



June 2022

Dear Leaseholder/Tenant

Wapping Quay Car Parking Review – 2022 Update

Introduction:

The WQRTM Board has undertaken a further review of the parking issues since the introduction of the document issued in July 2021. We would like to express our thanks to all the leaseholders and tenants that have shared their experiences with us. We would also like to thank the 3 leaseholder's who undertook to read this review and make suggestions, we were very grateful for your time.

The board has considered some leaseholder views that parking has improved on site and questioned the need for a parking company presence at Wapping. At this time we have concluded that there is a need for continued parking monitoring on site. There continue to be reports from residents some very recently of ongoing parking infringements on site.

These include: parking in residents demised bays on occasions for several days, ignoring notes left on the car to move it; cars parked in bays where residents are known to be away for long periods resulting in residents being unable to use their space on return; residents having to contact the building manager to check their space is free or to "hold it" by the use of bollards until they arrive; cars parked in the under-croft archways in/out/turning areas using the space as a car parking space and parking on the yellow marked areas by the back doors for extended periods making access in and out very difficult for other residents; works vehicles parking in residents spaces resulting in owners having to seek them out and ask them to move; vehicles have been seen parking in front of the north end emergency double gates and on the double yellow lines in front of the north pedestrian gate; and cars parking by the Manweb substations in the under-croft.

The lease states the company have 24 hour rights of access to the Manweb/SP substation areas and these must not be blocked by vehicles.

The north end double gates must remain clear at all times. These are for emergency vehicle entry and exit points onto the site.

In general the rules and regulations regarding parking in the visitor spaces and leaseholders demised bays remain the same however, in **section one** we have listened to residents views and made changes or strengthened areas where feasible, the table below highlight the amendments and suggested clarification of issues from the previous review. **Section two** is the full review and includes all the changes to the first document issued in July 2021.

Residents can email the board if they have issues they wish to inform us about, on: WQRTMCL@gmail.com (please be aware that this email system is checked on Monday and Thursday).

Directors will not enter into discussions about individual parking ticket disputes, such queries should be directed to VCS.

We will continue to monitor the parking at Wapping Quay with the aim of ongoing improvement where possible. Parking will always be a challenge as there are only 9 visitor spaces to meet everyone's need.

The building manager is available to offer support and advice to residents about parking queries in general, contractor parking requirements and will issue the 5 day extended visitor stay passes on request.

Section One:

No	Changes/amendments to the 2021 parking review	Date commenced
1.	<p><u>Visitor Parking Notice – Update</u></p> <ul style="list-style-type: none">➤ Currently these 72 hour passes remain the in same format valid passes should have the WQ logo and contain the additional information required. All other previously issued visitor passes without the logo are invalid.➤ From December 2022 these passes will be issued annually along with the individual apartment parking disc. They will be the only authorised visitor passes to be used on site VCS will be notified of the date that changes come into force.➤ Genuine errors occasionally occur when completing the notices, the Building Manager should be notified immediately, he will contact VCS and a void of a parking ticket notice may be possible. If a notice is given and you fail to bring it to the attention of the building manner as soon as possible and the VCS fine process commences it will be extremely difficult to intervene and if successful will incur an administration cost to VCS that individuals will have to pay.➤ Please note that visitor passes are for 72hrs and state No return within 72hrs this means the vehicle should not occupy a visitor space anywhere on site until 72 hours has passed.➤ The current WQ parking disc issued annually for your car windscreen cannot be used in the visitor car spaces, you will need to clearly display a visitor pass in the car whilst using a visitor space.➤ All residents must display the apartment numbered parking disc	Enter date the updates start i.e. when agreed at the June 2022 board

