

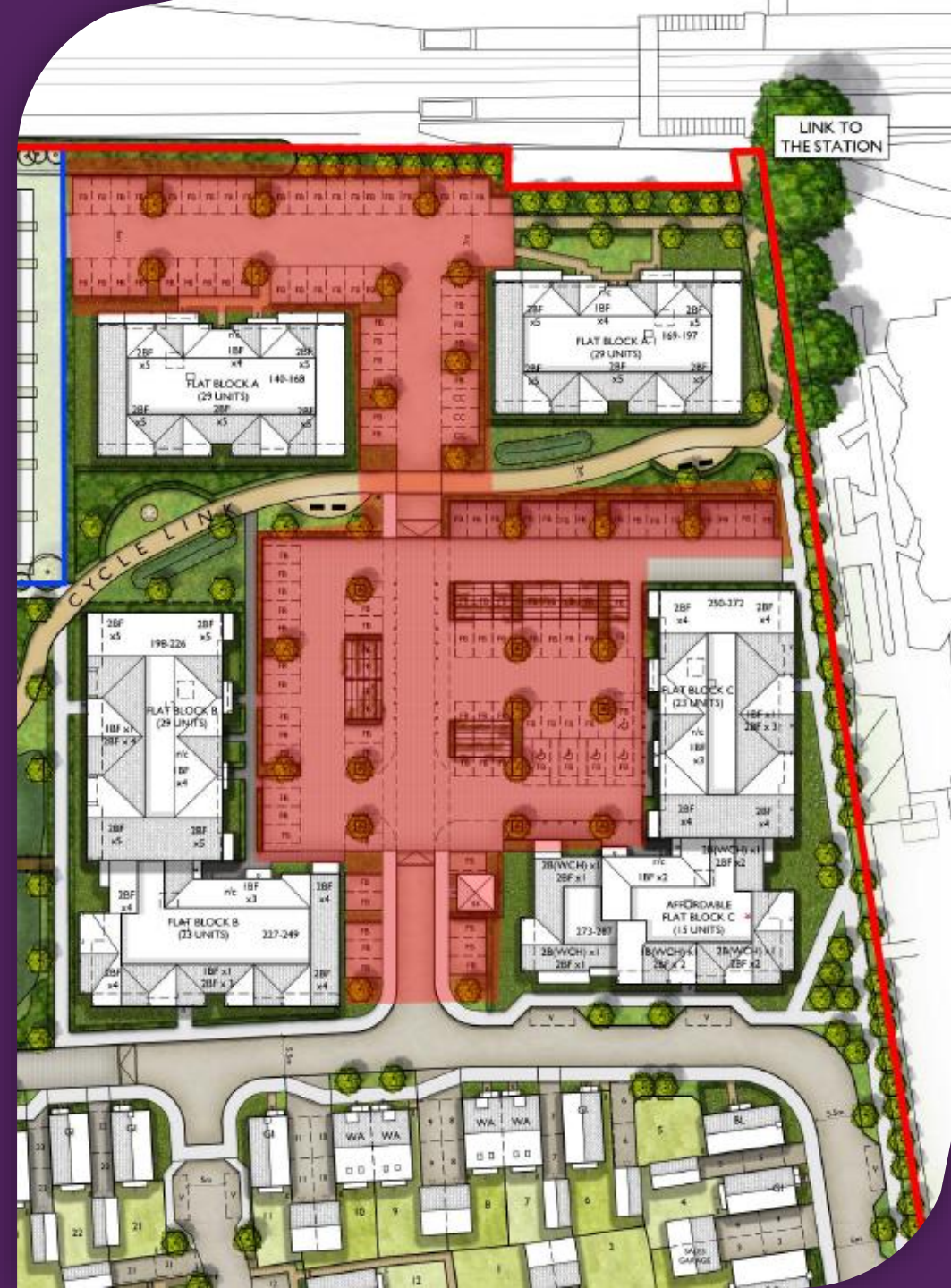


Parking
Control
Management (UK) Ltd

Parking Control Management (UK) Ltd.

Parking management services and
solutions

Barrington Road
Bellway Homes Limited



Allocated bay parking

Residential Allocated Parking

PCM will provide each property with an allocated bay, with 2 x bay permits, free of charge.

The permits will be printed with a bay number or letter, for use in the corresponding numbered or lettered bay only.

Giving properties multiple permits for their bay allows them flexibility in the vehicles that they park in their bay i.e. a resident could provide a permit to their dog walker so that they can park in the residents allocated bay whilst the resident is away from the property, to carry out their work.

Replacement/additional bay permits are chargeable at £20.00 each.

Residents can choose to make use of our self-enforcement app (EnforcePCM) to enforce unauthorised vehicles in their allocated parking bay only.

See page 6 for further details on EnforcePCM.

