

# EPPING FOREST DISTRICT COUNCIL

## Member Parking Policy



# TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>1</b>
<b>SECTION 1 – CIVIC OFFICES EMPLOYEE CAR PARK .....</b>	<b>2</b>
1.1 Booking System.....	2
How to book a parking space .....	2
How to cancel a parking space .....	2
Scheduled Committee meetings .....	2
Evening Council meetings.....	2
1.2 Parking Display Notice.....	2
1.3 Disabled Parking Bays.....	3
1.4 Electric Vehicle (EV) Bays .....	3
1.5 Standard Bays .....	4
1.6 Double Parking Bays .....	4
1.7 Short Stay Bays (30 minutes maximum stay) .....	4
1.8 Motorcycle/Cycle Parking .....	4
1.9 Logging Vehicle Registrations on iTrent .....	4
How to add your vehicle registration to iTrent .....	4
1.10 Restricted parking bays .....	5
1.11 Visitor Parking .....	5
1.12 Contravention/Infringement.....	5
1.13 Enforcement Procedure.....	5
1.14 Regulation of the Guidelines.....	5
1.15 Accidents & Incidents .....	6
1.16 Frequently Asked Questions (FAQs) – Employee car park .....	6
1.17 Summary of Employee Car Park Rules.....	8
<b>SECTION 2 – CIVIC PUBLIC PAY &amp; DISPLAY CAR PARKS (MIPERMIT).....</b>	<b>9</b>
2.1 MiPermit Benefits .....	9
2.2 Eligible Car Parks .....	9
2.3 How to Use the Benefits .....	10
How to register for the EFDC MiPermit account.....	10
How to add the free monthly permits to your account.....	10
How to activate your free permit or special discount .....	10
2.4 Blue Badge Holders.....	11
2.5 Motorcycles .....	11
2.6 Electric Vehicle bays .....	11
2.7 Pre-booking a parking stay using MiPermit.....	11

2.8 Using a Parking Display Notice in a Public Car Park .....	11
2.9 Critical (Red) Bays in Civic Offices Public Car Park.....	11
2.10 Enforcement Procedure.....	11
2.11 What to do if you have received a Penalty Charge Notice .....	12
2.12 Accidents & Incidents .....	12
2.13 How we use your data .....	12
2.14 Frequently Asked Questions (FAQs) – MiPermit Parking.....	12
<b>SECTION 3 – COTTIS YARD MULTI-STOREY CAR PARK (QUALIS CAR PARK).....</b>	<b>14</b>
3.1 Instructions.....	14
3.2 Blue Badge Parking.....	14
3.3 Electric Vehicle Parking.....	14
3.4 Motorcycle Parking.....	14
3.5 What to do if you have received a Parking Charge Notice .....	15
<b>APPENDIX A – Parking Display Notice (employee car park) .....</b>	<b>16</b>
<b>APPENDIX B – EV charging instructions (employee car park).....</b>	<b>17</b>
<b>APPENDIX C – How to set up EFDC MiPermit account.....</b>	<b>18</b>
<b>APPENDIX D – How to add free monthly permits to your account (MiPermit) .....</b>	<b>19</b>
<b>APPENDIX E – How to activate a parking stay (MiPermit) .....</b>	<b>20</b>

## INTRODUCTION

The Epping Forest District Council (EFDC) Member Parking Policy seeks to clarify the rules and restrictions regarding parking when visiting the EFDC Civic Offices, Epping.

This Policy applies to all members of the Council.

The aim of this Policy is to ensure that access to parking for members is given consistently and fairly to effectively manage the limited number of parking spaces available at the Civic Offices. The parking facilities available is consistent with the EFDC Travel Plan, supporting steps to reduce the Council's carbon footprint by reducing the number of cars attending the Council Offices by using effective flexibility working principles. Members are encouraged to use public transport, cycle or walk when visiting the Civic Offices where possible.

Member parking when visiting the Civic Offices is provided at the following locations in Epping:

- **Civic Offices Employee Car Park**
- **Civic Offices Public Car Park** (EFDC MiPermit Parking - includes other selected EFDC public car parks)
- **Cottis Yard Multi-Storey Public Car Park** (EFDC MiPermit Parking)

Each parking area is operated differently, and this Policy sets out the rules and restrictions that apply to these parking areas.

