

Set-up guide

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Getting started

Step 1 – Creating an account

- Go to www.flashpark.co.uk
- Click on 'Register now'
- Fill in the online form.

Step 2 – Confirming your account

- Once you create an account you will receive a 'verification email'
- Click on the link to confirm your email address
- Order your signs within 7 days. You rent these for one year at a time and they cost **£45+VAT per sign per year**
See the last page for a picture of the sign and options for personalisation
- Display them in your car park area – see Step 5

Step 3 – Fitting your warning signs/ How many signs do you need?

- Display all warning signs in places where they are easy to see by motorist from each standing point:
 - 1 Around the parking area
 - 2 At the entrance

• How many signs do you need?

MINIMUM TWO SIGNS REQUIRED FOR APPROVING A SMALL PARKING AREA

You need to ensure there is enough signage on site. “In order for the site to meet code clause 19.3 you must be able to see at least one, and ideally two signs (best practice) from any standpoint in the car park.”

- 1 Up to 3 spaces (marked or unmarked) - you need to display 1 signs inside and 1 sign by the entrance (if you own the entrance).
- 2 Up to 5 spaces (marked or unmarked) - you need to display 2 signs inside and 1 sign by the entrance (if you own the entrance).
- 3 Up to 15 spaces (marked or unmarked) - you need to display 4 signs inside and 1 sign by the entrance (if you own the entrance).
- 4 Up to 30 spaces (marked or unmarked) - you need to display 6 signs inside and 1 sign by the entrance (if you own the entrance).
- 5 Up to 50 spaces (marked or unmarked) - you need to display 8 signs inside and 1 sign by the entrance (if you own the entrance).
- 6 Up to and over 100 spaces (marked or unmarked) - you need to display 12 signs inside and 1 sign by the entrance (if you own the entrance).

Entrance Sign

If you have an entrance, please ensure you order our entrance sign. If you don't have an entrance you will need to complete the Exemption Request Form and return back to us.



Reason for Exemption Request:

- A small shop forecourt including petrol stations
- Private driveway fronting a residential property
- Small car park – 15 spaces or less
- Heritage reasons
- Only managing specific bays within a larger car park (e.g., disabled or parent and child bays)

Step 4 - Approving your account

To get your account approved you must upload the photographic evidence to your Flashpark control panel and also email it to us on admin@flashpark.co.uk.

- 1 Photos showing the whole of the car park area after the signs have been put up. (JPG format only)



- 2 Photos of the signs clearly showing the wordings (JPG, or PDF format only)

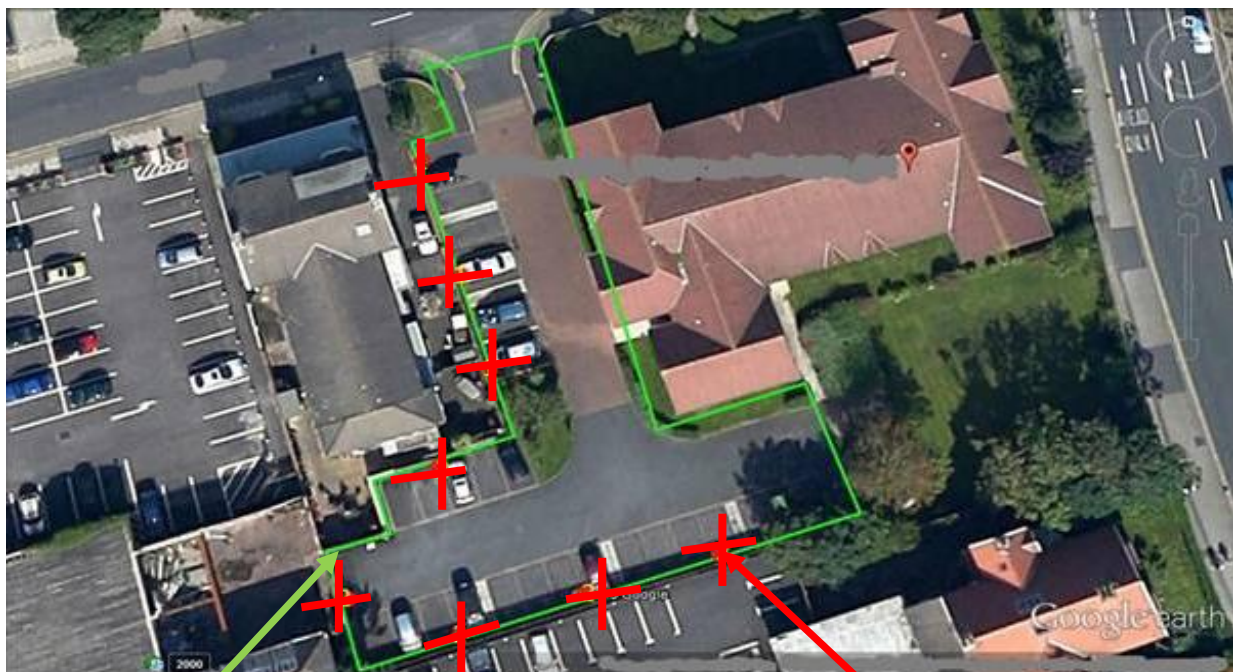


3. a) Overground car park

We require an aerial view – site map of the parking site with the boundary clearly shown and the location of the Flashpark signs clearly marked with a cross. Use Google Maps to do this. Please make sure, only the parking boundaries are marked- not the building. The site boundaries need to be closed.

HOW TO DO THIS?