Car Club Parking

Only Car Club vehicles will be permitted to park in the Car Club bays – no permit required.

Resident literature is hand delivered and recorded using body worn cameras, with the footage kept safe in case of any queries or disputes. We also communicate with residents without a right to park, ensuring transparency and consistency throughout the whole estate.



Scheme implementation



PCM Parking Solutions

We are very experienced at large development mobilisation. While each site is different, below are waypoints explaining what to expect once we've been appointed to manage your estate:

An experienced Account Manager will guide you through the setup and implementation process, including:

- Remote or in person site survey
- Resident literature, to be hand delivered by the team
- [Signage design and specification](#)

The Account Manager will liaise with Operations and Signage departments to arrange for:

- Site implementation, which includes signage installation and resident literature delivery
- [ANPR installation \(if required\)](#)
- Site documentation, including Google Earth snapshots, and location specific documentation, including site photos from installation
- Full site audit with our trade association, International Parking Community (IPC)

PCM enforcement commences

The Account Manager will connect you with our sister company UK Signs Ltd should [line marking](#) be required.

During scheme implementation, PCM will assist with any resident enquires about the scheme

Your dedicated Account Manager will continue providing you with support on a day-to-day basis

Scheme implementation

Bespoke signage

Our in-house signage company gives us an edge over other parking operators. Internal team with wealth of experience creates tailored signage advertising parking restrictions of your site.

The signage, along with a detailed plan prior to installation, ensures a greater level of parking compliance with every scheme being individually audited by our trade association prior to the commencement of any enforcement.

We provide a full-time service of installing new signs or replacing damaged ones.

- Tailored enforcement signs printed on high quality aluminium (ACM*) or Foamex (PVC foam boards) at no charge.
- State of the art UV Jetrix LXi6 printer providing fast and accurate results.
- Option to tailor enforcement signage to brand guidelines on request.
- In addition to parking signage, our sister company UK Signs Ltd can produce signage for all your estate needs including safety, directional & informational signs at an exceptional price, with an additional 20% discount for signage for new or existing sites under PCM management.

*ACM, the material we use for parking signage, is 100% recyclable.



Moving forward



PCM Parking Solutions

We will continue to look for opportunities to provide an all-round service across the development.

This includes the following solutions:

- **Abandoned vehicle removal***
Up to 20% off on any estate signage provided by our sister company, UK Signs Ltd (applicable on sites enforced by PCM only).
- We also have our **PCM self-enforcement app** which we can provide to you to issue postal PCN to vehicles which are parked against the terms and conditions of the parking areas. This can also be used by trusted persons and residents for the use within their allocated bay (if applicable).
- We have also developed a **Report a Vehicle** system whereby residents can anonymously report vehicles parked in their bay. This is not a call & response service, however if an operative is available, they will schedule a site patrol.
- Should our client wish to investigate installing electric vehicle (EV) charge points, PCM act in partnership with the UK's biggest residential charge point supplier: **Pod Point**, so we can give you advice and put you in touch with the right people.



Moving forward



We will continue to look for opportunities to provide an all-round service across the development.

Self-Enforcement

In 2016 we launched our Self Enforcement app, which allows verified users to upload photos of a parking contravention for a PCN to be issued.

Due to an increased demand for reporting incorrectly parked vehicles, in 2016, we launched our own Self Enforcement App. This user-friendly tool allows authorised users to report parking abuse quickly and anonymously from their smartphones.

Once registered and verified, app users can capture images of the contravening vehicle and any additional notes they wish to add. Providing these images are sufficient and other requirements are met, PCM can then issue a Parking Charge Notice directly to the vehicle's registered keeper.

If a charge cannot be issued, the report submitted is not wasted – it can be used to identify trends in parking abuse, inform our wardens of inappropriate parking and adjust our patrol schedule to particular 'hot spots'

The app is downloadable on both Apple and Android devices.

The process

- Enter the vehicle Registration
- Take a Minimum of four photos of the vehicle
- Select a reason why you are reporting the vehicle
- Enter the scheme address
- Enter any additional notes e.g. driver observed leaving area (not a resident).

Moving forward



PCM Parking Solutions

We will continue to look for opportunities to provide an all-round service across the development.

Report a Vehicle

The people who understand specific car park problems are the residents and site staff who use it on a daily basis.

To tailor the most effective response on parking abuse, we developed an online facility for anyone to anonymously report a vehicle which is parked incorrectly.

www.parkingcontrolmanagement.co.uk/report/

By completing an online form our system cross-references the estate postcode with our operative database and sends them an immediate notification, along with photographs and a description of the offence and a location on the site. This is not a response service, however it allows the complainant to indicate times and days of the week, when the transgressions tend to occur, allowing our operatives to plan their day/route based on real-time intelligence. A significant proportion of reported vehicles are served a PCN on the same day. Whilst this does not remove an offending vehicle it speeds up the process of reducing abusive parking on your development.