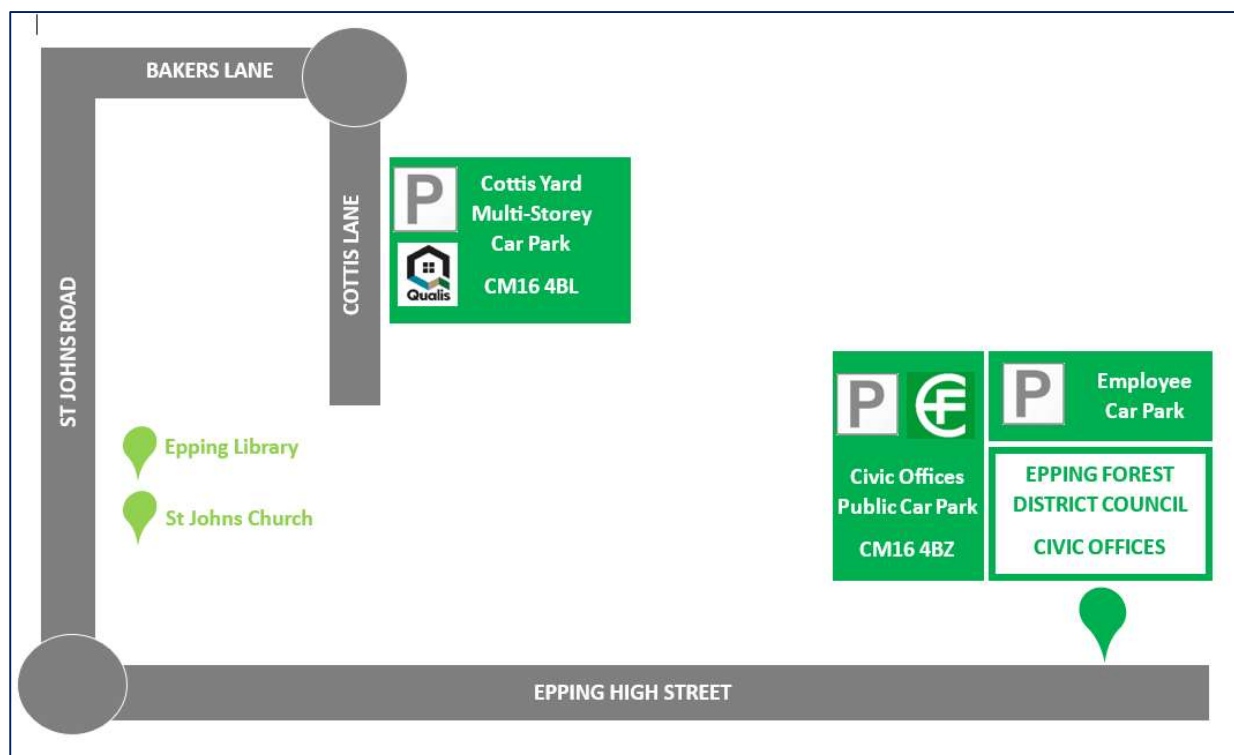


Figure 1: EFDC Member Parking Areas in Epping.

Please contact the Leisure and Parking Team ([parking@eppingforestdc.gov.uk](mailto:parking@eppingforestdc.gov.uk)) if you have any queries regarding this Policy.

## SECTION 1 – CIVIC OFFICES EMPLOYEE CAR PARK

### 1.1 Booking System

The employee car park operates on a booking system, where a parking bay must be pre-booked **before** entering the car park (with the exception of short stay bays, see Item 1.7). A designated bay number will be provided for members to park in.

The booking system is valid Monday to Friday 8.00am – 5.30pm. A booking is not required outside of these hours and parking will be on a first come first served basis.

Parking bookings can only be made up to 31 days in advance.

#### How to book a parking space

Members are advised to email their booking request with the required date and time to Member Services [memberservices@eppingforestdc.gov.uk](mailto:memberservices@eppingforestdc.gov.uk), and an officer will book a parking bay via the booking system. A designated bay number will then be provided to park in.

Emails to Member Services should have in the subject field “**Parking Request—\*Date & Time\***” so that requests for parking bookings can be prioritised accordingly. A parking booking can be made up to 31 days in advance.

#### How to cancel a parking space

Bookings that are not required must be cancelled. Requests to cancel an existing booking should be made to Member Services [memberservices@eppingforestdc.gov.uk](mailto:memberservices@eppingforestdc.gov.uk).

#### Scheduled Committee meetings

For scheduled Committee meetings during office hours such as Licensing Sub-Committee meetings, the Democratic and Electoral Services Team will pre-book parking bays for the members of the Committee.

#### Evening Council meetings

For evening Council meetings, the commercial tenant (Regus) parking bays with **BLACK** signage in the employee car park are permitted to be used. No booking is required and parking is on a first come first served basis.

Commercial tenant (Regus) bays with **RED** signage in the employee car park are **not** permitted to be used for evening Council meetings.

Please do not park in the commercial tenant bays at any other time, as doing so will lead to EFDC breaching its terms of the lease.

