



## Elstree & Borehamwood Residents Association

### Minutes of Meeting for 14<sup>th</sup> June 2016

**Date :** 14<sup>th</sup> June 2016

**Held at:** St Theresa's Church Centre, Shenley Road, Borehamwood WD6 1TG

**Committee Members Present :** Lawrence Stack (Vice-Chair), Suzanne Alford (Treasurer), and Clare Newton (Membership Secretary) and John Fort (Committee Member)

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#### **Police Update:**

No Police attended.

#### **Boulevard Parking Presentation:**

Further to ongoing concerns in the community particularly expressed regularly on facebook, about parking in the Borehamwood Shopping Centre car park (known locally as the 'Boulevard' car park) and residents worried about getting a PCN (Penalty Charge Notice), we were delighted to have a Parking Regulator representative attend our meeting. Warren Blanchfield, Business Consultant for Ranger Services, who are the Parking Rangers who are contracted to monitor parking and ticketing, explained the parking terms and ticketing process.

Warren informed us of some facts, in that that Ranger Services have 1000 other car parks under their remit. The client for the Boulevard shopping centre is Savills. The car park is running at at least 90% capacity and up to 100% at peak times. The average parking visit is for 45 minutes. There are eight ANPR system cameras that monitor vehicles entering and exiting both the Halfords and Boulevard car parks – these car parks are counted as one and the same car parks where all entrances and exits are recorded onto the one ANPR computer system used. To increase the number of spaces available, shopping centre staff have been requested to park in the service yard areas. This car park is really there for the use of shoppers who shop at the Boulevard shops rather than those elsewhere in the town.

In answer to our main question about whether we could make multiple visits into the car park without getting a PCN, Warren explained the situation as follows... in essence the car park's terms and conditions are actually written as if it is a 'single visit' car park regardless of whether your visit is one minute or three hours, followed by a two hour no return limit. However the reality is that the parking computer system will generate a report of anyone making multiple visits or overstaying the three hour maximum limit. The Parking Rangers who monitor the car park's usage will look at this list and will allow most multiple visits to be made by its users. This is as long as the user is not exceeding the 3 hour maximum limit. In addition to that maximum 3 hour period there is also a 15 minute grace period. So therefore as long as the user doesn't exceed three hours and 15 minutes in one visit, then a PCN will not be issued. During peak times such as Christmas, the Parking

Rangers will also take into account that users may experience a delay when exiting the car park if the roads outside the shopping area are congested.

The Parking Rangers are specifically looking for anyone exceeding the 3 hour maximum and 15 minute grace period parking limit and those who appear to be abusing the carpark e.g. Commuters and people working in the nearby business facilities. Warren said about 1% of users will incur a PCN for overstaying or abusing the car park terms and conditions.

If you are issued with a ticket, for example for being just over the maximum 3 hour and 15 minute parking limit, then if applicable, to appeal, you will need to produce a receipt from any store only within the Boulevard shopping centre (i.e. not shops down Shenley Road or elsewhere) as evidence to justify and support your overstaying in the car park was for reasonable reasons. It should also be a receipt of reasonable value or for an item that would have required a three hour or more stay i.e. not a £1 receipt for something grabbed from Pound land or a £2 cup of coffee etc.

In due course Parking Warden's will also be employed to actually walk around the car park and check that vehicles are properly parked in the bays etc.

A question was asked by a member of our audience as to why the fine was so high at £85 and not say £20. Warren explained that a percentage of the money acquired from the fines is split between the landlord and Ranger services (as after all they are profit making car park management businesses, which does need to be acknowledged) and that £35 of any fine is put aside by the car park management company for any user who may go to POPLA, to appeal. This is because POPLA charge the car park management team £35 per case and not the vehicle user, to appeal against a PCN.

When asked about the legalities of getting and paying for a PCN (versus ignoring it and not paying it), Warren explained that when a user enters the car park they are by default agreeing to the terms and conditions of the contract as clearly expressed by the car park signs, and under contract law the PCN does need to be paid, otherwise Ranger Services could take the user to court.

EBRA recognise that Savills, Parking Rangers and Highview are profit making car park management businesses, who have been most generous to allow our community three hours of free parking, allow reasonable multiple visits, with a reasonable 2 hour no return limit if parked already for 3 hours. We also wish to remind users that to avoid getting a PCN, they must take full responsibility to ensure they allow sufficient time to return to their vehicles and exit the car park within these above reasonable limits, with the knowledge that in peak traffic conditions that the Parking Rangers will take this into account when exiting the car park.

Going forward EBRA would like to use the following statement or handout to issue on facebook to inform users as to the above information (to be confirmed or amended by Parking Rangers)

*Further to a comprehensive talk by Warren Blanchfield of Ranger services, at our EBRA meeting on 14<sup>th</sup> June 2016, the parking ranger service who monitor parking and ticketing in the Borehamwood Shopping centre car park, we wish to confirm the following:*

**1) Are multiple visits permitted?**

*The Borehamwood shopping centre car park is technically a 'single visit' car park followed by a two hour no return limit, however the Parking Rangers who are contracted by Highview to monitor the parking and ticketing process, have very kindly agreed we can continue to enjoy reasonable 'multiple visits' without worry of getting a Penalty Charge Notice. The Parking Rangers are only specifically interested in users overstaying the maximum parking limit of three hours for which there is an*

additional 15 minutes added as a period of grace and /or those who are abusing the use of the car park. e.g. long stay commuters or people working elsewhere who use the car park whilst they are at work.

