



River Place Parking & Access FAQ

Q: How does parking at River Place work?

A: All parking spaces at River Place are individually owned and privately managed. Please note that the Parking Office does not manage all parking spaces on the property.

Q: What should I do once I begin using a parking space?

A: All parking space occupants must register their vehicle and space with the parking office. If you are moving in after hours, please email your lease (specifying your assigned parking space) along with a copy of your resident card to **RPOA.parking@riverplacecommunity.com**.

Q: Can I park in a non-reserved parking space?

A: No. Every parking space at River Place is reserved. Unauthorized vehicles parked in reserved spaces are subject to immediate enforcement.

Q: What happens if I park in an unauthorized space?

A: Vehicles parked in unauthorized spaces are subject to immediate immobilization (booting) and may be towed at the owner's expense.

Q: How can I find a parking space to rent?

A: You can rent a parking space through a rental management agency, the Parking Office, or directly from an individual shareholder.

Q: What if I need additional assistance?

A: You can reach the Parking Office by email or voicemail. For one-on-one support, you can also schedule an appointment with a Parking Coordinator through either the Parking Office or the RPOA Office.

Parking Office

Hours: Mon-Fri 8am to 4pm

Phone number: (703)276-9811

Email: RPOA.parking@riverplacecommunity.com



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Guest Parking

Q: Is there guest parking available at River Place?

A: Yes. Paid guest parking is available on a first-come, first-served basis in designated spaces. These spaces are marked with **green lines** and have designated signage. Spaces are located behind gatehouse and certain loading docks (outside of office hours). The rate is \$4/hour or \$30 for 24 hours. Please keep in mind that parking is not guaranteed if you leave and attempt to return.

To register and pay, your guest will need to:

1. Scan the **QR code** on the sign in front of the space.
2. Input your **unit-designated passcode** (Q-840) and **plate number**
3. Complete the payment process through the mobile portal.

N- (North building)
S- (South building)
E- (East building)
W- (West building)

Note: If you do not know your unit's passcode, you can retrieve it by contacting the Gatehouse or Parking office.

Access Control & Security

Q: Why do I need credentials to enter the property?

A: River Place has upgraded to a new access control system. All residents are required to register. Access options include the **Verkada Pass app**, a **PIN code**, or a physical **key fob**.

Q: How do I obtain a PIN code for the gate or garage?

A: Please email the Parking Office with your **up-to-date River Place ID or Registration form** and copies of any current **parking space lease agreements**.

Q: How does the Verkada Pass app work? **A:** Once your registration is processed, you will receive an email invitation from Verkada.

1. Download the **Verkada Pass** app.
2. Log in using the **exact email address** where you received the invitation.
3. When you approach an authorized gate or garage door, open the app to unlock the entrance by using the blue lock button.