### 1.2 Parking Display Notice

A Parking Display Notice, bearing the members’ contact details, must be clearly displayed in the vehicle dashboard at all times when parked in the employee car park.

A copy of the Parking Display Notice can be found in Appendix A.

The Parking Display Notice must only be displayed in the employee car park. It is not valid in public car parks.



Figure 2: Employee car park layout.

### 1.3 Disabled Parking Bays

Designated disabled parking bays are located in the basement (numbered 17 and 28). A parking booking is required, and a valid Blue Badge must be clearly and properly displayed on the vehicle dashboard whilst the vehicle is parked.

There are also disabled bays available in the adjacent Civic Offices public car park, which is free to use on a first come first served basis (non-bookable), as long as a valid Blue Badge is displayed in the prescribed manner.

### 1.4 Electric Vehicle (EV) Bays

Only electric or plug-in hybrid vehicles are permitted to park in the EV charging bays with a valid booking. There are three electric vehicle bays (numbered 32, 33, 34) and two PodPoint EV charging points serving the three bays. Members may charge their vehicles and will be charged for the electric charging.

Booking an EV bay does not guarantee that a charger will be available. Access to chargers is on a first come first served basis.

Instructions on how to use the chargers can be found in Appendix B.

Non-electric vehicles are not permitted to book/park in the EV bays.

### 1.5 Standard Bays

These parking spaces are not affected by double parking (numbered 36 and 54 – 57). A booking is required and members must park in their designated space.

### 1.6 Double Parking Bays

Bays numbered 58 – 76 are affected by double parking and a valid parking booking is required. Members who have a booking in the double-parking area have the flexibility of swapping spaces on site with the parking bay/s they will be blocking in if they are empty.

Members should not park in a blue bay when a white bay in the double parking area is available. It is advised that the blue parking bays are filled in number order - park in the lowest numbered blue bay available. This is to ensure all bays are used.

Parking in a double parking bay means you may block a vehicle, or be blocked in by another vehicle, and therefore may be expected to move your vehicle. Members must move their car in a timely manner when asked to do so without undue delay. A Parking Display Notice must be displayed at all times.

Members are deemed to accept these terms when booking a bay affected by double parking.

The nature of double parking is complex and all members and employees are expected to park considerately and treat colleagues with respect. Poor behaviour or attitude towards colleagues is not acceptable and will not be tolerated.

### 1.7 Short Stay Bays (30 minutes maximum stay)

The short stay bays (numbered 77 and 78) are intended to provide parking for members who need to visit the Civic Offices for short trips. A booking is not required to use the short stay bays and parking is on a first come first served basis. The maximum time permitted in the short stay bays is 30-minutes. A Parking Display Notice must be displayed at all times.

### 1.8 Motorcycle/Cycle Parking

There are designated motorcycle and pedal cycle bays located in the basement for the use of EFDC employees and members. All motorcycles and bikes must be parked in motorcycle/pedal cycle designated bays. These bays are non-bookable and therefore **do not** require a booking.

### 1.9 Logging Vehicle Registrations on iTrent

Members must log their vehicle registration details on iTrent and update where there is a change of vehicle registration.

How to add your vehicle registration to iTrent

1. Log into iTrent
2. Click "View Profile"
3. Scroll down and click "Private Vehicles"
4. Click "Add Vehicle"
5. Complete details and click "Save".

### 1.10 Restricted parking bays

Remaining spaces in the employee car park are reserved for EFDC vehicles, Qualis and the commercial tenant. It is **not** permitted to park in these spaces in the employee car park.

The commercial tenant (Regus) spaces with **BLACK** signage in the employee car park may only be used for evening Council meetings.

### 1.11 Visitor Parking

There is no allocated visitor parking in the employee car park. Visitors who drive can make use of nearby public car parks (Civic Offices, CM16 4BZ or the Cottis Yard Multi-Storey Car Park, CM16 4BL). Information on car park tariffs and ways to pay is displayed on tariff boards in the car parks.

### 1.12 Contravention/Infringement

The onus is on the driver to comply with this Policy and failure to comply will result in enforcement action. Repeated contraventions will result in car parking access being taken away.

A summary of the parking contraventions is listed below:

Contravention Offence Code	Contravention
01	Parked in a bookable EFDC bay without a valid booking
02	Parked in a restricted area in the car park
03	Parked without clearly displaying the correct Parking Display notice
04	Parked in an electric vehicle bay with a non-electric vehicle
05	Parked in a disabled parking space without clearly displaying a valid Blue Badge
06	Parked in a bay for longer than the maximum period permitted
07	Failed to update vehicle registration details on iTrent
08	Failed to cancel parking booking where not required
09	Parked causing an obstruction

### 1.13 Enforcement Procedure

Failure to comply with this Policy will result in enforcement action being taken. A maximum of three warning notices will be issued for repeat contraventions. Subsequent contraventions will result in parking access being taken away for a period of 3 months.