	<p>issued each year in their car.</p> <ul style="list-style-type: none"> ➤ Do not park in front of the north end double gates, these are for emergency access vehicles for the site and must be kept clear at all times ➤ Do not park on double yellow lines anywhere on site. ➤ Please note that visitor spaces cannot be guaranteed, if spaces are not available visitor cars cannot park in other owners/tenants spaces or use the refuge bays. ➤ If a resident uses a visitor space regardless of the length of time using the space a valid 72 hour visitor parking pass must be clearly displayed in your car window. ➤ Contractors parking and unloading must have a contact notice in the windscreen stating which apartment they are visiting/working in and mobile number, this is essential especially in the undercroft where they may be blocking other drivers from entering/exiting. 	
2.	<p><u>Extended Stay Visitor Parking Notice – Update</u></p> <ul style="list-style-type: none"> ➤ The 5 day visitor parking notice is available from the Building Manager and should be collected during the working week. In the event of the manager not being available please contact the RTM directors (contact information on the notice boards in each quay foyer) or email WQRTMCL@gmail.com and they will assist. ➤ Note the same parking restriction advice as above (1). 	
3.	<p><u>Exceptional Circumstances-Parking Arrangements</u></p> <p>There are no changes/updates to this arrangement.</p>	

4.	<p><u>Illegal Parking in Leaseholders Bays – Update</u></p> <ul style="list-style-type: none"> ➤ Each leaseholder/tenant should contact VCS directly if they find someone has parked in their parking space, this is required to ensure that the report is a genuine complaint from the owner of the space. Notices around the site provide VCS contact information. ➤ The building manager will not in normal circumstances report an illegally parked car to VCS however he will assist and monitor the situation for a resident. ➤ Do not park your car or allow visitors cars to park their cars in vacant demised car bays. This is not acceptable and if reported your car will be fined. There have been several reports of spaces being used when residents are away or use their apartments occasionally. This is frustrating and unfair to leaseholders who own these parking bays. Do not park in vacant bays unless you have the express permission of the owner. ➤ The 2 refuge bays cannot be used as extra parking spaces, unless VCS have given you permission to use the bays and taken your car information and your details, improper use will result in a fine. 	
5.	<p><u>Vehicles at Wapping Quay - Update</u></p> <ul style="list-style-type: none"> ➤ Vehicles identified as abandoned at Wapping will be removed and as the lease states the costs incurred by the WQRTMCL board for this action will be the responsibility of the leaseholder concerned who will be billed accordingly. KMRE manages and monitors this process on behalf of WQRTMCL. ➤ Owners are entitled to park in their demised space. They should not park on double yellow lines, in other demised spaces, in refuge bays, or use visitor spaces unless displaying the correct visitor pass. ➤ It was previously agreed by the board (letter sent out 2018) that owners with under croft parking could depending on car size accommodate 2 cars. As it is the owner's space and permission has been given by the owner this second car does not require a parking disc. Please ensure that both cars remain within your designated parking lines and must not encroach onto the common parts. ➤ Residents should not use the 9 allocated visitor parking spaces for second car use. These spaces are very limited and are for genuine visitors to Wapping. ➤ The round parking disc issued annually for each apartment can only be used in your demised space (numbered car space). 	

6.	<p><u>Contractors at Wapping Quay - Update</u></p> <ul style="list-style-type: none"> ➤ It is important that all leaseholders and tenants arranging for work to be carried out adhere to the guidelines issued by KMRE and these are available from the building manager on: 07435754828 or from KMRE. ➤ Leaseholders remain responsible for the actions and behaviour of contractors that they invite to WQs and it's their responsibility that they abide by the rules and regulations issued by KMRE. ➤ Residents should make their own parking arrangements for contractors and other workers visiting the site, due to the limited parking spaces, visitor parking spaces cannot be reserved. ➤ Contractors must be informed that they cannot park vehicles in vacant parking bays these are for the sole use of residents living at Wapping Quays. ➤ Contractors can only load and unload equipment/items in the yellow hatched areas in the under-croft, they should leave the hazards on, have a note in the van in the windscreen saying which apartment they are visiting and providing a mobile number (in case access is needed quickly) vehicles should be removed to a parking spot as soon as possible. ➤ Contractors should where possible park in the organising resident's demised bay. ➤ Contractors must always display contact information in the vehicle to enable contact should the vehicle need to be moved. 	
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Considerate parking: please be considerate to neighbours when parking in your own space to ensure that there is comfortable access for the cars parked next to you to reduce any damage to vehicles and to assist those who are less mobile or those with young children strapped into seats, you should park within the white lines identifying your parking space.

Please note that there are only **9** visitor parking spaces on site please do not use these as second car parking spots.

