

Royal Clarence Yard & Marina Parking: Dec 2021

FREQUENTLY ASKED QUESTION & ANSWERS

Whom do I contact regarding permit eligibility/applications and other general parking queries/comments?

- ☛ Contact UK Car Park Management via any of the following:
 - Permit enquiries: permits@uk-cpm.com email is monitored 9am-5:30pm Monday to Friday, if email is not an option please call: 0345 463 5050. Phone lines are monitored 9am – 3pm Monday – Friday (excluding bank holiday).
 - General enquiries: info@uk-cpm.com

I have a Horizon permit with an expiry date of 31 May 2020. Do I need a new permit?

Yes, as of 14th January 2022 you are expected to have a UK-CPM Parking Permit or Visitor Scratch Card Booklet on display or a valid E-Permit in session (in accordance to signage).

I have applied for a permit but it hasn't arrived yet. Can I still park in the controlled zones?

- ☛ Only with prior agreement with RMG

I have a tradespeople/contractor attending my property, where can they park?

- ☛ All tradespeople should park in the visitor areas wherever possible. If it is only practical for the tradesman to park in a Permit Only zone, please make arrangements with UK-CPM via info@uk-cpm.com. Email is monitored 9am-5:30pm Monday to Friday.

I'm moving in/out and require the removal van to be outside my nearest entrance but this contravenes a number of parking conditions, what do I do?

- ☛ Make arrangements well in advance with RMG via royalclarence@rmguk.com

Where can delivery vans park while they are unloading?

- ☛ There are a few waiting zones around the site close to residential entrances and the 30-minute maximum stay should be sufficient.

I've lost my permit. Can I get a replacement?

- ☛ Yes. Contact UK-CPM directly via permits@uk-cpm.com or 0345 463 5050. Replacement resident or commercial parking permits are charged at £10. Any updates to VRNs for Zone 5/Cooperage Green additional (non-lease) residents E-Permits (if applicable) are charged at £10 per change. Replacement visitor scratch card booklets are also charged at £10 per booklet (subject to restrictions, please see enclosed letter).

Can I get a parking permit for a second car?

- ☛ Residents can apply for up to two additional E-Permits for Zone 5/Cooperage Green.

Where can my visitors park?

- ☛ Visitors are permitted to park in the Visitor bays (marked with a "V") in Zone 2 & the un-marked bays within Zone 5 for up to 4 hours without a valid Scratch Card on display. If visitors require to stay any longer, they must display a Visitor Scratch Card.

How do I obtain a book of 10 daily visitor scratch cards?

- ☛ Please contact UKCPM at permits@uk-cpm.com. Upon payment of £10.00, UKCPM will issue the book to the RCY address requested. Maximum of two per household without additional permission.

I am registered disabled and have a blue badge. Do I still need a permit and where do I park?

- ☛ You will need a valid permit in your car to park in any of the controlled zones as well as your blue badge if you are parking in a marked Disabled Bay.

The parking zone closest to me is full. Where do I park?

- ☛ Your permit will show any alternate parking zone(s) if applicable.

There are cars parked inappropriately and I think they should be moved as soon as possible.

- ☛ Head to the UK CPM website, we have a 'report a vehicle' section where residents have the ability to report unlawfully parked vehicles... <https://www.uk-carparkmanagement.co.uk/report-a-vehicle>

I've got a parking ticket! What do I do?

- ☛ Follow the instructions on the reverse of the PCN. UK CPM is an International Parking Community (IPC) member and therefore work to the strict guidelines of the Independent Appeals Service (IAS).