Any disputes on an enforcement action can be appealed to the Leisure and Parking Team Manager who will review the appeal in consultation with the Service Director of Contracts.

If all users adhere to the Policy, then enforcement action can be avoided.

### 1.14 Regulation of the Guidelines

Spot checks will be carried out by the Leisure and Parking Team and Concierge.

Members are encouraged to report infringements in confidence by contacting the Leisure and Parking Team ([parking@eppingforestdc.gov.uk](mailto:parking@eppingforestdc.gov.uk)).



The intention of this Policy is to enable as many employees and members to park on site as is possible. All employees and members are asked to be considerate to the varying requirements of other colleagues and avoid the need for enforcement action.

### 1.15 Accidents & Incidents

Members park their private vehicles in the employee car park at their own risk. If a vehicle is stolen or damage occurs to an employee's vehicle caused by another vehicle, this is to be treated as a private motor accident matter between both parties.

Valuable items such as mobile phones or laptops, should never be left in an unattended vehicle, but if the owner does, they do so at their own risk.

The Council does not accept any liability for any loss or damage that may result.

### 1.16 Frequently Asked Questions (FAQs) – Employee car park

#### 1. I no longer require a booked parking space. What do I do?

If a parking bay is no longer required, the booking must be cancelled or amended (change date/time) accordingly. Requests should be made to Member Services [memberservices@eppingforestdc.gov.uk](mailto:memberservices@eppingforestdc.gov.uk). It is important that parking bookings are accurate so that other members/employees can book the space if they need to, and you must only book for the time required.

#### 2. I have booked a blue double-parking bay, but the vehicle I will be blocking in has not arrived yet. What do I do?

If you have booked a blue-double parking bay but the bay you will be blocking is empty, please park in the empty bay, clearly displaying your Parking Display notice (see Appendix A). This is to prevent blocking an empty bay. When the driver of the bay you have parked in arrives, they will be able to contact you to move your vehicle accordingly, or via mutual agreement, you may swap spaces and not need to move your vehicle. There is the flexibility of swapping spaces with the double parking bay/s to prevent blocking empty bays or unnecessarily restrict access to bays.

#### 3. I have been blocked in by a vehicle and I am unable to contact the driver as they have not displayed a Parking Display notice. What do I do?

Report the issue to Concierge or the Leisure and Parking Team immediately.

#### 4. A vehicle is parked in my booked bay. What do I do?

If a vehicle is parked in your bay, please check that the driver has displayed their Parking Display notice and contact the driver if you wish to park in your space. If your bay is affected by double-parking, it may be that the vehicle has parked in your space if they arrived before you to not block an empty bay. If a vehicle is parked in your bay and is not contactable, please report it to Concierge or the Leisure and Parking Team immediately.

**5. I would like to book a parking space but there are no bays available. What do I do?**

Overflow parking is available within walking distance in the public car parks in Epping (Civic Offices public car park or Cottis Yard multi-storey car park). You can park in the public car parks using your free monthly parking allowances or special parking rates via the EFDC Employee MiPermit account (see Section 2).

## 1.17 Summary of Employee Car Park Rules



### 1. Members must pre-book a parking space via the QuickBook booking system.

The parking booking system is in place Monday to Friday 8am to 5.30pm. A booking is not required outside of these hours.

Requests for bookings should be made to Member Services.

You must park in your designated booked space, with the exception of double-parking bays, see Rule 5.

A booking is not required for Short Stay bays, see Rule 2.

**Parking bookings MUST be cancelled if the space is no longer required, in advance of the booking start time. If you need to cancel your space after the booking session starts, please contact the Leisure and Parking Team.**



### 2. Maximum stay in short stay bays is 30mins.

Short Stay bays are numbered 77 and 78. No booking is required. Parking Display Notice must be displayed at all times.



### 3. Parking is strictly prohibited anywhere other than the bookable bays and short stay bays.

Parking in designated EFDC vehicles & Qualis bays is not permitted at ANY time.  
Parking in commercial tenant (Regus) bays with **BLACK** signage is permitted for evening Council meetings ONLY.



### 4. Vehicle Registration Details Must be Updated on iTrent.

### 5. Double Parking – Do not block empty bays or unnecessarily restrict access to bays.

Bays 58 – 76 are double parking spaces and booking such bay means you will be affected by double parking and may be asked to move your vehicle.

You have the flexibility of swapping spaces in the double-parking area to prevent blocking an empty space, or unnecessarily restricting access to other bays.

