

Members of:



**NORWICH
RESIDENTIAL
MANAGEMENT**

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Norwich Residential Management & NRM
are trading names of Norwich Residential Management Ltd

Date: 1st November 2018

IMPORTANT INFORMATION REGARDING YOUR PROPERTY

The Pavilion, Administration Building & Benjamin Gooch Way (including Ivory Building)

Amendments to Visitor Parking Provision

The visitor parking scheme in place at St Stephens Pavilion was revised on 4th June 2018 with the old-style parking vouchers phased out from Monday 3rd September 2018. From 4th June 2018 residents have been able to purchase Visitor Scratch Cards (costing £1 each) which will allow parking in the Visitor Parking bays to the front and side of the Administration Building for a period of up to 24hrs. Residents may have observed that the repairs were completed in August 2018 to the visitor parking area. These works included replacing the damaged and rotting sleepers with kerbs, levelling and resurfacing the asphalt and remarking the spaces to the front of the Administration Building.

Following feedback received from residents, as well as a Director's surgery held on 13th September 2018 and further discussions at a Directors meeting held on 8th October 2018, the directors of St Stephen Pavilion MCL unanimously agreed to make the following amendments to the visitor parking provision.

Up to 24hr Visitor Parking (Scratch Cards)

You can now purchase Visitor Scratch Cards up to a maximum of 90 (9 books of 10) per 12 month rolling period. Visitor Scratch Cards are issued in books of ten only. The cost per book is £10 and they can be purchased online at <https://www.norwichresidentialmanagement.co.uk/shop/sspmcl-parkingvouchers/>

Short Stay (Up to 4hrs) Visitor Parking (Via Permit and Time Clock)

You can now purchase a visitor parking permit and time clock. Each parking permit and clock allows short term visitor parking for up to 4hrs daily. You can apply for 1 visitor parking permit per property costing £24 for 12 months and they can be purchased online at <https://www.norwichresidentialmanagement.co.uk/shop/shortstayviapermitandtimeclock/>

Once purchased permits and/or scratch cards will be hand delivered to the letterbox of the resident in The Pavilion, Administration or Ivory Building. If you would like them posted via Recorded Delivery to an alternative address, please click the relevant delivery option at checkout.

Long Term Visitor Parking (72hrs to 7days)

There are 2 Long Term Visitor Parking Bays located to the right-hand side of the Administration Building marked 'Long Stay Bay 1' and 'Long Stay Bay 2'.

You can now book a Long Stay Bay for any duration from 72hrs to 7 days for £2 per day. This is restricted to 2 bays within the carpark. The online calendar will advise whether bays are available (booking must be made at least 3 days in advance)

Notes:

- Bookings are restricted to 21 days per year per property (to ensure all residents can have a long stay visitor).
- Bookings will be manually checked by NRM before they are authorised, and you pay for your booking.

You can check availability and book Long Term parking online at

<https://www.norwichresidentialmanagement.co.uk/shop/longstaybays/>

Carers' Parking Permits

Carers' parking permits will be issued free of charge if you meet certain criteria. The carer's permit entitles the parking of carers' vehicles for those residents living within The Pavilion, Administration or Ivory Buildings who require regular assistance in the provision of care whether from family, friends or professional carers.

The resident is required to provide supporting evidence from a Medical Practitioner that assistance in the provision of care is required by the individual.

If the medical condition is of a permanent nature the supporting medical evidence should state this and be dated within 3 months of the permit application.

If the condition is of a permanent nature and medical evidence is supplied with the initial application, it is not required upon permit renewal, unless there has been a significant change.

If the medical condition is not of a permanent nature the medical evidence supplied should be dated within three months of the application and must be supplied annually upon permit renewal.

Request for Carer Parking Permits in the first instance should be via email to sspmcl@nrmltd.co.uk with supporting evidence from a Medical Practitioner that assistance in the provision of care is required by a resident.

Contractor Parking

Commercial sign written contractor vans can park in the visitor parking bays to the front of the Administration building without displaying a visitor permit from 7am-7pm Mon-Fri.

It is good practice for them to display a letterhead / business card showing the property they are working in and a contact number should the Caretaker (Steve Ryan) or NRM require to contact them.

If however they are parking a normal, unmarked, passenger vehicle, they would need to display a valid visitor permit or scratch card.

Further Information & Map

Further information on parking at St Stephens Pavilion, including a helpful map of the visitor parking provision, is available online at <http://www.sspmcl.co.uk/parking/>

Additional Notes:

- Please be aware that the use of permits and scratch cards is monitored. Where evidence is found that the permit or scratch cards are being used incorrectly the resident will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the Management Company if no satisfactory response is received.
- Refunds will not be made on any unexpired portion of a parking permit or unused scratch cards.
- The permit or scratch card must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle
- A permit or scratch card does not guarantee a visitor parking space. If no visitor parking spaces are available, this does not justify a parking contravention.
- Any breach of the Terms and Conditions of use of the visitor parking bays / scratch cards may result in the issue of a Parking Charge Notice.
- Visitor Parking must only be used by visitors to The Pavilion, Administration or Ivory Buildings and cannot be used by residents to park additional vehicles.

Should you require any further information, please don't hesitate to contact us,

Yours sincerely

Permits Department

For and on behalf of
Norwich Residential Management