

Set-up guide and support

Head Office

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How it works

STEP 1

Create an account
free of charge



STEP 2

Display signs
in prominent
locations



STEP 3

Photograph
offending
vehicles



STEP 4

Upload photos
and details
of the offence



STEP 5

Vehicle owner
will receive
PCN by post



STEP 6

You will receive
£15 cashback
for paid PCNs



Or watch our video on our website

www.flashpark.co.uk



Thank you for choosing our services. Please follow the five steps below to get started.

Step 1

Go to our website www.flashpark.co.uk. Click on New Customer Sign Up and fill in the online form to create your account.



Click on 'New Customer SIGN UP' to create an account.

Step2

Flash Park Customer Services will send you an email with the subject 'Welcome to Flash Park'. This email contains a link which you need to click on to confirm your email address. Once you have done this, you will have 30 days to order the signs, display them in your car park area and send us the photo evidence we ask for in Step 5. You have to do this within the 30 days, otherwise your account will automatically be closed. If this happens, please call Customer Services to ask them to restore your account.



Above – what our welcome email should look like in an in-box. If you don't get the welcome e-mail, please check your e-mail programme in case it thinks it is spam. If you still cannot get the email, please contact our Customer Services and they will help you.

Thank you for creating an account and welcome to Flashpark - the latest online facility designed for reporting unauthorized parking online.

IMPORTANT:

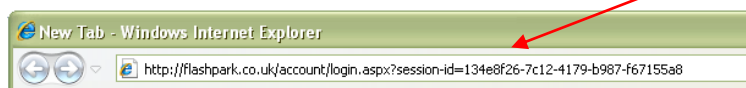
To proceed you must click on the link below to validate your email address, you will not be able to proceed if this is not done:

<http://flashpark.co.uk/account/login.aspx?session-id=134e8f26-7c12-4179-b987-f67155a8>

If clicking the link doesn't work, copy and paste the URL above in a new browser window and click the link, your account cannot be accessed.

An example of the email we will send to you.

Click on the link or copy the whole link into a browser.



Step 3

Fitting the warning notices

These aluminium dibond signs have holes in each corner and you can fasten them to most flat surfaces using fixings from any DIY store. Follow the instructions provided if you want to fix them to a post. The fixings are available from the 'Products' section of our website. To prevent vandalism, we recommend you display the signs out of arm's reach and on your own property only. Please make sure you have permission to fix signs onto a party wall or neighbouring property.

You must display all your warning signs in prominent locations around the parking area and at the entrance and exit points. Do not fasten the signs to trees. Make sure the signs are always easy to see and easy to read. So keep shrubs and other plants trimmed so that they do not cover them.

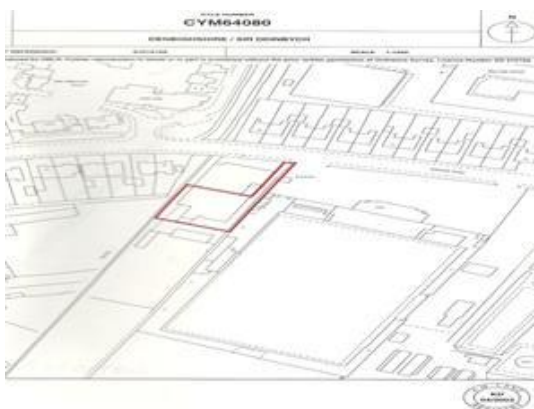
Step 4

Please upload to your account a title plan that shows us the boundaries of your property. You can download this from the Land Registry website or use Google Maps. It is important we can see where the boundaries of your site are. You can upload documents from your control panel by clicking on this link:

[Upload site photos & documents](#)

Land disputes

If there is an ownership dispute over the boundaries of your property you will have to get your solicitor to sign a preprinted letter from us.



Step 5

Upload photo of your signs

We need these photos to activate your account so that you can report problem vehicles. You only need to take these photos once and upload them within 30 days of opening your account. You can do this by clicking on:

[Upload site photos & documents](#)

In these photos we need to see clear proof of where signs are at the entrance, exit and around the parking area. Make sure that we can clearly see the warning signs and the parking area in the photos. The photos will help us to deal with appeals and be sure about the area where you will be reporting problem vehicles. Please see the examples below.

