vehicles
- Estates Departmental Vehicles
- Contractors and others carrying out work on residences sites
- Students who meet the criteria for the allocation of a parking space
- Disabled staff and students
- Visitors – Conference guests, visitors to meetings
- Motorcyclists;
- Cyclists.
4.3.2 Students

Students can apply for a permit by visiting [https://www.bristol.ac.uk/accommodation/parking/](https://www.bristol.ac.uk/accommodation/parking/). Strict criteria will be applied to the allocation of spaces.

4.3.3 Visitors

4.3.3.1 Visitors must book in via the visitor's parking website, or via the PayByPhone app details of which will be given to students and relevant staff on the residential campus.

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

4.3.3.3 A visitor is:
- 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.
- A University member of staff not based in buildings associated with the car parks covered in the scope.

4.3.3.4 Visitor Parking Restrictions

4.3.3.4.1 Visitors may only park in unmarked parking spaces and are not permitted to park in Disabled or Departmental car parking spaces. Visitors parking will be required to pay for their "virtual" visitor permit via the visitors parking website, or via the PayByPhone app and will have to arrange for their space at the appropriate residence.

4.3.3.4.2 Visitors who hold Blue Badges can use the designated disabled spaces available at each residence.

4.3.4 Disabled Parking

4.3.4.1 The policy will provide for a small number of spaces being designated disabled bays, to comply with disability discrimination legislation and good practice. Disabled parking areas will be clearly posted and located in close proximity to residences entrances. Blue badges must be displayed. Any vehicle parked in a designated disabled space at any time without displaying a valid disabled blue badge will be subject to a warning notice. RFM reserves the right to request proof of disabled registration from individuals using designated disabled spaces.

4.3.5 Staff

4.3.5.1 Staff parking areas, some with controlled access, are available on most sites. Only staff with a valid parking permit are eligible to park in the designated car parks. Permit holders may not park in permit-controlled areas in other RFM sites and should park in spaces in their assigned car park unless advised otherwise.

4.3.5.2 Staff who do not have permits will not be permitted to park on site. Any staff cars parked without permits may be subject to a Parking Charge Notice (PCN).

4.3.5.3 For staff who persistently offend action may be taken under the Disciplinary Policy and Procedure.
4.3.5.4 Permit Application and Allocation Procedure

4.3.5.4.1 Staff working within Residential Facilities Management are entitled to apply for a permit using the permit application form.

4.3.5.4.2 The application process is detailed in Residential Facilities Management Car Parking Terms & Conditions.

4.3.5.4.3 There are two possible outcomes of each application:
   - permit application is successful and a permit is allocated; or
   - permit application is unsuccessful

4.3.5.4.4 Parking permits are valid for a period advised on successful application subject to the permit holder’s circumstances remaining unchanged.

4.3.5.5 Disabled Staff

4.3.5.5.1 Members of staff who are registered disabled will be allocated a permit on receipt of application.

4.3.5.5.2 Proof of disabled registration (blue badge) will be required.

4.3.5.5.3 Staff permit holders displaying their blue badge and permit are permitted to park within the designated disabled bays in the staff parking areas.

4.3.5.6 Residential Life Team (Wardens, Deputy Wardens and Senior Residents)

4.3.5.6.1 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. Where residential staff have dedicated garages or parking spaces it would be appreciated if they are used so as to maximize available parking spaces.

4.3.5.7 New Members of Staff - Waiting list

4.3.5.7.1 New members of staff are entitled to apply for a permit in three Residence car parks of their choice; with one assigned upon successful application.

4.3.5.7.2 When a member of staff leaves post their permit will not become available for the person filling the vacancy. The new staff member will require to apply for a permit on appointment.

4.3.5.7.3 In the event of an application being submitted which meets the criteria for a Permit and there being no Permits available at the applicant’s 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.