Do not park in a blue bay when a white bay in the double-parking area is available. Fill the blue parking bays in number order (park in the lowest numbered blue bay available). This is to ensure all bays are used.

You must move your car in a timely manner when asked to do so.

### 6. “Parking Display Notice” must be clearly displayed on your vehicle dashboard at all times.

This applies to all parking bays.



### 7. Only Electric Vehicles/plug-in hybrid vehicles are permitted in EV bays.



### 8. Motorcycles & bikes must be parked in designated motorcycle/cycle bays located in the basement. No booking required.

## SECTION 2 – CIVIC PUBLIC PAY & DISPLAY CAR PARKS (MIPERMIT)

Parking is available in the Civic Offices public pay & display car park, Cottis Yard multi-storey car park and other selected EFDC off-street public car parks. EFDC employees and members can benefit from free parking allowances and discounted parking fees via the EFDC Employee MiPermit application.

### 2.1 MiPermit Benefits

MiPermit is a digital payment system used in EFDC operated public off-street car parks. The EFDC MiPermit account allows employees and members to access the MiPermit digital parking system, with additional benefits that is accessible by employees and members.

The benefits are:

1. Special discount off standard car park tariffs (50%).
2. Free monthly permit allowances (employee permits)  
**Free parking allowance of 8 x half days per month** (a half day is equivalent to 4 hours).  
 The batch of free permits need to be added to your account each month and each permit must be activated before leaving your vehicle in the car park. The permits expire each month and cannot be rolled over or saved up.

All benefits are valid Monday – Friday during car park enforcement hours only. Parking outside enforcement hours in EFDC pay & display car parks is free and standard car parking tariffs will apply on weekends.

### 2.2 Eligible Car Parks

MiPermit benefits are available in the following public off-street car parks:

#### Epping

- Civic Offices Car Park, CM16 4BZ
- Cottis Yard Multi-Storey Car Park, CM16 4BL (Qualis car park)

#### Loughton

- Traps Hill Car Park, IG10 1HD
- Oakwood Hill East Car Park, IG10 3TZ
- Burton Road Car Park, IG10 3ST
- Vere Road Car Park, IG10 3SW

#### Buckhurst Hill

- Queens Road Lower, Buckhurst Hill, IG9 5BZ

The intention of the employee MiPermit account is to provide overflow parking for the Civic Offices and therefore the benefits can only be used in the above selected car parks in Epping or EFDC car parks nearest to underground stations (for commuting purposes).

## 2.3 How to Use the Benefits

### 1. Register for the EFDC MiPermit account (one-off process)

How to register for the EFDC MiPermit account

Apply for the “Employee Parking Application” via the EFDC MiPermit Portal

<https://secure.mipermit.com/epping/application/home.aspx>

See Appendix C for step-by-step instructions.

Once your application has been approved, you will have automatic access to the special discounts.

### 2. Add the free monthly permits to your account (to be repeated each month)

How to add the free monthly permits to your account

Add the free “Employee Permits” via the EFDC MiPermit Portal

<https://secure.mipermit.com/epping/application/home.aspx>

See Appendix D for step-by-step instructions.

Please note that this step needs to be repeated each month i.e. if you have added your permits on 30<sup>th</sup> May, you will be able to add your next batch of free permits from 30<sup>th</sup> June.

### 3. Activate your free permit or special discount when you park your vehicle via MiPermit App

How to activate your free permit or special discount

Download the MiPermit App on IOS or Android. A valid stay must be arranged via MiPermit **before** leaving your vehicle in the car park.

See Appendix E for step-by-step instructions.

## 2.4 Blue Badge Holders

Blue Badge holders park for free in all EFDC off-street car parks, provided that a valid Blue Badge is clearly displayed in the vehicle dashboard the whole time the vehicle is parked. Disabled bays should be used where possible, if not, it is permitted to park wholly within a non-specified bay displaying a Blue Badge for free.

The person who the blue badge is registered to must be driving or a passenger in the vehicle at the time the vehicle is parked.

## 2.5 Motorcycles

Motorcycles park for free in all EFDC off-street car parks. Motorcycle bays should be used where possible, if not, it is possible to park wholly within a non-specified bay for free.

## 2.6 Electric Vehicle bays

Electric Vehicle (EV) parking bays are provided specifically for charging electric vehicles. Parking in an EV bay with a non-electric car is not permitted at any time and may result in a Penalty Charge Notice (PCN) to be issued.

EV parking is subject to existing car park tariffs during hours of operation and must be charging while in bay. Therefore, members are required to arrange a valid parking session via MiPermit when parked in an EV bay in a public car park.

