

## FAQs - Car Park Review 2018

When will the changes happen?	From January 2019
Do I have to pay for parking?	No. There will still be opportunities for free parking for staff.
I currently have a purple pass and travel infrequently for work purposes. What type of pass will I have?	<p>Current purple pass holders, staff who never or infrequently (once a month or less) use their car for work travel, will retain their Southwater pass and will also continue to be able to park in Hall Court car park <b>(marked A &amp; B)</b>.</p> <p>Staff are encouraged to use Southwater rather than Hall Court where possible.</p> <p>A reminder that Southwater is well lit, has CCTV and being undercover will protect cars from frost over the winter. The route from Southwater Car Park to Darby House or Addenbrooke House can be accessed through the Shopping Centre during the hours of 8.30am-6.30pm which is also well lit and largely weather protected.</p>
Why is parking being limited at Hall Court to rows A & B	We want to maximise income to the Council whilst giving some choice to employees. Limiting employee parking will enable shoppers to use more spaces at Hall Court and increase income.
I have just started working for the Council and I travel less than once a month for work or I am based at Southwater or Telford Ice Rink. What type of pass will I receive?	<p>New staff who never or infrequently (once a month or less) use their car for work travel, or who are based at Southwater or Telford Ice Rink will continue to be given passes for the Southwater car park only.</p> <p>Currently Southwater passes for employees working at Southwater One or Telford Ice Rink are not managed through the online permit system, so will be managed directly with Southwater Car Park staff. This may be improved in the future.</p>
I currently have a red pass as I travel more than once a month. What type of pass will I have?	Staff who use their cars more than once a month for work travel will continue to have passes for Darby House, Addenbrooke House and Hall Court (areas A & B).
I have a red pass but I am on holiday next week. Can I lend my pass to my colleague so they can park at Addenbrooke or Darby House?	<p>No. The passes are allocated to individuals based on business need. Consideration has already been taken of annual leave and other absences in planning the availability of spaces.</p> <p>Please note that employees are expected to abide by reasonable management instructions, and failure to do so may result in your pass being taken away or disciplinary action.</p>

Can I lend my pass to a customer or anyone else?	<p>No. Customers and other external parties have access to the visitor spaces and should use these when available or pay to park in a nearby carpark.</p> <p>Please note that employees are expected to abide by reasonable management instructions, and failure to do so may result in your pass being taken away or disciplinary action</p>
Will I be fined if I park without a pass?	Yes
Will I be fined if I park at Hall Court but do not park in the zones A or B?	Yes
How will I collect my parking permit?	<p>Whilst the new system is rolled out to all employees in Darby House and Addenbrooke House, you can collect your permit or Southwater pass from Addenbrooke House (area by the lifts) on:</p> <ul style="list-style-type: none"> <li>• Tuesday's between 9 -11am</li> <li>• Thursday's between 12 – 2pm</li> </ul> <p>You will be required to show your council ID and surrender any previous parking permits before being issued a new permit.</p> <p>Beyond this initial roll out, further arrangements may be made for pass collection, however these will be communicated from the online system emails at that time.</p>
What happens if I do not pay carpark fines	<p>The Council will pursue the payment of car park fines.</p> <p>You may also have your carpark pass taken away.</p> <p>Please note that employees are expected to abide by reasonable management instructions, and failure to do so may result in disciplinary action.</p>
How should I display the permit?	Permits must be clearly displayed within the front windscreen of the vehicle. Should the enforcement officer not be able to clearly identify the permit from the front windscreen then this will result in a penalty charge. Forgetting to display the permit or displaying it in another part of the car is not an acceptable excuse to avoid payment of a fine
I am a Blue Badge holder; do I need to apply for a permit?	Blue Badge holders do not require a permit
I do not have a blue badge but I do have a long term medical condition can I request a permanent change of pass?	SDM's, with advice from the HR Manager can agree this in <b>exceptional</b> circumstances.
Can I request a temporary permit for Darby House or Addenbrooke House on medical grounds?	Employees can request a temporary permit on medical grounds which will need agreeing by the HR

	<p>manager. In order for the permit to be agreed by HR the following steps must have already taken place:</p> <ul style="list-style-type: none"> <li>• Employees have consulted their line manager.</li> <li>• Their line manager has received advice from Occupational Health which supports the issue of a temporary permit on medical grounds</li> <li>• Their Assistant Director has confirmed they support this application and has determined what length of time the temporary permit will be valid for.</li> </ul>
I have been off sick, can I request a change of pass during my return to work programme?	This may be considered as part of a return to work programme on a short term basis with the agreement of the SDM with advice from the HR Manager.
If I have a Southwater & Hall Court car park pass, can I park my car at Darby House or Addenbrooke House if I am working late?	Yes. After 4pm anyone can park at Addenbrooke or Darby House car parks. You must, however, use your own time to move your car from Southwater.
What levels can I park on at Southwater?	Please park on level 3 or above.
Can Mondays/Fridays or during the school holidays be 'free for all' parking?	Car parking spaces are allocated on a business need basis. Previous experience has shown that opening up the car parks can cause problems for those employees who need to leave and return to the buildings on business. We will however seek opportunities to open up car parks where we can. This will be decided on an ongoing basis. Notices on the intranet will give details when this is possible.
If I usually park at Darby House but the car park is full is there a queuing system in place?	<p>No. You should park at Addenbrooke House or Hall Court car park.</p> <p>Parking fines will be issued to vehicles queuing for a space</p>
I usually park at Darby House, Addenbrooke House or Hall Court car park. I have returned to the office but am unable to find a space in any of these car parks. Can I park somewhere else and claim the money back?	If you park at Southwater you will be able to reclaim your car park fee.
Can employees park at any town centre car park on Council business and claim back the cost of car parking?	No. Only car park tickets for Southwater will be reimbursed.
I don't like parking in multi-storey car parks can I change my pass to park elsewhere?	No. Southwater is well lit, has CCTV and being undercover will protect cars from frost over the winter. If however you choose not to park at Southwater you will be responsible for meeting your own car parking costs.
What happens if people do not treat others with dignity and respect on the car park?	Staff are expected to treat others with dignity and respect at all times. Car park passes may be

	removed or other appropriate disciplinary action taken.
Can I unload at Town Centre buildings	Yes. Staff can park and unload for up to 40 minutes but must display their permit at all times
I am not based in a Town Centre building, Can I park as a visitor in a visitor space?	Yes, for up to three hours.  No exceptions will be made to this, and it is the responsibility of meeting organisers to ensure visitors to the buildings are advised of this when arranging meetings.
Can we reduce the number of visitor spaces?	There are no plans to change the number of visitor spaces at Darby House or Addenbrooke. The spaces are needed to meet demand from customers and other visitors.