

## **Frequently Asked Questions**

### **Q. What does the new car parking system mean for me?**

A. Following feedback from staff, Unions, the Student Union and the appeals process, the CRA Parking Team have been working with Greater Manchester Transport Unit to create a bespoke online car parking application and allocation system. The new system will be more equitable and quicker to use. The allocation criteria has been reviewed following consultation and feedback from last years appeal process and will access a greater range of work and social based factors in order to allocate the finite number of car parking spaces to those staff with the highest need. There will be some paper based applications available for those staff who may not have access or fell comfortable using the new online software but we really want to encourage everyone to try the online system. It is very quick, easy to use and will allow us to contact you at different stages of your application so you remain fully informed throughout.

### **Q. How will I know you have received my application?**

A. If you have filled in your application online a notification email will be sent to you once your application is received and again when the outcome of your application has been decided. If you fill in a paper based application you can contact the car parking office on ex 2989 to ensure your application has been received and you will be notified of the outcome of your application by letter.

### **Q. How will my application be processed?**

A. The new system allows you to log in anytime to check the process and status of your application. Once the deadline has passed, your application will be assessed and you will be notified in due course of the outcome.

### **Q. Why has the special circumstances box been removed from the application process?**

A. The free text box had become far to objective in the application process and made things very difficult for the team and resulted in lots of appeals in the last 2 years. By reading a summary of the information in those boxes, we have streamlined the process by using the reviewed criteria to cover alot of the points raised in last year's special circumstances section. Staff will be able to voice any other circumstances at appeal should they be rejected in the first instance.

### **Q. What if I am rejected for a permit and I wish to appeal?**

A. You can appeal via the appeals process. You will be notified how to lodge an appeal if you are notified your application has been unsuccessful. This will also be online this year.

**Q. Am I going to be charged for a Car park access permit?**

A. Yes. Car Parking Charges was introduced by the University on 1st October 2009. Charges will freeze this year and the table can be found below.

**Q. How can I pay for Car Parking?**

A. There are 2 options of payment. One way is to have your **salary pay deducted** according to your pay grade, as outlined in the following table.

Pay Grades	Salary £	Annual charge £	Monthly Rate £	Equivalent daily rate <sup>1</sup>
Grade 2	14,477 - 15,641	120	10.00	55p
Grade 3	16,081 - 17,519	140	11.67	64p
Grade 4	18,027 - 19,645	160	13.33	73p
Grade 5	20,226 - 22,765	180	15.00	82p
Grade 6	23,449 - 26,391	210	17.50	95p
Grade 7	27,183 - 29,704	250	20.83	1.14
Grade 8	30,594 - 36,532	290	24.17	1.32
Grade 9	37,651 - 43,622	350	29.17	1.59
Grade 10	44,930 - 52,086	410	34.17	1.86
Grade 11	53,650 - 55,259	450	37.50	2.05
Above Grade 11	Over 55,259	500	41.67	2.27

<sup>1</sup> based on FT equivalent of 220 days per year; charges will be applied pro-rate to part-time staff

This payment option allows straightforward monthly deduction from pay but without any tax or national insurance advantages.

Staff will need to agree to the terms and conditions to consent to a deduction being made from their salary during the permit application process.

You will also be invited to join a **'salary sacrifice' scheme** which will reduce payments further. This involves accepting a reduction in salary in return for the car parking benefit. Savings on national insurance and tax can be gained by opting into the scheme. Stringent rules operate on salary sacrifice schemes, particularly in relation to the ability to suspend payment or leave the scheme. Additionally there can be an impact on pension entitlement at retirement.

If you are considering this option, full details of the scheme are available at <http://www.mmu.ac.uk/humanresources/form/#carpark>

The second option of payment is to use 'on-site' pay and display machines at **30p per hour** and a maximum of **£2.30 a day**. Ticket machines are located in all car parks. Please note the ticket machines do not give change e.g. £1 payment will result in a pay and display ticket being issued for 3 hr and the 10p will not be returned.

Pay and display is charged by the hour and part hour payment is not possible e.g £1 will give you 3hrs parking, £1.20, 4hrs parking etc.

Permit holders must display both their MMU car park access permit and a valid pay and display ticket when using the car park.

Tickets are NOT transferable between vehicles but are transferable between campuses for any given day for which a valid ticket is purchased.

All car park users must be accepted for a permit in order to access the car parks on a pay and display basis between the hours of 7.00am -5.00pm. Outside of these hours, charging is NOT applicable and car parks can be accessed via the access barrier intercom system. Operation of the access barrier will vary from site to site dependant on the working hours of the barrier personnel.

**Please note: A parking permit does not guarantee a parking space.**

**Q. Why do I need to specify a preferred car park in my application?**

A. To enable the Car Park Team to take account of your preference when evaluating the application form and efficiently allocate car parking spaces at each of the campuses.

**Q. Why can I not specify several car parks?**

A. You have this option only if your work requires you to have a 'Multi-site' permit in order to carryout your academic or operational duties. This applies to multi site visits between campuses. If you specify the need for a multi site permit your work based needs will be verified with your Line Manager.

**Q. Will I need a permit for a motor bike or cycle?**

A. No we will be providing designated areas on site for motor bikes and cycles to park free of charge. The exception to this is three or four wheeled motorcycles.