## 2.7 Pre-booking a parking stay using MiPermit

Users can pre-book their parking up to 7 days in advance, however, it is not a requirement to pre-book a parking bay in public car parks. Pre-booking a parking stay does not guarantee a parking bay will be available and the Employee MiPermit account does not carry with it any guarantee that a parking space will be available.

It is advised that a parking session is arranged on arrival in the car park.

## 2.8 Using a Parking Display Notice in a Public Car Park

A Parking Display Notice is **not** valid in public car parks. Members who display a Parking Display Notice in car parks may be issued a Penalty Charge Notice.

## 2.9 Critical (Red) Bays in Civic Offices Public Car Park

Only critical employees have allocated parking bays lined in red in the Civic Offices Car Park.

These employees are service critical employees whose presence is essential for the operation of the Civic Offices (spaces identified and agreed by Service Directors). Members or non-critical employees in red bays will receive a Penalty Charge Notice (PCN).

## 2.10 Enforcement Procedure

Public car parks are enforced under the Civil Parking Enforcement regime and it is the driver's responsibility to ensure they comply with the rules and regulations. A valid parking session must be in place via MiPermit for the correct location, date, duration required and vehicle registration number, before leaving the vehicle in the car park. Failure to arrange a valid

parking session may result in the issuing of a Penalty Charge Notice (PCN). EFDC employees can park within the eligible car parks in a regular (non-specified) space, wholly within bay markings.

MiPermit is a digital parking system so you do not need to display anything when you park, but a valid digital stay must be in place.

The parking regulations are strictly enforced in EFDC off-street car parks. If a Civil Enforcement Officer finds a vehicle in a parking space without a valid virtual parking stay, a PCN will be issued and the driver will be held liable to pay the penalty.

### 2.11 What to do if you have received a Penalty Charge Notice

If a Penalty Charge Notice (PCN) is issued, members must follow the instructions on the reverse of the PCN and either:

- Pay the PCN, or
- Submit an informal challenge if it is believed that the penalty should not be paid.

The process of dealing with challenges and representations against the issue of PCNs will be carried out in a fair, unbiased and equal manner.

Please do not contact the Leisure and Parking Team in relation to PCNs. Parking officers cannot cancel PCNs due to requests from other Officers and no undue external pressure shall be brought, by either employees/members of the Council or other senior officers, designed to unduly influence the decisions by virtue of their position alone.

### 2.12 Accidents & Incidents

Members park their private vehicles in public car parks at their own risk. If a vehicle is stolen or damaged, this is to be treated as a private motor accident matter.

Valuable items such as mobile phones or laptops, should never be left in an unattended vehicle, but if the owner does, they do so at their own risk.

The Council does not accept any liability for any loss or damage that may result.

### 2.13 How we use your data

MiPermit hold and process your data on behalf of Epping Forest District Council.

Parking Officers may contact you using the contact details provided to MiPermit. This will only be in instances where there is an important update concerning your account or issues with parking.

No payment card data can be viewed by Epping Forest District Council.

### 2.14 Frequently Asked Questions (FAQs) – MiPermit Parking

#### 1. I have received a parking fine (Penalty Charge Notice). What do I do?

Civil Parking Enforcement in EFDC public car parks is a legal process and therefore employees must follow the instructions on the reverse of the Penalty Charge Notice to either

pay or challenge the penalty. If you believe your penalty is unfair and wish to challenge, please include details of your EFDC entitlement in your challenge.

Please do not contact the Leisure and Parking Team in relation to parking fines.

## **2. Do I need to arrange my parking stay on arrival?**

Yes, a valid parking session via MiPermit must be arranged on arrival in the car park, **before** leaving your vehicle in the car park. This also applies to the Cottis Yard multi-storey car park.

## **3. I have pre-booked my parking via MiPermit but cannot find a parking space. What do I do?**

Whilst it is possible to pre-book a parking space up to 7 days in advance with MiPermit, booking a space will not guarantee a parking space in public car parks. Therefore, we would recommend that members only activate their parking sessions upon arrival in the car park.

## **4. Can I park in a red bay in the Civic Offices public car park using MiPermit?**

No. The red bays are designated to critical employees only Monday to Friday, 8am to 6pm. Any other vehicles parked in red bays during these hours will receive a parking fine, regardless of whether a parking session has been arranged via MiPermit or not.

## **5. I am unable to activate a free parking permit. Why is this?**

It is likely that either;

- a) Your monthly permits have expired, and you need to add a new set of free permits to your account (see Item 2.3, no. 2 "Add the free monthly permits to your account (to be repeated each month)" for instructions).
- b) You have used up your monthly permit allowance (8 x half day permits) and will need to wait until when your next batch of free permits are due. You could use your 50% discounts in the meantime.

