

STAFF TRAINING LETTER



Thanks for choosing American Coachworks for your parking management needs. We take pride in our expertise regarding private property parking management and are very excited to help protect your residents parking privileges. Here are few things we strongly suggest so that we may have a successful experience with management, staff, and residents.

1. Notify your residents. We suggest giving your residents at least two weeks after we have placed signs before we start patrolling. This allows time for your staff to notify the residents via e-mail, text message, door notifications, or any other way you have of communicating. We recommend using at least two typed notifications delivered to residents. If we are doing permit parking it is extremely important that the residents are notified properly so there is no confusion when we patrol.
 - a. Permit Parking. Permit parking is the most efficient way to manage parking and we are happy to assist you with implementing permit parking at your property. We will provide you with a sample notification letter that you may use or edit at your discretion. Permits should be placed **on the front windshield immediately above the inspection sticker and never under tinted glass.** Also, please make sure all notifications clearly state visitor and permit parking places. **Most importantly please make sure the residents understand if they do not have a permit when we patrol they will be booted at their expense!!!**
2. Leasing Staff. It is very important that your leasing staff understands the rules regarding parking, and that they issue parking permits to all new residents upon moving in. We suggest making permits part of the welcome packet issued to new residents. We wish to welcome your new residents and protect their parking privileges, so it is very important that your leasing staff properly informs the residents of parking regulations.
3. Management. We are more than happy to address any suggestions or concerns you may have regarding the approach to your specific parking management needs, however our policy is to only deal directly with management or courtesy officers so that we may ensure any actions we take has been approved by someone with proper authority. We will not act on any requests from leasing agents or maintenance staff.
4. Handicap and Fire Lanes. Handicap parking spots must be ADA compliant with blue lines, a symbol painted on the ground, and a sign in front of the parking spot. Fire lanes should be clearly marked with red painted lines.
5. Rental or newly purchased vehicles. Any car without a permit must be parked in visitor parking. New vehicles must be registered immediately. If your tenant is not able to pick up a permit on the day they purchased the vehicle they are required to park in visitor parking until they are able to come by the office and register the vehicle. Rental cars must park in visitor parking as they have no permit.
6. Resident Complaints. If a resident complains about being booting, contact us and we will send you the information with photographs of why we booted the vehicle.