We believe that it is very important, for residents especially, to have this facility. There is nothing quite as frustrating as arriving home to find a vehicle obstructing or using your allocated bay and this allows residents and staff to bring a repeat offender to our attention.



A little bit about PCM...

PCM are a preferred, often sole, parking operator for many leading residential and commercial estate managers.

They appreciate our professional, considered and transparent approach:

- Operating since 2002.
- 50+ office staff, 45+ field based.
- Robust insurance coverage; Professional Indemnity, Public Liability and Employee Liability – details available on request.
- Proprietary technology.
- Year on year growth since 2012.
- Responsible contractor – approved operator status with the International Parking Community (IPC), approved Alcumus Safe Contractor, member of Disabled Motoring UK, registered with the ICO.
- All schemes are fully audited by the [International Parking Community](#) (IPC) prior to commencement.
- High payment rates - high parking compliance.
- Average 5000+ PCNs issued per week.
- 3,900+ managed schemes – coverage across England and Wales.
- Specialise in complex scheme delivery with experience in wide-scale mobilisation.
- Industry leading appeals and litigation departments – PCM currently respond to all appeals promptly and litigate on over 2000 cases per month.
- [National Housing Federation](#) (NHF) Sector Supplier.
- [Association of Residential Managing Agents](#) (ARMA) Partner.



Client testimonials



PCM Parking Solutions



Barking Riverside London (BRL) appointed Parking Control Management (UK) Ltd (PCM) to manage all aspects of parking control management and services across the Barking Riverside development in July 2020. PCM were appointed following a thorough consultation period and we have so far been very pleased and impressed with how the contract has been managed throughout.

PCM tailor all aspects of their parking management to suit the parking requirements of the development meaning we have a bespoke parking operation. We have found them to be approachable and flexible in their approach as well as being pro-active when it comes to the parking operation and enforcement.

We are confident that by working with PCM we will have a long-term partnership to manage the parking across Barking Riverside and have success in keeping parking problems to an absolute minimum."

Ken Webster,
Senior Operations Manager.
Barking Riverside London.



Parking Control Management UK Ltd. (PCM) have been providing parking enforcement for Peabody for a number of years, however since January 2021 they took over 100 sites from an existing company. PCM have successfully mobilised these sites within the agreed timescale, despite some unavoidable delays on our part.

Taking on a large-scale project where the parking was previously poorly managed is no easy feat and I'm pleased with how quickly PCM have set up and begun parking enforcement.

I recently received feedback from a resident in Chelsea saying that:

'PCM have brought order to a once chaotic car park'.

PCM have demonstrated how they are able to quickly and efficiently set up parking enforcement across Peabody, and I am looking forward to long lasting partnership with them going forward."

Sarah Gayle
SCM and Contracts Manager
Peabody Estates



I have been working with PCM for several years now but more specifically with Lauren Friend for the past 2 years and the service myself and my clients have received from her has been outstanding. The response times are remarkable, the communication is always smooth and easy and the overall experience is always fantastic. As a property manager I would now only want to deal with PCM as a parking enforcement company and will always recommend them and Lauren to my clients."

Jodie Lynch
AIRPM – Associate Director
at GCS Estate Management



I would like to take this opportunity to highlight the great work Ritisha does on a daily basis. Very friendly and reliable and is always willing to go the extra mile to ensure the task at hand gets done efficiently and professionally.

Ritisha is very respectful and I know that no matter the job, she will assist in the best possible way. Thank you very much for your hard work and great service Ritisha.

Keegan Esterhuizen,
Assistant Property Manager.
HAUS Block Management



The enforcement parking was introduced around a year ago at Eldon Court. Before the parking enforcement was introduced, I had weekly ASB incidents in that car park. Since the enforcement has been in place this has reduced significantly.

I have worked with Ewa from the beginning of our contact with your company and I have always found Ewa very helpful and very professional when I have contacted her about issues regarding the enforcement parking.

Ewa is a credit to your company as she always responds to any issue I bring to her attention very quickly. I am sure this will continue throughout our contract with your company."

Yasmin Qamar
Customer Liaison Officer,
Guinness Housing Association



We had a nightmare with people abusing our personal parking. Got this company in and now we don't have anyone blocking us or stealing our parking spaces. Excellent service.

Google Review



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PCM Parking Solutions

Summary

Why PCM?

- Comprehensive parking management solutions
- Leading car park operator
- Specialist in private parking sector
- Nationwide coverage
- Proven and trusted
- Experienced in large portfolio management
- Technology & innovation
- All services delivered through a single operator
- Respected professionals

Thank you

for your time today
and we look forward
to hearing from you.