**Q. When will I hear whether my application has been successful?**

A. The Car Park Office will advise you by letter or email within 6 weeks of the application window shutting.

**Q. If I am successful, when will my permit be valid from and until?**

A. Permits will now run from 1<sup>st</sup> January 2010 until 31<sup>st</sup> December 2010.

**Q. When are car parks open?**

A. Car parks are accessible when buildings are open. This can vary from site to site.

**Q. I am disabled but do not have a blue badge. How is this to be dealt with?**

A. Some members of staff may not be Blue Badge holders but still have recognised mobility impairments that make travelling by car essential. If individuals believe this is the case, they should indicate this on the application form.

Individuals will be required to produce medical evidence to support their application. A proforma is now available in the new system and must be signed by your GP. A maximum of £20 can be reclaimed to cover any cost incurred in providing this evidence.

Staff who are granted a permit through the permanent or temporary mobility criteria are however unable to park in designated disabled parking bays. The Car Parking Office or Security are unfortunately unable to reserve parking bays close to a staff members place of work, however all reasonable requests to support staff with temporary or permanent mobility issues will be considered.

**Q. Are the University's car parks enforced?**

A. To protect the interests of all permit holders; the car parks will be patrolled daily to ensure all permit holders are being inconvenienced as little as possible by drivers who are not complying with the Terms & Conditions of the parking policy. This is to ensure safety, fairness and equity for all.

The patrols will be carried out by specialist car park operators on behalf of MMU.

The Car Parking Partnership is an organisation who operates many University Car Parks successfully e.g. Keele University. As a member of the British Parking Association it is obliged to abide by the British Car Parking Association's Code Of Practice.

Anyone failing to comply with these conditions agrees to pay an additional parking charge of **£70 within 28 days, reduced to £35 if paid within 14 days**. A parking charge notice to this effect will be issued to you.

**Q. How do I pay a Parking Charge Notice?**

A. Payments should be made to the Car Parking Partnership direct, not to the University:

Payment Line: 01604 625 613

Web Payments \ Appeals \ View Evidence : [www.carparkingpartnership.co.uk](http://www.carparkingpartnership.co.uk)

Postal Payments \ Appeals : The Car parking Partnership, PO Box 597, Northampton, NN4 7XN.

**Q. What happens if I do not pay the Parking Charge Notice issued?**

If a civil parking notice is issued and is not paid in the allotted time, the vehicle keeper details will be obtained from the DVLA, which will result in further action being taken to recover the additional parking charge.

If a civil parking notice is not paid within the allotted time (and is not subject to a valid appeal), the access permit will be temporarily suspended and access to the car parks denied until the charge is paid.

Note: Monthly salary deductions will continue to apply throughout the permit suspension period.

Should a permit holder receive three parking charge notices within any 12 month period, they will lose the right to apply for a permit within the next permit application period.

**Q. Can I appeal against a Parking Charge Notice?**

Appeals against parking charge notices must be directed to the Car Parking Partnership, **NOT** to the University.

Representations can only be received in writing, either to the Car Parking Partnership website ([www.carparkingpartnership.co.uk](http://www.carparkingpartnership.co.uk)), or by registered mail to the Car Parking Partnership address: PO Box 597, Northampton, NN4 7XN.

When an appeal is received, the notice is held at its current amount until a response is made to the person making the appeal.

If your appeal is denied, you will be sent a letter giving the reasons for the denial and a period of 14 days in which to settle the notice at its then, current outstanding amount (i.e. the rate it was at when the appeal was received). **The appeal outcome is final.**

**Q. What if I have a visitor who requires parking?**

A. The purpose of Manchester Metropolitan University's Car Parking Visitor policy is to ensure a sensible allocation of the limited number of visitors car parking spaces at each of the seven campuses. Available spaces at each campus are indicated in Table I of the policy that can be found online [http://www.mmu.ac.uk/staff/travel/car-parking/car\\_parking\\_visitor\\_policy.pdf](http://www.mmu.ac.uk/staff/travel/car-parking/car_parking_visitor_policy.pdf).

The policy includes contact information details for booking visitors car parking spaces, permit distribution locations and a description of the location of visitors car parking spaces.

**Q. Do need to display a permit and pay for parking**

A. All visitors to the University must display a valid visitor permit. As a member of staff at the University, you are responsible for booking any visitors into each of the University's car parks. Please ensure your visitors are aware of the necessity to collect a visitors permit (from the collection point you advise) and pay and display for the duration of their stay on campus.

Visitors without a permit are at risk of getting an enforcement notice. Enforcement notices given to vehicles without a permit from 1/9/2010, cannot be cancelled as this will be a cost to the University.

Visitor bookings should be made in advance prior to the visit using the contacts listed in Table I. Please note if a designated visitor space is not available, visitors should seek alternative parking off campus.

A 'pay and display' visitor's car parking permit will be made available for collection at the relevant reception/distribution point indicated in Table I. The visitor permit must have the details of the car registration and date/s permitted to park written on the disposable permit.

Visitors to the University excluding 'Designated Directorate visitors' and Governors will be charged the normal 'pay and display' tariff for the duration of their visit, 30p per hr or £2.30 per day.

Alternatively 'paid' visitor's, permits can be purchased from the Car Parking Team in blocks of 50 at a cost of £2 each, to be made available to any visitor to whom the department/faculty does not want to pay for the entitlement to park. This could include volunteers, sponsors, open day / interview delegates. The department requesting the 'paid' visitor's permits will be recharged for this cost.

Wherever possible, visitors to the University should be encouraged to travel by sustainable travel. Please visit <http://www.mmu.ac.uk/travel/> to find out about sustainable travel options to each of our campuses.

If you have any questions about visitor parking please contact ex 2989 or email [carparkingpermits@mmu.ac.uk](mailto:carparkingpermits@mmu.ac.uk)