In summary car owners and visitors will be fined if you:

- park on double yellow lines on site;
- use incorrect visitor passes or
- have incorrect/out of date information;
- park in other peoples spaces without the owner's permission;
- park for long periods on the hatched areas by the back doors to the Quays without hazard lights on and not providing contact information in the windscreen area;

- park in the 2 refuge bays without permission from VCS;
- use the round parking discs anywhere on site other than their own parking space;
- park in front of the substations or main electric room where 24hr access is required;
- park in the entrance/exit/turning areas under the under-croft arches;
- park in front of and block the North Gate emergency vehicle access.

This review is available on the Wapping Quays website: wappingquays.co.uk

Section Two:

Wapping Quay Full Car Parking Review Issued July 2021 Updated – July 2022

This section provides the 2022 revised parking information and includes the changes and points of clarification provided by resident's experiences.

1. Visitor Parking Notice – Revisions

Valid passes have the Wapping logo on and last for 72hrs, with a no return within 72hrs. This means that visitors should not use another visitor space on site until 72 hours have passed, all information must be completed on the notice: **visitor car registration, date of arrival and time of arrival, contact number**. Genuine errors do occasionally occur when completing the notices, if this occurs the Building Manager should be notified immediately, he will discuss the error with VCS and a void may be possible. It's expected that such voids will be low in number, it's important that you ensure your visitors understand the importance of correctly filling in the notices.

The board will issue these passes and the apartment numbered parking disc annually, **only** current passes will be valid all old passes will be void, VCS will be notified of the commencement date of new passes. Residents continuing to use old passes will find that these cars are eligible to be fined.

From **December 2022** both the 72hr visitor parking pass and the individual numbered apartment round parking disc will be in the same format and issued to leaseholders annually, this should reduce the amount of reproduction of the passes in use. VCS will be notified of the change over in passes date and all previous passes will not be viable from the stated date.

All residents should display the individual parking disc with their apartment number in their car as this will help in parking disputes regarding illegal parking in demised bays and will assist VCS in identifying that a car is wrongfully parked. It will also assist in routine site checks if a refuge bay is in use as the owners details will be logged with VCS when permission to use these bays is granted.

Once a parking fine has been issued by VCS and the formal process commences on the system it is very difficult to stop the process. In exceptional cases this has occurred via WQRTM intervention. However these cases incurred admin fee's to VCS and the leaseholder must pay this as WQRTM funds cannot be used in this way.

Please note that visitor spaces cannot be guaranteed, if spaces are not available visitor cars cannot park in other owners/tenants spaces/park on double yellow lines or use the 2 refuge spaces.

2. Extended Stay Visitor Parking Notice – Revisions

These are valid for 5 days all information must be completed on the notice; **visitor car registration, date of arrival and time of arrival, contact number.**

The extended visitor parking notice is available from the Building Manager and should be booked and collected during the working week.

The notice should be returned to the Building Manager's office after use (or posted in the box by the office door).

Please note as both visitors parking notices require additional information, only the notices displaying the Wapping Logo are valid.

3. Exceptional Circumstances-Parking Arrangements

On rare occasions leaseholders and tenants may find themselves and family in particularly difficult circumstances such as serious ill health or terminal illness.

In these situations especially end of life, the Directors and VCS want to ensure the additional stress of increased parking and visitor arrangements are not a burden on families.

Wapping Quay will be able to activate a code via the building manager during working hours or WQRTMCL Directors out of hours. This code will alert VCS monitoring staff of the exceptional circumstances for Wapping Quay.

VCS will be sensitive to these exceptional circumstances and will wait for further information from the Building Manager as to when normal monitoring is resumed.

The directors contact details are on notice boards or via WQRTMCL@gmail.com

4. Illegal Parking in Leaseholders Bays – Revisions

Each leaseholder/tenant should contact VCS directly if they find someone has parked in their parking space, this is to ensure that request is a genuine complaint from the owner of the parking space, notices around the site provide VCS contact information.

Please note that only the leaseholder or tenant living in the apartment can ring VCS to report an illegally parked car.

Once the leaseholder has reported the issue to VCS and provided VCS with their car registration number, demised bay number and phone number, they can use the refuge bay to park their car until the issue is resolved.