When you've uploaded your photos, if we haven't approved your account within 3 days phone our Customer Services on 0800 096 57 57. Please also make sure that the photos are uploaded the right way round and haven't been 'flipped' by your image software. Make sure there are no other conflicting warning notices on your site (wheel-clamping signs, or out of date signs) and so on.



How to report a problem vehicle

You will need to take a photo of the problem vehicle. Make sure that the vehicle, its registration number and the background are all in the photo. Angle your camera so that the photo includes at least one of the warning notices (please see the next page: 'correct photo evidence').

Once you have had your account approved you can start to report problem vehicles.

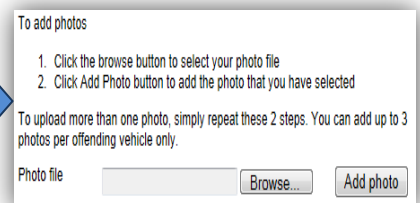


Login form for flashpark account. Fields include Login Id (flashpark) and Password (masked with dots). A security measure box shows a code 'AQFEG' and a 'New code' button. Buttons for 'Login Now', 'I have forgotten my password', and 'I would like to create an account' are at the bottom.

Log in using 'your ID' and password

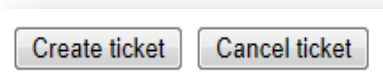


click on 'new ticket'



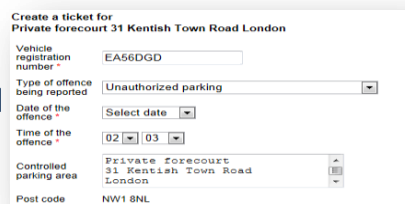
Instructions for adding photos: 1. Click the browse button to select your photo file. 2. Click Add Photo button to add the photo that you have selected. A note states: 'To upload more than one photo, simply repeat these 2 steps. You can add up to 3 photos per offending vehicle only.' Below are fields for 'Photo file' and buttons for 'Browse...' and 'Add photo'.

Upload a photo of the problem vehicle using the 'browse' function



Two buttons: 'Create ticket' and 'Cancel ticket'.

lastly click on 'create ticket' to submit the ticket. A log of your reported offences will appear in your 'posted ticket menu'



'Create a ticket for Private forecourt 31 Kentish Town Road London'. Fields include: Vehicle registration number (EA56DGD), Type of offence (Unauthorized parking), Date of the offence (Select date), Time of the offence (02:03), Controlled parking area (Private forecourt 31 Kentish Town Road London), and Post code (NW1 8NL).

Enter the vehicle registration the type of offence, the date of offence, the time of the offence,



'Raise a Parking Charge Notice (Demonstration)'. Includes a photo of a car and a diagram of a car with a red dot indicating the location of the charge notice. Buttons for 'Create Notice' and 'Cancel Notice' are at the bottom.

Once your picture is uploaded it will appear on the right

Please look at the correct evidence, showing you how to take photos of problem vehicles.
Notice where the signs are on each photo.

Correct Photo Evidence



Photos that are rejected



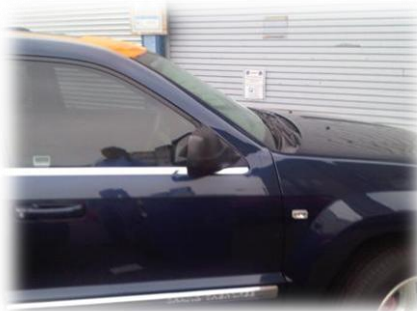
vehicle attended



no background



vehicle not visible



no registration



Person visible in photo



vehicle too far away



Photo Sizes

To help you upload your photos of problem vehicles, we recommend that you reduce the image to keep the file to a manageable size. We recommend reducing the image to around 1024 by 768 pixels, depending on the quality of the image. **Important:** the number plate and signs must still be visible, and the number plate must still be readable. The ideal file size is between 70kb and 200kb and there is a resizing program you can get online called Irfanview (www.irfanview.com). There are also online resizing tools (search for "online image resizing") and there is usually a program that comes with your camera that will do the job.

What happens once a problem vehicle is reported?

Once you have reported a problem vehicle, a first parking charge notice will be sent to the address of the registered owner of the problem vehicle.