4.3.5.7.4 Applications on the waiting list will be subject to the criteria and will be prioritised on that basis.

4.4 Contractors (including Departmental vehicles)

4.4.1 Contractor vehicles are only permitted to park in the car parks if they hold either a valid Contactor permit or they have purchased a “virtual” visitor voucher from
the via the Virtual Pay and Display system located within each car park. Departmental vehicles (including those of RFM) that need to park at Residences may also be permitted through our online system PermitSmarti.

4.4.2 Eligibility

4.4.2.1 A contractor is a visitor who has been contracted by the University to provide a service and required their vehicle to carry out their duties. Only University contractors that are judged to require the use of a contractor parking permit may park at the University.

4.4.3 Exemptions

4.4.3.1 Departmental vehicles carrying University of Bristol Security Services livery and Gardens & Grounds vehicles intended for agricultural/gardening use will be exempt from all restrictions and permit requirements.

4.4.4 Permit

4.4.4.1 In order to park, all contractors must have a valid permit or purchase a “virtual” visitor voucher from the visitor parking website.

4.4.4.2 It is also prohibited to transfer a permit to another vehicle.

4.4.5 Parking Restrictions

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

4.5 Responsibilities of the Permit Holder

4.5.1 It is the responsibility of the permit holder to ensure:

- all details submitted in application for the permit; including any vehicle registration numbers are correct;
- that the permit is only used by the person to whom it was issued;
- vehicles should have the correct registration tax and MOT details.

4.5.2 Cars failing to have a valid permit in the above manner may be subject to a Parking Charge Notice (PCN).

4.6 Multiple Vehicles

4.6.1 Permit holders who have access to more than one vehicle should apply for a permit for their primary vehicle. If they use a different vehicle, they must update their permit on the online PermiSmarti portal. They should supply details of the alternative vehicles to residences-carparking@bristol.ac.uk, or supply details of both vehicles on their application. This will include registration details of each vehicle to which the individual has access and vehicles should have the correct registration tax and MOT details.
4.7 Change of Vehicle

4.7.1 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.

4.8 Change in Circumstances

4.8.1 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.

4.8.2 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.

4.9 Permit Sharing

4.9.1 At the moment permit sharing is not permitted.

4.10 Long Term Sickness or Maternity Leave

4.10.1 Staff who are on long-term sick or maternity leave should surrender their permit. On return to work a permit will be reissued if the member of staff has returned to the same post/hours that the permit was initially allocated to. Those who choose to return to work on a 'phased in' basis will be reissued with a permit.

4.11 Building and Service Contractors

4.11.1 The policy concerning contractors is in the attached appendix 1

4.11.2 Contractors may only park in marked contractor/visitor or unmarked car parking spaces.

4.11.3 Contractors are not permitted to park in Disabled, Departmental or named spaces unless they receive specific permission in advance.

4.11.4 Contractors should be briefed in relation to site car parking restrictions and parking arrangements by Estates or RFM prior to commencement of contract or work.

4.12 Delivery Vehicles, Couriers and Taxis

4.12.1 Delivery vehicles, couriers and taxis making pick-ups and drop-offs should use designated short stay areas for parking up to a maximum of 15 minutes.

4.12.2 Short stay areas are closely monitored and will be given to any vehicle exceeding the 15 minute time restriction.
4.13 Motorcycles

4.13.1 Motorcycles should be parked in designated motorcycle parking spaces where possible.

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

4.14 Bicycles

4.14.1 As part of its Transport Strategy, the University of Bristol actively encourages staff, students and visitors to use bicycles to travel to all sites.

4.14.2 Bicycle storage is provided at each site for staff, students and visitors.

4.14.3 Where secure bicycle storage is available staff and students can provided with a key on payment of a refundable deposit. Keys are normally available from the Residential FM Coordinators. Bicycle racks are provided for staff student and visitor bicycles. Users are required to use their own bicycle lock and use the facility at their own risk.

4.14.4 Cyclists should be considerate of other site users by storing their bicycles in the facilities provided.

4.14.5 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.

4.15 Off-Site Parking

4.15.1 RFM 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. RFM does not condone inconsiderate, illegal or dangerous parking by members of staff or students.

