

Car Park Policy

Policy: Car Park
Organisation: New Plymouth Operatic Society
Last Update: August 2023
Review Date: August 2025

Background

New Plymouth Operatic Society (NPOS) have 59 car parks at 72-76 King Street. This policy covers who, how and when those parks are used.

Application

This policy applies to all NPOS members, Board members, Heads of Department, independent contractors, Car Park Leaseholders, and participating volunteers involved in our productions and society operations.

Purpose

The purpose of this policy is to:

- provide guidance with respect to the use and operation of the NPOS car park at 72 King Street, and
- set out the accountabilities and responsibilities of NPOS members, volunteers, and contractors in relation to the Society's car park.

Not Responsible for Damage

- NPOS shall not be responsible to any other person for any loss or damage sustained by them in respect of any motor vehicle parked in the Car Park or any motor vehicle entering or leaving the Car Park or any loss or damage sustained due to theft or loss of any articles from any motor vehicles.
- All users use the Car Park at their own risk in all things.

Policing

It is the responsibility of the NPOS Custodian and the NPOS General Manager to conduct checks of the car park on a scheduled basis each week.

Car parks wrongly used

If any Car Park Lease Holder or any other person with a designated park arrives to find an unauthorised vehicle in their park, they should call the NPOS Custodian on 027 433 5998.

Visitor parks

- Car parks 1-4 are reserved as NPOS visitor parks.
- Visitors parks are P60 Monday – Saturday 7.30am-3pm and Thursday 4pm-7.30pm
- Visitor parks are for costume hire customers, or people making short visits to the NPOS rooms, or service providers (incl. NPOS cleaners).
- Visitor parks are not available for any person on private business at other locations other than NPOS.

General Manager park

- Car park 8 is reserved 24/7 for access to the NPOS General Manger.
- The NPOS General Manager will provide NPOS with the licence plate(s) details of their vehicle(s) which they may use to park in this space.

Accessibility parks

- Car parks 11 and 36 are labelled as accessible car parks.
- NPOS may use Car Parks 11 and 36 for container storage as required. In this event, the NPOS General Manager will arrange for car parks 1-2 to be accessible car parks as required.

Custodian park(s)

- Car Park 9 is reserved 24/7 for access to the NPOS Custodian.
- Car Park 10 is reserved 24/7 for access to the NPOS Workshop.
- The NPOS Custodian will provide NPOS with the licence plate(s) details of their vehicle(s) which they may use to park in this space.

Lease car parks

- Car parks 5-7, 12-23, 24-35, 37-48 and 50-59 are tagged as car parks for lease to the public.
- Leased car parks are available for lease Monday – Friday 7.30am-5.30pm.
- Leaseholders have exclusive use to their respective car park during these hours.
- Leaseholders may park in the NPOS car park outside Monday – Friday 7.30am-5.30pm, but do not have an exclusive right to a specific park outside the reserved hours.
- Leaseholders are required to have an NPOS lease agreement for their car park.
- Some leases are month to month, while others are for long term leases.
- Car park rental is due on the 1st of each calendar month, for that calendar month (i.e. 1st of January for the month 1-31 January).
- For month-to-month leases, one calendar months' notice is required to exit a lease.
- Leaseholders are requested to provide NPOS the make(s), model(s), colour(s) and licence plate(s) details of the vehicle(s) to park in each leased park. Where this information is not provided, NPOS will not be able to police the use of those parks.
- Car park 37 is leased 24/7 and is unavailable for any other parking.
- Anyone looking to lease a car park from NPOS may contact the General Manager at office@npos.co.nz If there are no available parks at the time of enquiry, the name of the person will be added to a waiting list.

Sticker identification

- All car park leaseholders will be provided with a sticker from the NPOS office to place and display on their car window. The sticker must be displayed in order to ensure car authorisation to utilise the car park.
- A new coloured sticker will be provided for each calendar year.
- Car park authorisation stickers will also be issued to non-leaseholders who have designated reserved parking in the car park.
- The car park will be inspected on a random basis by the NPOS Custodian a minimum of two times per week.
- Additional stickers may be provided at the discretion of the NPOS General Manager for Board members or other members regularly working at the NPOS rooms to ensure their vehicles are clearly identifiable, and that no enforcement action is taken for those vehicles.

Unauthorised parking

- If a vehicle is identified as parked in the NPOS car park which is unauthorised, that vehicle will be given an initial warning, by way of a notice placed on the car windscreen by NPOS.
- If a vehicle is identified as a repeat offender parking in the NPOS car park on an unauthorised basis, NPOS reserve the right to clamp the offending vehicle at their discretion.

Clamping

- NPOS has elected to utilise a clamping system rather than towing of unauthorised vehicles in the NPOS car park.
- Clamping will only be used for repeat offending vehicles and after an initial warning has been given to that vehicle.
- No cars with a sticker identification (as noted above) will be subject to clamping.
- The use of a clamp allows much quicker remediation of parking issues as they arise. It also provides a no cost option and NPOS discretion to release clamped parkers at no cost if deemed appropriate on a case by case basis.
- The only person authorised to clamp a vehicle in the NPOS car park is the NPOS Custodian.
- If a vehicle is clamped, a notice will also be placed on the windscreen of the offending vehicle, noting what action has been taken, why and how to resolve.

- If a car is clamped, the NPOS Custodian will notify the following people of this fact, and the relevant details of the vehicle (i.e. make, model, licence plate number): NPOS General Manager, NPOS President, Production Manager of any current NPOS shows, all costume hire staff.
- Calls regarding any clamped vehicles should be referred to the Building Manager.
- If deemed appropriate, or if a clamp has been applied in error, the NPOS Custodian is authorised to release the clamped vehicle at no cost.
- A \$50.00 fee to unclamp a vehicle will be charged to any persons who require unclamping if the clamp has not been applied in error by NPOS.

Member use of car park

- NPOS members/volunteers who are at NPOS for NPOS business outside of Monday–Friday, 7.30am-5.30pm may park in the NPOS car park while at NPOS, excluding parks 8-10, and 37.
- On occasion NPOS members may park in parks 1-4 on Monday–Friday, 7.30am-5.30pm if pre-arranged before the day with the NPOS General Manager, and subject to availability.
- NPOS members may park in the NPOS car park, excluding parks 8-10, and 37, outside the hours Monday–Friday, 7.30am-5.30pm.
- NPOS volunteers helping on a NPOS show at the TSB Showplace are permitted to park in the NPOS car park while volunteering at the TSB Showplace outside the hours of Monday–Friday, 7.30am-5.30pm. During Monday–Friday, 7.30am-5.30pm no parking is available at the NPOS rooms.

Complaints

- Complaints about any aspects relating to the NPOS car park should, in the first instance, be addressed formally to NPOS in writing to office@npos.co.nz and not to any individual or Board member.
- NPOS undertakes to treat all complains confidentially and with respect.
- An acknowledgement of receipt will be made to the complainant immediately on receipt of the complaint.
- NPOS endeavours to investigate any complaints objectively and in a timely manner and reply formally in writing and confidentially to the complainant within 10-working days of the complaint being received.

Who should read this policy

The following must read and understand this policy in order to effectively discharge their duties to NPOS:

- all members and Board members of the NPOS,
- all volunteers associated with the NPOS and its productions,
- NPOS General Manager A Custodian, and
- all contract car park leaseholders and intending leaseholders.