The building manager will not in normal circumstances report an illegally parked car to VCS, however if notified he can monitor the situation for a resident.

VCS will visit and issue a parking ticket to the illegally parked car in the leaseholder's bay. Should the car not move from the space, further tickets can be issued by VCS the building manager should be informed of the situation and they will monitor with VCS on the residents behalf.

The round parking disks provided to owners should be displayed in residents cars this will help identify cars that can park in Wapping bays officially, these discs are for use in your numbered bay only they are not valid anywhere else on site.

VCS do not routinely monitor private parking bays on site unless specifically requested to.

5. Vehicles at Wapping Quay - Revisions

The lease clearly identifies the responsibilities of leaseholders and tenants living at Wapping Quay.

Owners are entitled to park in their demised space. They should not park on double yellow lines, in other demised spaces, in hatched/turning areas in the undercroft, in refuge bays, or use visitor spaces unless displaying the correct visitor pass.

Owners with under croft parking spaces must ensure that if they are parking two cars, both vehicles must be contained within the demised space white parking lines and should not encroach onto the common areas.

- **Page 8 The Fourth Schedule. Rights included in the demise.**

- Para 6: The right to park a private currently licensed and roadworthy motor car or motor cycle on the Parking Space demised.

- **Page 21 The Eighth Schedule-Part 2. Covenants enforceable by the Lessor and association.**

- Para 23: Not to carry out nor allow to be carried out on any vehicle maintenance on any part of the Development.

- Para 24: Not to abandon any vehicle whatsoever on any part of the Development and in the event of any breach of this covenant it shall be lawful for the Association without prejudice to its rights hereunder to arrange for the removal of such abandoned vehicle and to recover it from the lessee any costs incurred by it.

- **Page 22 Covenants enforceable by the Lessor and the association and lessees of other properties.**

- Para 2: Not to allow any trailer, caravan or boat or other similar chattel to be bought on any part of the Development.

- **Page 23**

- Para 9: Not to park any vehicle on the parking space demised other than a private currently licensed and road worthy motor car or motor cycle and not to park on any part of the Development other than on the parking space demised.

6. Contractors at Wapping Quay – Revisions

It is important that all leaseholders and tenants arranging for work to be carried out in apartments ensure that the building and grounds remain safe, clean and cause as little disruption to other leaseholders as possible throughout the work period.

- To support this happening a list of rules and regulations (Site rules and regulations for tenants contractors updated August 2021) has been established via KMRE and the building manager can guide the contractors through these rules.
- Leaseholders please note you are responsible for the actions and behaviour of the contractors you invite onto Wapping Quays and it is your responsibility to ensure they abide by the following rules and regulations.
- All contractors must report to the building manager before work commences mobile: **07435 754828**.

The key points regarding all works vehicles at Wapping from these rules are listed below:

- Contractors must only park within leaseholders own parking space and display in their windscreen their contact details (mobile number) and the number of the flat in which they are working.
- To remind leaseholders and tenants of the key elements of the lease Directors developed a user friendly booklet for individuals. **The Wapping Quays Guide for Leaseholders and Residents** The updated 3rd revision will be available on the Wapping Quays website: wappingquays.co.uk
- Contractors must display a sign on the ground floor quayside and car park (undercroft) side main entrance doors, advising of the flat in which they are working and a mobile contact number.
- Contractors may park on the yellow hatched area whilst actively unloading (hazard lights on) but must then move their vehicle either offsite or to the leaseholder's parking space, they must put a sign in the vehicle stating the number where they are working and mobile number so they can be contacted quickly if they are blocking other cars exiting or entering the undercroft area.
- Contractors must clean up after themselves each day before leaving site, this includes the lifts, outside the flat, corridor and parking area used.
- Contractors to report to Peter Cross (building manager) before leaving site for a daily joint inspection to ensure common areas have been left clean, tidy and undamaged.

Board contact details are available on the notice board in each quay and enquiries can be sent to WQRTMCL@gmail.com (note this site is checked Monday and Thursday). Director contact email details are also available on foyer notice boards.

Directors will not enter into discussions about individual parking fines or parking disputes such queries should be directed to VCS.

Wapping Quays Right to Manage Board

Date: 5 July 2022