PARKING CHARGE NOTICE

Parking enforcement on private land and unregulated public car parks

«title» «fname» «sname»
«addr1»
«addr2»
«city»
«cpcode»

Parking Charge Notice No:	«pcnnumber»
Vehicle Registration No:	«vehiclereg»
Contravention Date:	«offencedate»
Date of this notice:	«today»
Amount Outstanding:	£«reducedamount»

DETAILS OF CONTRAVENTION

The vehicle identified above was observed on «offencedate» and a Parking Charge is payable on the grounds of the following alleged parking contravention.

Contravention : «contraventioncode»

Location: «siteaddress» «sapostcode»

On: «offencedate» at «offencedate»

Your personal details have been obtained from DVLA in order to notify you of the above contravention. Below is a picture of your vehicle committing the alleged contravention.

DO NOT IGNORE THIS NOTICE

This Parking Charge Notice has been served by post on the basis of a record produced by a device and also acts as a Notice To Owner



«vehiclereg»

The amount of the parking charge is £«reducedamount». This charge must be paid within 14 days from the date of this notice. If you have not paid or made representation within this period, then the charge will increase to £«fullamount». The Parking Charge Notice must be fully paid within 14 days from the date of this notice.

MAKING A REPRESENTATION

On receipt of this Parking Charge Notice you may wish to make a representation. This can be done within 14 days beginning with the date of this notice and in the following manner: ☐ Submit your appeal online at:

www.flashpark.co.uk/PcnReview.aspx

☐ Send e-mail to: appeals@flashpark.co.uk

If you fail to pay the parking charge or make representations within 14 days from the date of this notice, we will instruct a debt collection agency to collect any outstanding amounts. If unpaid we may issue a summons in a county court. If a judgment is registered against you this may affect your ability to borrow money or obtain credit. Please note that additional administration costs may be added by the debt collection agency.

PAYMENT SLIP



- ☐ By cheque/postal order
☐ By credit/debit card

Parking Charge Notice No:	«pcnnumber»
Vehicle Registration:	«vehiclereg»
Amount payable:	£«reducedamount»

If paying by credit/debit card please complete the details below and sign. If receipt is required please supply stamped addressed envelope.

Please debit my credit/debit card:..... Expiry Date:..... Valid from:..... Issue No:.....

Name and address of cardholder:.....

Signature of cardholder:..... Date:.....

PLEASE POST TO: FLASHPARK, PO BOX 21425, LONDON, N6 6WP



FLASHPARK is a registered trade mark for Vehicle Control Solutions Ltd. Registered in England 5315852 VAT No: 864081323

Vehicle registration formats

Important

Vehicles registered before 2001:

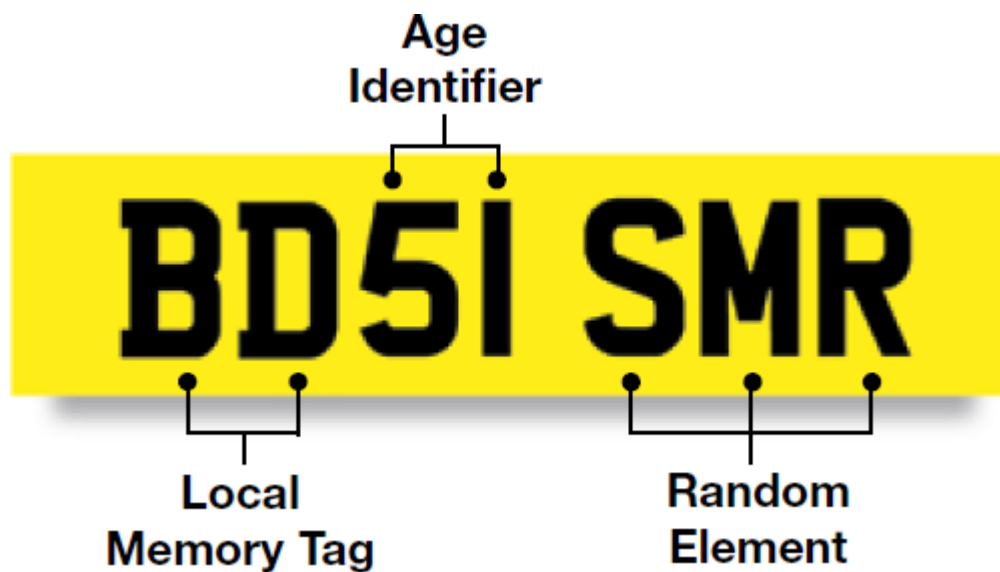
The range used then was "A21 AAA" to "Y999 YYY". The first letter showed the year of registration.