## **2) Occasions when you may get a ticket:**

The only time users will be ticketed is if they exceed the maximum three free hour period for which there is also a 15 minute period of grace in addition or those who are found to be abusing the car park, which is specifically provided for shoppers, e.g. commuters or people parking there who work nearby. So basically anyone exceeding 3 hours and 15 minutes of parking in a single visit should expect to get a PCN.

The other terms and conditions as displayed clearly on all the car park signs are as follows. If you breach any of these you could receive a PCN:

The car park signs say clearly:

*Private property – Parking conditions:*

*3 Hours maximum stay*

*No return within 2 hours*

*This car park is controlled by ANPR cameras and /or Warden patrols. If your vehicle remains on site and fails to comply with any of the terms and conditions stated below at any time, you agree to pay an £85 Parking Charge (reduced to £50 if paid within 14 days)*

- *3 Hours maximum stay for customers only.  
No return within 2 hours*
- *Parents with toddlers ONLY within marked bays.*
- *Vehicles parked in disabled bays MUST display a valid blue badge in the front windscreen at ALL times.*
- *Strictly No parking on white or yellow lines or within any area with hatched markings.*
- *Vehicles to be parked within marked bays only. Do NOT park in such a way so as to cause an obstruction.*

*Highview Parking: Tel: 0845 602 4946*

## **3) What will happen if I don't park properly in a marked parking bay?**

*In due course Parking Wardens will be employed to walk around the car park and ensure users of the car park, park properly within the appropriate marked bays. Any car park user who is found to have caused an unreasonable obstruction due to poor or inappropriate parking or parking in bays designated for other specific user groups that are not applicable to them, or are not displaying the appropriate permit or badge, will be issued with a PCN.*

## **4) What if I cannot exit the car park quickly due to traffic congestion?**

*Parking Rangers will take into account traffic conditions and congestion during peak rush hour times and peak shopping seasons such as Christmas and other such holidays and other ad hoc occasions e.g. if there are roadworks, incidents or accidents in the area causing any gridlock situations. If you have any concerns about getting a PCN, and if it is safe to do so, you or a passenger could take a photo of the traffic in front of you or just before you get into your car, as evidence of there being traffic*

congestion issues at the time of your exit, should you feel the need to provide this as evidence. You could also contact Parking Rangers directly. See below for contact details.

**5) Do I have to pay a PCN?**

When a vehicle user enters the car park they are by default agreeing to the terms and conditions of the contract as clearly expressed by the car park signs, and under contract law the PCN does need to be paid, otherwise Ranger Services could take the user to court.

**6) How do I appeal if I have overstayed the maximum parking limit and have been issued with a PCN?**

If you feel you have good grounds for appealing, and if you are reliant on proving you were shopping (as opposed to anything else delaying your exit out of the car park) then you must be able to produce a receipt or bank statement (with sufficient information on e.g. times of purchase etc) to justify and support your delay in leaving the car park. However this receipt will only be acceptable if it is from a shop within the Shopping Centre itself and it must not be for any quick purchase such as something from Poundland or a coffee etc but a reasonable purchase that self-explains your need for overstaying the three hour and 15 minute period. Any decision to cancel your PCN will be at the discretion of the Parking Rangers.

**7) Visiting a Boulevard restaurant e.g. Frankie and Benny's and are likely to exceed the maximum parking limit?**

If you are visiting any restaurants within the shopping centre and expect to be over three hours and 15 minutes then please ask them to contact the Parking Rangers team to have your vehicle exempted from receiving a PCN.

Finally, we at EBRA would like to highlight to the car park's users that the terms and conditions provided by the car park owners and their contractors are very generous and that as long as you take reasonable responsibility with parking properly and with not exceeding the maximum 3 hour and 15 minute parking time, you should not incur any PCN's.

On behalf of the Parking Rangers and Highview, we wish you a positive parking experience. If you have any queries about parking or PCN's in this car park please contact:

Warren Blanchfield  
Business Consultant  
Ranger Services Ltd  
Dir. Tel: 020 8736 4055  
Tel: 020 8736 4040  
Email: Warren.blanchfield@rangerservices.co.uk

We thanked Warren for his time and his talk. His contact details are as above.

**Aldenham Reservoir Update:**

Clare Newton (Committee Member) updated us with details from an 'Aldenham Reservoir Stakeholders Meeting' held on 10<sup>th</sup> June 2016, at which EBRA were not able to be present and offered our apologies as it was held during work time. However we were forwarded details from this meeting which are as follows:

Liberty land Leisure Ltd (LLL) (tbc) put in a pre-planning application on 13<sup>th</sup> May 2016 to Hertsmere Planning policy department, who in turn have indicated what further information LLL need to provide before an outline planning application is resubmitted later this month of June.