- *Find your site on Google Maps by entering your site postcode and zoom in.
- * Use the Windows 'snipping tool' to take a snapshot of the site.
- * Print off the image and mark it up as shown below.
- * Sign and date with the site post code.
- *Use a scanner or mobile device to save the image as a PDF.
- *Upload on to your account where it says (upload site photos and documents) Only **A4 PDF format is acceptable for site plan.**



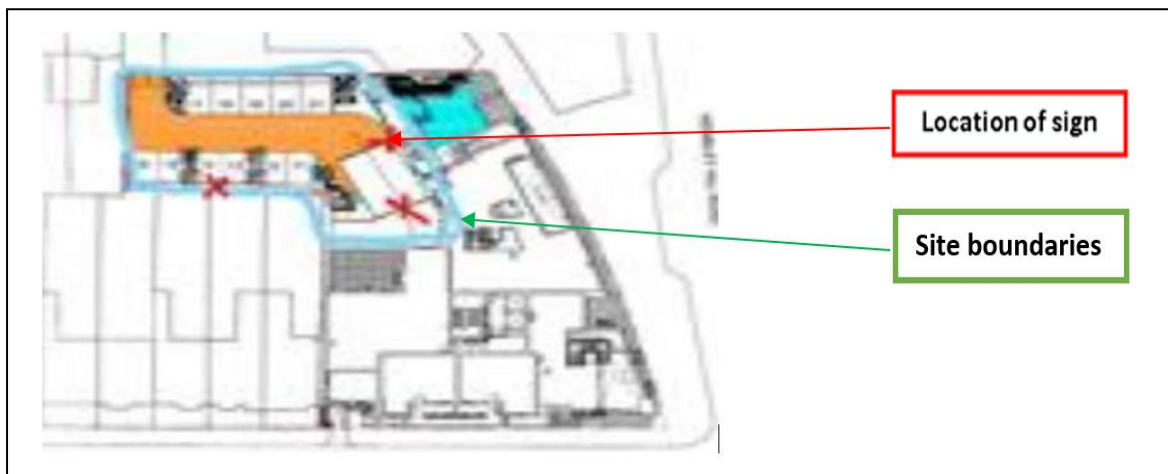
Site boundary

Location of sign

b) Underground car park

If you have an underground car park, we accept using a drawn/technical site map to show the boundary and signage.

Please ensure the photo is clear and the site boundary is clearly defined, and signage is marked and labelled.



4 Clearly Defining Enforced Parking Areas

In car parks where only certain bays are enforced, follow these guidelines to ensure clarity and compliance with the Single Code of Practice:

Separating Enforced Bays: Use [clear markings](#) or barriers to distinguish enforced bays from the rest of the parking area.

Specific Bay Enforcement: Clearly indicate which bays are enforced using signage and [customised overlay stickers](#) for authorised parking.

[Single Code of Practice](#), **Section 4.3:** "Controlled land must be clearly defined and separated from land that is not controlled. The boundary of the controlled land must be made clear to the motorist, for example by using different coloured surfaces, fences, posts, walls, or clear white lines"

REQUEST SITE APPROVAL

Once you have uploaded your site photos and site plan (as above), please email us on: admin@flashpark.co.uk with your post code and account name.

Step 5 - Reporting problem vehicles

Report problem vehicles by taking photos and uploading them to your Flashpark account.

Photos **must** contain:

1. The vehicle
2. The vehicle number plate
3. The car park background

The next pages show correct and incorrect photo evidence.

How to report problem vehicles:

- Log in using your ID and password
- Click on 'new ticket'
- Upload each photo of the problem vehicle one at a time
Once uploaded, photos appear on the right of the screen
Enter the vehicle registration number, and the date and time of the contravention.

Follow the photo rule on the control panel.

Photos that do not follow the rule will not be processed and will show as cancelled.

Make sure the date and time are set correctly on your camera, mobile device.

Correct photo evidence



Incorrect photo evidence



Vehicle attended



No background



Vehicle not visible



No registration number



Person is visible



Vehicle too far away

Step 6 - After reporting a problem vehicle

You report the vehicle, we send the charge notice. The charge notice goes straight to the address held by the DVLA.

Checking your submitted tickets

Click on '[View Posted Tickets](#)' in your control panel.

Status updates you may receive:

- 1 1st notice served – 1st letter sent
- 2 2nd notice served – final letter sent
- 3 Cancelled – incorrect vehicle registration.
Report the vehicle again within 7 days of the date of the contravention
Cancelled – no owner details held by DVLA
Cancelled – by the account holder
- 4 Paid
- 5 Not paid
- 6 Repeat offender
- 7 Anonymise ran – ticket is over 2 years old, so details have been deleted.

Important information

Always act professionally and responsibly with drivers.

If a driver returns to their vehicle while you are photographing it:

- 1 Tell them the area is private property.
- 2 Point out the warning notices.
- 3 Tell them politely that this time no action will be taken.
- 4 Warn them that future offences will result in parking charge notices.

You may get a repeat offender. Our adhesive parking control stickers are very effective. They can be stuck on the driver's window and are hard to remove. You can buy them on our website in the [Products](#) section.

LEAVING US

If you want to close your account email us on admin@flashpark.co.uk with your site post code and your account name. Please give us one month notice. (No refunds provided).

Warning signs and overlay stickers



Aluminium Dibond warning signs (the signs are also available in Welsh)

Size 457mm by 457mm

All our signs are supplied with the message 'PERMITTED PARKING ONLY'. You can change this by buying our overlay stickers.

If you would like to use your own wording:

1. Order the basic signs first and any overlay stickers
2. Email us at admin@flashpark.co.uk with your order number (start with FPO) and your text require - keep wording to a minimum (see above examples)

All our warning notices are approved by the Word Centre and display the *plain English approved* logo.

You can view more [product here](#).