If you believe that the issues you are experiencing is not related to the above, please contact the Leisure and Parking Team ([parking@eppingforestdc.gov.uk](mailto:parking@eppingforestdc.gov.uk)).

## **6. Can I use my free half-day parking permits consecutively to give me more time?**

Yes. Each parking permit is equivalent to half a day (4 hours). You can use two permits consecutively to provide an 8-hour stay and so on.

## **7. Will my permits roll over if I do not use all in a month?**

Unfortunately, no. The permits expire each month and cannot be rolled over or saved up.



## SECTION 3 – COTTIS YARD MULTI-STOREY CAR PARK (QUALIS CAR PARK)

The Cottis Yard Multi-Storey Car Park is operated by Qualis Commercial Ltd. EFDC employees and members are able to use their existing EFDC MiPermit account for parking in the Cottis Yard multi-storey car park.

### 3.1 Instructions

Members can continue to use their EFDC MiPermit account for free parking vouchers and discounts in the same way at Cottis Yard multi-storey car park. Please refer to Section 2 “Civic public pay & display car parks (MiPermit)” for information and instructions.

As with the existing MiPermit process in EFDC car parks, members must ensure that they have arranged a valid parking session for the correct duration, vehicle registration, and location during car park operational hours, **before** leaving their vehicle in the car park. The Cottis Yard car park operational hours are 07:00 to 00:00.

Please note that the free vouchers are already set up to include Cottis Yard. You do not need to select a car park location when activating your free parking stay.

### 3.2 Blue Badge Parking

Blue Badge holder parking is free in the Cottis Yard multi-storey car park therefore, arranging a parking stay via MiPermit is not necessary. A valid Blue Badge must be clearly and properly displayed on the vehicle dashboard whilst the vehicle is parked. Allocated disabled bays are available on the lower levels.

**Blue Badge holders must register at the pay & display machine in the car park and scan their Badge on exit, as this will give users an exemption.** The car park is operated via ANPR cameras, so displaying a Blue Badge alone does not exempt Blue Badge holders from payment automatically.

### 3.3 Electric Vehicle Parking

Electric Vehicle (EV) charging bays are provided on the ground and first floor of the multi-storey car park. Existing car park restrictions apply to EV bays and therefore employees must ensure they have arranged a valid parking session via MiPermit.

EV bays are provided specifically for charging electric vehicles. Vehicles parked in EV bays must be an electric vehicle and must be charging. Failure to arrange a valid parking stay or charge your vehicle in an EV bay may result in the issuing of a Parking Charge Notice.

### 3.4 Motorcycle Parking

There are motorcycle bays in the multi-storey car park and motorcycles will be charged as cars. Members who park their motorcycles in the multi-storey car park must ensure that they have a valid parking session arranged via the EFDC MiPermit account.

### 3.5 What to do if you have received a Parking Charge Notice

If you have received a penalty in Cottis Yard multi-storey car park, there will be details on the notice as to who to contact to dispute the charge. Members should include details of their EFDC entitlement.

Please do not contact the EFDC Leisure and Parking Team in relation to parking fines.

**APPENDIX A – Parking Display Notice (employee car park)****Parking  
Display**

<b>Name</b>	
-------------	--

<b>Team</b>	
-------------	--

<b>Mobile number</b>	
----------------------	--

## APPENDIX B – EV charging instructions (employee car park)

### PodPoint charging instructions (Civic Employee Car Park)

There are two 7kW Pod Point Chargers in the EFDC employee car park. The name is printed on the front of the charger, and this will be required to specify which point you are charging from.

#### Charger locations

**Rich-Neve** and **Owen-Khan** are located adjacent to the ramp for the underground carpark. The chargers back onto the Civic Office building and can charge vehicles in bays 32-34.

Staff should provide their own charging cable, but there are limited EFDC cables upon request.

The Pod Point app is available on smart devices for Android and iOS and can be found in the Google Play/Apple Store for their respective devices. Any member wishing to charge a Plug-in Electric vehicle will need to use this app to confirm each charge, and top-up this account.

Upon downloading and installing the app, either register a new account or login to an existing group account.

An email address will need to be registered with any Pod Point accounts. To register a new user, please contact Facilities Management ([propertyassets@eppingforestdc.gov.uk](mailto:propertyassets@eppingforestdc.gov.uk)) as these are not public chargers, and will not display until your user account has been authorised.

Location permissions will be required by the app, as this is how your device finds the charger.

#### How to start charging



##### 1. Plug-in your EV

Your charge will start immediately.



##### 2. Select Pod Point in app

Use the map or search for the chargepoint by name.



##### 3. Confirm your charge

If unconfirmed, your charge will stop after 15 minutes.

The cost of charging is the 'at-cost' price to EFDC plus a Pod Point administration fee. EFDC reserves the right to change this at any time.

