SANDOWN LODGE - ANPR PARKING

All vehicles entering the estate need to be logged in the ANPR system. Residents' vehicles are saved permanently. Regular visitors may be added on request. All other visits must be notified to avoid parking charges.

Direct access:
Residents may create their own one-day permits via the UKPC online hub, provided they have been set up with an account. Login address:
https://ihub-insights-prelive-ukpc.azurewebsites.net/user

Then enter your email address and password. (See user guide below.)

Deadline for direct access permits is midnight on the day after the visit.

Requested access:
If not set up for direct access, residents may submit permit requests. Simply email or text your flat number, the date of visit and the registration **('Flat / date/ plate')** to:

Email: **parking@sandownlodge.org.uk**
Text: **07463 589868**

The phone number is unmanned. Texts are automatically routed to the email address. No acknowledgement is given. Please keep a record of the request in your email or phone.

Deadline for requested access permits is midnight on the day of the visit.

Regular visitors:
Residents may nominate regular visitors (family and friends). These can't be added via direct access and need to be entered into the system by the estate. Regular visitor lists are renewed each year in March.

Thank you
The directors – March 2025

DIRECT ACCESS – USER GUIDE

On request from the Sandown Lodge parking team, UKPC will email an invitation to open a personal account. This will include a link and a request for you to enter your email address and then create your own password. On verification, you will receive a confirmation email from UKPC.

Login page:
Four buttons on the left of the screen give access to Account, Permits, Support and FAQ.

- Account option simply shows your name and email details.
- **Permits** option allows you to add permits.
- Support option enables assistance messaging.
- FAQ option gives access to user information including mobile phone setup.

Permits:
Selecting the Permits option takes you to the Permits screen, where a green button at the top allows you to Add Permits.

The two-step process to add a permit is described below.

Add Permits:
To add a permit, all that is required is the vehicle registration (VRN) and visit date. All other fields (First name, Last name, Type of permit, Bay information, Requested by) can be left blank.

Vehicle registration - may be entered in upper or lower case, with or without spaces. The system defaults to capitals and no spaces on Save. (Don't enter a number 0 when you mean a letter O.)

Start date - requires you to add start/end time or, more simply, the 'All day' option. ('All day' covers the hours between 00.01 to 23.59 on the selected day and saves worry about start/end times.)

Save – if VRN and date have been added correctly, the Save button shows green. Press Save to add your new permit.

Please note - the date field offers a calendar option for date selection. The calendar shows unlimited future dates as well as the option for up to four days in arrears. This is misleading: you only have until midnight on the day after the visit to add a permit via the online system. Even if saved, earlier dates will be invalid. Late entries up to four days in arrears need to be dealt with via special request to UKPC to avoid a parking charge.

Returning to the Permits screen offers an option to 'Search by VRN'. This enables you to check your previously uploaded permits. Here, format does matter. Capitals and no spaces apply. (Your own vehicle and regular visitor list aren't visible here, having been added centrally by the estate.)

Direct access allows residents unlimited One-day permits for visitors attending their flat but does not allow Indefinite or other permit types. Visits of more than one day require individual permits for each day.

The estate has access to Indefinite and other permit types if needed. For these, simply email or text details to parking@sandownlodge.org.uk / 07463 589868.

B) REGULAR VISITORS

On request, the estate maintains lists of named regular visitors and takes responsibility for updating these with UKPC. Once uploaded by the estate, regular visitor details do not need individual notification.

Regular visitor lists grant visitors unrestricted use of estate roadway parking. Residents accept responsibility for ensuring use is restricted to visitors attending their flat.

Regular visitor lists expire at the end of March each year and need to be re-entered, and the estate will liaise with scheme members to ensure lists are updated as required.

List management:
Long lists minimise the need for one-off permits but add complications: keeping track of lengthy lists is harder, visitor details need updating if/when vehicles change, annual list review becomes a bigger task, keeping track of whether each visitor is included or not can become difficult.

Shorter lists simplify administration. For less frequent visitors, whether family or friends, one-day permits may prove an easier and more workable option.

In most cases, a list of between five and ten regular visitors may offer a sensible compromise. If more are needed these may be approved depending on individual circumstances.

C) SUPPORT

Our contract with UKPC accepts that mistakes can happen and allows a small degree of goodwill discretion for cancellation of tickets dependant on cause. Forgetfulness and/or carelessness tend not to invoke too much sympathy, and latitude depends on how many other residents have made similar requests each month, so avoiding mistakes helps us all. Requests under this arrangement need to be made via the estate parking team.

In all other cases, the estate team is here to support residents and help them get the best out of ANPR. If you have any questions or need support, please email or text parking@sandownlodge.org.uk / 07463 589868.