

# The Chelsea Bowen Hills

## Visitor Parking Policy & Reference Guide

### Purpose

Visitor parking is a limited shared resource intended to provide fair and reasonable access for residents and their genuine visitors.

This policy has been established to provide clear guidance regarding the use of visitor parking areas, minimise misunderstandings, and ensure visitor parking remains available and functional for all legitimate guests of the property.

By parking within the property, all drivers agree to comply with this policy, all posted signage, and any lawful direction provided by management.

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### Visitor Parking Rules

#### 1. Visitor Parking Is for Genuine Visitors Only

Visitor parking bays are strictly reserved for genuine visitors attending the property.

Visitor parking must not be used by:

- Residents
- Owners
- Tenants
- Occupiers
- Any person residing at the property
- Vehicles being stored long-term

Residents are expected to use their allocated parking spaces or make alternative parking arrangements where required.

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#### 2. Vehicle Registration Requirement

All vehicles parked in visitor parking areas must be registered through the building QR code system immediately upon parking.

If a visitor is unable to register using the QR code system, a written note must be clearly displayed on the vehicle dashboard and visible from outside the vehicle. The note must include:

- Visitor name
- Name of the resident being visited
- Contact phone number

Failure to correctly register a vehicle or display the required information may result in enforcement action, including towing at the vehicle owner's expense.

Unknown or unidentified vehicles may be subject to immediate towing.

Management is not responsible for reminding residents or visitors to register vehicles.

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### **3. 8-Hour Parking Limit**

Visitor parking is limited to a maximum of 8 consecutive hours.

Once the 8-hour limit has been reached:

- Vehicles must vacate the visitor parking bay
- Re-registering a vehicle does not reset or extend the permitted parking period
- Vehicles must not remain parked in the same visitor bay through repeated registrations

Visitors requiring additional parking time should relocate the vehicle to another available visitor bay and complete a new registration.

Where no alternative visitor bays are available, the vehicle must be removed from visitor parking areas entirely.

Repeated or excessive use of visitor parking that is inconsistent with the intent of these rules may result in enforcement action.

Management may exercise reasonable discretion in genuine overnight parking circumstances where appropriate.

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### **4. Contractors, Trades & Commercial Vehicles**

Contractors, tradespeople, commercial vehicles, moving vans, trucks, and similar vehicles must comply with the same visitor parking requirements and 8-hour parking limit unless prior approval has been granted directly by management.

Approval is not guaranteed and may be subject to operational requirements.

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### **5. Loading Bay Rules**

The loading bay area is not designated for general parking.

The loading bay is reserved for:

- Approved tradespeople
- Approved contractors
- Vehicles authorised directly by Chelsea Management

Unauthorised vehicles may use the loading bay for a maximum of 15 minutes strictly for active loading or unloading only.

Vehicles left unattended, parked beyond the permitted period, or parked without authorisation may be subject to enforcement action, including towing.

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## **6. Improper Parking**

Vehicles must only park within marked bays and must not:

- Block accessways or drive lanes
- Occupy multiple bays
- Obstruct emergency access
- Obstruct garages, doors, pathways, bins, or services
- Park in restricted or signed areas

Vehicles parked improperly or contrary to signage may be subject to enforcement action.

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## **7. Enforcement & Towing**

Vehicles found to be in breach of this policy, posted signage, or management directions may be subject to immediate towing at the vehicle owner's expense.

Management may issue courtesy warnings or notifications regarding parking breaches at its discretion. However:

- Warnings are not guaranteed
- Residents and visitors should not expect to be contacted prior to enforcement action
- Failure to receive a warning does not prevent towing or other enforcement action

Management is not responsible for notifying vehicle owners that a vehicle has been or will be towed.

Parking areas are monitored and enforced at management's discretion.

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## **Frequently Asked Questions**

### **Can residents park in visitor parking temporarily?**

No. Visitor parking is strictly reserved for genuine visitors only.

### **Can a visitor re-register after 8 hours?**

No. Re-registering does not reset or extend the permitted parking period for the same bay.

### **Are overnight visitors allowed?**

Management may exercise reasonable discretion regarding overnight visitor parking where appropriate.

### **What happens if a vehicle is not registered?**

Unregistered vehicles may be subject to enforcement action, including towing.

**Why are these rules enforced?**

Visitor parking is limited shared common property intended to ensure fair and reasonable access for all residents and their guests.

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**Reporting Parking Concerns**

When reporting a parking concern, please provide the following where possible:

- Vehicle registration
- Vehicle description
- Parking location
- Approximate duration parked
- Photographs

Reports may be directed to management during business hours.

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**Thank You**

Thank you for helping maintain fair, respectful, and equitable use of the building's shared parking facilities.

Clear communication and cooperation from residents assists in ensuring visitor parking remains available for those who genuinely require it.