Energy usage and usernames are logged for accountancy purposes.

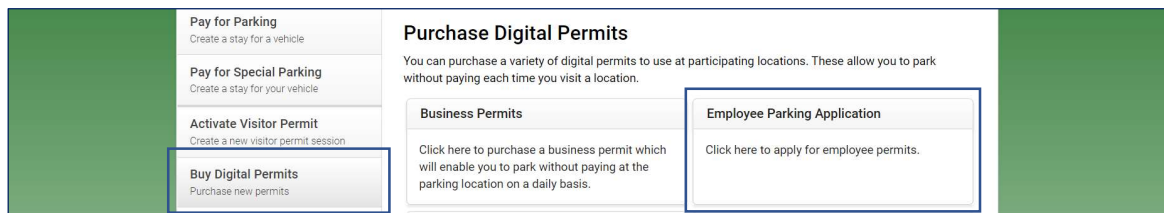
On average, it takes 8 hours to fully charge an electric car with a 7kW EV charger and 4-6 hours for a top-up charge.

## APPENDIX C – How to set up EFDC MiPermit account

Instructions on how to set up your EFDC MiPermit account

**This is a one-off process.**

1. Open the EFDC MiPermit portal via <https://secure.mipermit.com/epping/application/home.aspx>
2. Click “Register” and create a MiPermit account. If you already have a MiPermit account, you may log in to your existing MiPermit account to add the benefits to your personal account.
3. Once you have successfully created an account, click “Buy Digital Permits” > “Employee Parking Application”.



4. Enter the employee name and work email address in the “Notes” section.
5. Click “Finish” > scroll down on page and click “Finish” again. Complete details where requested.
6. Your EFDC MiPermit account application will be approved in up to 5 working days. You will receive an email notification when your application has been approved.

Email [parking@eppingforestdc.gov.uk](mailto:parking@eppingforestdc.gov.uk) if your application has not been approved in 5 working days.

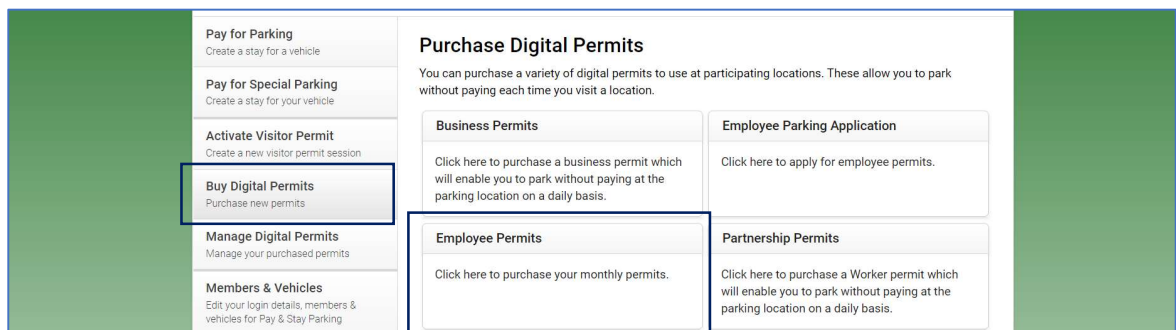
NB: You will not be able to access the EFDC employee benefits until your application has been approved.

## APPENDIX D – How to add free monthly permits to your account (MiPermit)

Instructions on to add your free monthly permits to your account via MiPermit

**This step must be repeated each month i.e. if you purchase the permits on 31/01 then the next available batch will be on 28/02 and then 31/03.**


1. Open the EFDC MiPermit portal via <https://secure.mipermit.com/epping/Application/home.aspx>
2. Click “Buy Digital Permits” > “Employee Permits”.




3. Click “Finish” > Scroll down on page and click “Finish” again. Complete details where requested.

## APPENDIX E – How to activate a parking stay (MiPermit)

Instructions on how to activate your free permit via the MiPermit app

1. Open the MiPermit app on your phone. Make sure you are logged in to your account.  
*The MiPermit app can be downloaded via the App Store or Play Store.*
2. Press the Menu  icon > “Permits” > “Activate”.
3. Insert required details to arrange your parking stay and press “Confirm”.
4. Check details and press “Activate”.

Instructions on how to pay for parking using your 50% discount via the MiPermit app

1. Open the MiPermit app on your phone. Make sure you are logged in to your account.  
*The MiPermit app can be downloaded via the App Store or Play Store.*
2. Press the Menu  icon > Select “Pay for Parking”
3. Search the required car park location. Select the location code with the “(Staff)” option.



4. Enter vehicle registration, parking start time, tariff and select “Continue”.
5. Check details and proceed with payment.