To avoid any confusion, the letters I, O, U and Z have never been used as year identifiers.;

- I because it could be mistaken for a 1
- O because it could be mistaken for a zero
- U because it could be mistaken for V
- Z because it could be mistaken for 2



Vehicles registered from 2001:



- 1 The first two letters tell you where the vehicle was registered. In the example above 'BD' means Birmingham.
- 2 The age identifier will change every six months in March and September. In the example above, '51' represents the months September 2001 until March 2002. In March 2002, a new plate would have read: 'BD02 SMR'
- 3 The three random letters provide a random element to make each registration unique.

We do not have access to the databases of Northern Ireland, Jersey and Guernsey. Therefore we cannot process a parking charge against vehicles registered in these places.

Northern Ireland



The current '**AXX 1234**' format was introduced in January 1966. 'XX' is the country code and 'A' is a 'serial letter' that changes when the numbers reach 9999. Northern Ireland still has vehicles registered under the original system started for the whole of Ireland in 1903. This has two-letter county and city codes including the letters I and Z.

Jersey



Jersey registration plates start with the letter J followed by between one and six numbers. Plates may now carry the coat of arms of Jersey in a white stripe on the left, along with the country identifier GBJ (Great Britain – Jersey). This design is similar to the EU standard plate.

Guernsey



Guernsey plates have up to five numbers, and no letters. Plates may be either silver on a black background, or black on white or yellow backgrounds as in the UK. An oval with the islands international vehicle registration GBG

Important information and guidance

What does it cost?

FlashPark is a free service to use. Our fees are collected when we recover Parking Charges and by renting out our Warning Signs. We charge a rental fee on the Warning Signs supplied. The annual rental is payable in advance when you place an order online. The signs cost £32+ VAT, per sign, per year.

Account approval

Once your site photos have been accepted and approved you will be able to report problem vehicles 24 hours later. This makes sure that the signs have been on display for at least that length of time. You must always act in a professional and responsible manner when reporting vehicles that break your parking rules.

Checking photos of problem vehicles

We check all photos we receive to make sure they meet the standards shown above. We have the right to remove photos that don't meet our standards. Therefore they will not appear in your Posted Tickets menu.

Dealing with Drivers

If a driver comes back to their vehicle whilst you are photographing it, tell them that the area they have parked in is private property and point out the warning notices. Tell the driver in a polite and professional way that this time you will not take any action. However if they were to park there again they would run the risk of receiving a parking enforcement notice.

Parking permits

You can get parking permits and holders from the Products section of our website. These can help you identify vehicles that have your permission to park on your land. Each parking permit has a hologram, and blank fields where you can write the permit holders name and the date the permit runs out.

Repeat offenders

You may sometimes have a regular offender. If this is the case click on the Products section of our website and order the red fluorescent 'tamper evident' notices. These are hard to remove when stuck on the driver's window and so are very effective. Simply peel and stick to the driver's window only.

Checking on tickets you have submitted

You can see all the information for each ticket you have submitted in the Posted Tickets menu of your control panel.

There are several messages next to the ticket that are posted to keep you updated of its status:

- 1 1st notice served
- 2 2nd notice served
- 3 Waiting for keeper details
- 4 No registered keeper
- 5 Vehicle reported stolen
- 6 Paid
- 7 Cancelled
- 8 On hold (the driver is appealing)

Changing your parking rules

If you decide to change your parking rules then you will need to change or replace your signs to make this clear to motorists. Please call us to change your signs.

Parked vehicle definition

- 1 A vehicle that is not moving
- 2 The engine is not running
- 3 The doors are closed
- 4 There is no one in the vehicle
- 5 There is no one near or approaching the vehicle

Replacement signs

You can order replacement signs at any time by calling our offices (we can accept credit and debit cards over the phone). For property management companies, you can fax, email or post a purchase order to: Fax: 0208 444 2120

Email: admin@flashpark.co.uk

Post:

Flashpark
West Hill House
6 Swains Lane
London
N6 6QS

We charge a one-off fee and give a 50% discount to existing customers.

Frequently asked questions

Q: What size are the warning signs and what are they made of?