In summary, it is LLL's intention that the planning application will again be for 150 units which will be a mix of flats, terraced-houses, town houses, semi-detached and detached properties providing a combination of mixed dwellings having between two to five bedrooms between them. The majority of these homes will be small, 35% of the units (52) will be designated affordable housing of which 75% of this affordable housing will be for rent and 25% for shared ownership which makes it application policy compliant.

With regard to the transport and flood risk analysis, LLL are using specialist consultants who have revised the transport and flood risk analysis to address concerns by the planners. No details have been given on these revised findings of these analysis's.

LLL also listed their 'very special reasons' required for the housing development on green belt land to be given the go ahead by the Planning Department as follows (this list was taken directly from the minutes prepared from the above mentioned stakeholder meeting ):

"The reservoir:

- (a) Is a critical asset in terms of the water infrastructure for the control and management of water flow and drainage in the wider Colne Valley and local area. *Liberty have asked specialists to prepare a report on this issue.*
- (b) Provides significant benefit to the local community hosting both the Angling and Sailing Club.
- (c) Provides significant benefit to the local community by allowing people to walk around the lake – *The part of the path around the lake currently not designated a public right-of-way would be designated as a public right-of-way and the reservoir and surrounding land would be kept open with no fencing and access points as currently situated.*
- (d) Could provide additional benefits for the local community- *one idea is that the sailing club house could be rebuilt and used to provide greater access for the local community to use the lake for water sports such as canoeing, kayaking and pedalos. Also perhaps the Angling Club could introduce better quality platforms to provide education and enable the local community to become involved in fishing.*
- (e) Currently hosts a *park run* (the group that organizes 5K timed runs in local parks around the world) around the lake on a regular basis.
- (f) Provides land where a children's play area is located in the Country Park – this would continue to be provided.
- (g) Is a significant contributor to local biodiversity – the Reservoir and Mere in conjunction with the nearby Hillfield reservoir provides a water and wetland environment for many species (both animals and plants) that would not survive locally otherwise.
- (h) Allows Aldenham Renaissance, who manage the Country Park surrounding the lake to attract more visitors -*the land surrounding the lake is owned by Hertfordshire County Council who lease this land to Aldenham Renaissance Ltd which is a company not connected to Liberty.*

Also the Mere would be turned into a wetland nature reserve and a new walking /cycling path will be constructed from the nature reserve to the Elstree High Street and the Centennial Park industrial Park."

## **Bus update:**

We welcomed Steve Simmons from Sullivan buses again to update us on further on the situation with buses:

Steve informed us that in early September, Sullivan Buses will be making changes to its bus routes in the Borehamwood area in order to improve reliability in the light of increasing traffic congestion and in one case removal of funding by Hertfordshire County Council. The bus service changes are:-

*306: Timetable revisions incorporating reductions in peak hours to every 15-20 minutes; on Saturdays to every 30 minutes and on Sundays to approx every 90 minutes.*

*306B: This Saturday service between Potters Bar and Watford is withdrawn.*

*398: Additional journeys Mondays to Friday peak hours and reinstated on Saturdays between Potters Bar and Borehamwood but at a reduced frequency of every 2 hours (with one 4 hour gap) following the withdrawal of funding by Hertfordshire County Council.*

*303 and 358: These Nicholas Breakspear school journeys are revised so that route 358 no longer serves South Borehamwood and route 303 is extended from Potters Bar to start in South Borehamwood.*

*823: This school bus will no longer serve Furzehill Road and Ashley Drive due to lack of use.*

We thanked Steve Simmonds for his contribution to our EBRA meeting and updating us about the forthcoming changes to these bus services.

## **Planning Applications:**

- **BWFC – meadow park.** Expansion of the site, could jeopardise the future of families day, fireworks night and the 2 sports pitches on meadow park. Please have your view - Application number: 16/0689/FUL
- **Old Haberdashers Site.** Application of 170 homes is still be considered. Please have your view - Application number: 16/0341/FUL
- **South Medburn farm .** The current owners have lodged an appeal against the council for delaying their application, however, they keep editing the application. The farm has currently submitted further applications. Please help save a successful equestrian centre Application number: 15/1268/FUL & 16/0157/FUL
- **Patchetts Equestrian Center .** Has been approved , after the second time of asking. 46 Homes plan to be built on green belt land in a conservation area
- **Gas holders .** Will discuss the future of site in 19th July meeting. The PR company will not been there even though they have been invited. Andrew (Chair of EBRA) will discuss the plans of the site. No application has been submitted, in consultation phase

## **Any Other Business:**

We updated members on upcoming social events and roadworks in the area over the coming month.

Our next meeting is on 19<sup>th</sup> July 2016 at 7.50pm at St Teresa's Church Hall, 291 Shenley Road, WD6 1TG

Our future meeting dates for 2016 are:

- 13<sup>th</sup> September,
- 11<sup>th</sup> October ,
- 29<sup>th</sup> November 2016.

The End