4.15.2 Any intimidation or damage directed towards staff or their vehicle whilst parked legally off-site should be reported to the police.

4.16 Management of the Scheme and enforcement

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

4.16.2 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 Paring 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.

4.16.3 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 22/23 will
be £100 (reduced to £60.00 for early payment).

4.16.4 Verbal or physical abuse of any member of staff associated with RFM 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.

4.16.5 Any incidences of physical violence used by staff or members of the public will result in immediate police presence. CCTV images will be used in conjunction with any investigation.

4.17 Failure to Comply with RFM Car Parking Policy and Car Parking Operational Procedures

4.17.1 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: 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 Associate Director of Campus Operations or Head of Residential Facilities Management in other cases of misuse with no further right of appeal.
- All other vehicles parked in residences parking spaces without a permit will receive a warning notice.
- 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.

4.18 Parking Charge Notices (PCN)

4.18.1 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.

4.18.2 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.

4.18.3 It is the responsibility of all permit holders to ensure that accurate and up-to-date details of their vehicles are registered with the Residential Facilities Management car parking team: residences.carparking@bris.ac.uk.
4.18.4 Residential parking permits can be withdrawn at the discretion of the Associate Director of Campus Operations or Head of Residential Facilities Management in other cases of misuse with no further right of appeal.

4.18.5 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 withdrawn with immediate effect.

4.18.6 Statutory Limitations

4.18.6.1 All Residences sites are private in relation to the entry and movement of vehicles and RFM 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.

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

4.18.6.3 All road traffic signs within the site conform to the standards adopted by the Local Authority RFM is not responsible for any loss or damage to vehicles whilst on their property. Drivers bring their vehicles onto site at their own risk.

4.18.7 Exceptional Circumstances

4.18.7.1 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.

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

4.18.7.3 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 factor in considering how any resulting warning notice is dealt with.

5 References

5.1 Internal References

5.1.1 Procedures and Policies

5.1.1.1 None

5.1.2 Other Internal References

5.1.2.1 Unibus Service: http://www.bristol.ac.uk/transportplan/transport/bus/

5.1.2.2 Stoke Bishop Transport Hub: https://goo.gl/maps/5klye

5.1.2.3 http://www.bristol.ac.uk/accomodation/parking/
5.1.2.4  https://payments.openparking.co.uk/parking/
5.1.2.5  http://www.theias.org/

5.2  External References
5.2.1.1  None
### 6 Appendices

#### 6.1 Failure to Comply with RFM Car Parking Policy and Car Parking Operational Procedures

A Warning notice will be issued for the following breaches of contract.

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<tr>
<td>Falsifying or defacing permit</td>
<td>Notice to be issued</td>
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<tr>
<td>Displaying out of date permit</td>
<td>Notice to be issued</td>
</tr>
<tr>
<td>Permit incorrectly displayed</td>
<td>Notice to be issued</td>
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<tr>
<td>Parking pattern designed to circumvent time limits</td>
<td>Notice to be issued</td>
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<tr>
<td>Parking longer than the maximum time</td>
<td>Notice to be issued</td>
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<tr>
<td>Incorrect parking or Not parked within a marked bay or eligible zone</td>
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### Parking in an Unauthorised Area

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<tr>
<td>Yellow Lines</td>
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<tr>
<td>Obstruction</td>
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<td>Grass Verges</td>
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<tr>
<td>Pavements</td>
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<tr>
<td>Roadways</td>
<td>Notice to be issued</td>
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<tr>
<td>Delivery Bays</td>
<td>Notice to be issued</td>
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<tr>
<td>Car Park Entrances and Exits</td>
<td>Notice to be issued</td>
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<tr>
<td>Drop Zones</td>
<td>Notice to be issued</td>
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<tr>
<td>Parking in Disabled Bay without Permit</td>
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<tr>
<td>Parking Other Than In A Designated Parking Bay</td>
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<tr>
<td>Non Bona Fide users Parking in Visitor Areas</td>
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