A: Signs are 457mm x 457mm, and made of aluminium dibond material.

Q: How long does it take to receive my warning signs?

A: Orders placed before 3pm any weekday are sent out the same day. Please allow 1 to 2 working days for delivery.

Q: How do I put up the warning signs?

A: Our signs can be installed using 'liquid nails', which you can get from any DIY store or by using screws with a washer, or by using nails. You can also use cable ties or sign- post fixing brackets which you can get from our online store.

Q: Can we have a custom-made sign?

A: Yes. We have several options: for example 'permit holders only', 'customers and visitors only', 'no parking at any time' and so on. We can also customise the parking rules according to your needs. We can also provide signs in Welsh.

Q: How is my commission paid?

A: We pay commission quarterly. All payments are made by online bank transfer.

Q: What gives you the legal right to issue parking charge notices on my land?

A: Our system is based on contract law. Because you display prominent and clear signs, drivers enter into a contractual agreement to pay a parking charge if they break the rules displayed on the warning signs. Parking without permission can be both a breach of contract and trespass. The county court system can deal with both situations. If a parking charge remains unpaid we will send the debt to a British Parking Association - approved recovery agent. They will act fairly in trying to recover the debt. If and when they issue a claim at the county court, they would also aim to recover their legal fees.

Q: Do I need a licence to operate your service?

A: No, you don't need a license. We work to a Code of practice approved by and - audited by both the British Parking Association and the DVLA

Q: Who deals with disputes and appeals from offenders?

A: Our appeals department will deal with all enquiries, disputes and appeals about parking charge notices. We will only cancel a ticket if you tell us to. We may contact you from time to time about specific disputes that have arisen from a motorist's appeal.

Q: Can I cancel a ticket?

A: Yes. You can do this directly from your control panel. If we have started action to collect a parking charge, we will charge a cancellation fee of £7.00. You can pay this online by card.

Q: Does my name appear on any documents or signs?

A: No. We take care of all communications with an offender from the moment the service is set up. Under the industry regulations the only information given to the offender is the site address where the offence took place.

Q: What is the collection success rate?

A: This can vary from one car park to another. Flash Park's in-house enforcement, working with the appointed debt-recovery agent has high success in collecting parking charges. We have also found that in the few cases where we are not able to collect the parking charge, the driver does not reoffend.

Q: Are there any vehicles that I can't take actions against on my private property?

A: Yes. Emergency services vehicles (marked or unmarked) are exempt, and other vehicles may be included in this. Please see the Appeals Section of our website.

Q: Can you clamp or tow cars away?

A: The new laws that come into force in October 2012 will make clamping and towing a criminal offence. This Act became law on 1 May 2012 and so we no longer provide this service. Please see The Protection of Freedoms Act 2012.

Q: Can the motorist appeal to a third party?

A: Yes. A third-party independent appeals service will be set up from 1 October 2012. This will deal with appeals that have been rejected by parking enforcement companies.

Q: Who is liable to pay the parking charge?

A: The driver at all times. This used to cause a problem, because sometimes the name of the driver would be unknown. However under the Protections of Freedoms Act, the registered keeper of the vehicle has a duty to identify the driver at the time of the offence. If they don't do this the registered keeper can be liable for the parking charge. This will come into effect from 1 October 2012.

Q: Can we add more sites?

A: Yes. You can add more sites, under the same terms and conditions.

Q: Does my name appear on any documents or signs?

A: No. We take care of all communications with an offender from the moment the service is set up. Under the industry regulations the only information given to the offender is the site address where the offence took place.

WARNING NOTICE AND OVERLAY STICKERS



Aluminium Dibond Warning Sign - [PERMIT HOLDERS ONLY](#)

Size 457 mm x 457 mm

All signs are supplied with "PERMIT HOLDERS ONLY" parking regulation by default. If you wish to change this please purchase our overlay stickers or customise your existing sign online 30 words only. All our warning notices are approved by the word centre and display the Plain English logo.

DiBond is an aluminum composite material made of two lightweight sheets of .010" aluminum with a solid black plastic core. This balanced sandwich construction produces a very rigid yet optically-flat panel. Water and sponge or soft brush are all that is required to clean Dibond.

Price: £32.00 per sign per annum

All prices are subject to VAT and delivery.

SIGNS ARE ALSO AVAILABLE IN WELSH LANGUAGE