

Set-up guide and support

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Getting started

Step 1

Go to our website www.flashpark.co.uk. Click on My Account, and then choose 'I would like to create an account' on the next page. Fill in the online form to create your account.

Step 2

FlashPark Customer Services will send you an email with the subject 'Welcome to FlashPark'. 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 your signs, display them in your car park area and send us the photo evidence we ask for in Step 5.

Step 3

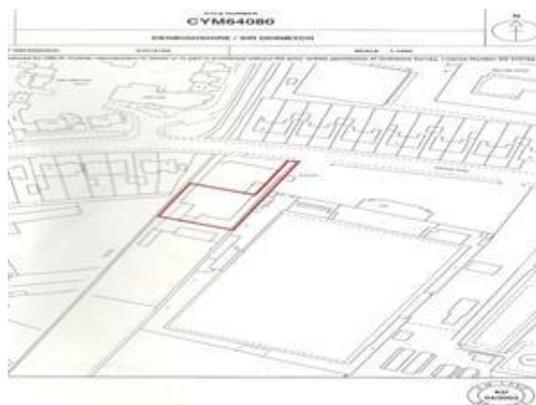
Fitting the warning notices

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 photos showing parking area and 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 using the following button on your Flashpark control panel.

See below

[Upload site photos & documents](#)

We need to see clear photo evidence where signs are located both at the entrance and around the parking area.

These photos will help us to deal with appeals

Please see the examples below.

Also make sure that the photos are uploaded the right way round.

Remove any old signage i.e. clamping signs or signs from a previous contractor.

Entrance Sign



Eg1



Eg 2

Parking Area



How to report a problem vehicle

You will need to take a photo of the problem vehicle. Make sure that the vehicle, its number plate 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 using your 'Login ID' and password



Click on 'new ticket'



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



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



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



Once your picture is uploaded it will appear on the right

Please follow the photo rule on your control panel, as photos that don't follow the rule will be deleted. Make sure the date and time settings on your camera are correct.

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

Correct photo evidence



You will see that on all the above photos you can see the vehicle registration number and at least one warning sign.

Photos that are rejected



vehicle is attended



no background



vehicle is not visible



no number plate



person is visible in photo



vehicle is too far away

What happens once a problem vehicle is reported?

Once you have reported a problem vehicle, we will send a first parking charge notice to the address of the registered owner of the problem vehicle. To see an example of a parking charge notice go to www.flashpark.co.uk and click on Step 5 under 'How it works'.

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.

Photo sizes

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 registration 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.

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 that could appear next to the ticket. These are posted to keep you updated on its status:

- 1 1st notice served - First letter sent
- 2 2nd notice served - Final letter sent
- 3 Cancelled because the vehicle registration is not in the correct form - You can report the vehicle again if it is within 7 days from the date of the offence.
- 4 Cancelled because the DVLA could not provide owner details - No registered keeper
- 5 Cancelled - by the account holder
- 6 Paid

Important information and guidance

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 reject photos that don't meet our standards, and these tickets will not appear in your Posted Tickets menu.

Dealing with Drivers

If a driver comes back to their vehicle while 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, but that if they park there again they run the risk of receiving a parking charge 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 holder's name and the date the permit runs out.

Repeat offenders

You may sometimes have a regular offender. If so, the case click on the Products section of our website and order the **Permanent adhesive parking control sticker - pack of 10**. 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.

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 drivers. Please call us to change your signs.

'Parked vehicle' definition

- 1 The vehicle 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.

Warning notice and overlay stickers



WARNING
Controlled parking area
This area is private property and is checked constantly.
Unauthorised vehicles, or vehicles that are incorrectly parked, will be issued with a parking charge notice.

Parking charge notice £85



**PERMIT
HOLDERS
ONLY**

We take photos to prove unauthorised parking, and may use the DVLA database to get the names and addresses of vehicle registered keepers.

We will pass parking charges not paid within the time limit to our debt recovery agent, and you may have to pay extra charges.



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 FLASHPARK is a registered trademark for Vehicle Control Solutions Ltd
 Registered in England 5315852



*plain English
approved*
 by the word centre



Aluminium Dibond Warning Sign(SIGNS ARE ALSO AVAILABLE IN WELSH LANGUAGE)

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.