



Parking Definitions and FAQs

Definition of terms:

Registration of Vehicle - Registering of resident vehicles include, signing of the parking rules agreement, the vehicle registration form, entering the information into the computer, and issuing the hang tag permit (if the resident has two or more vehicles).

Assigned Space – An assigned space is any carport, uncovered space, garage, or reserved space that is assigned specifically to one resident unit that is not available to other residents.

Unassigned Space – An unassigned space is any carport or uncovered space that is available for parking use by any registered vehicle for that property.

Overflow Parking – Overflow parking is any space located on the property, outside the gates or in front of the leasing office that is available for anyone to park.

Prospective Resident Parking – Prospective resident parking are designated spaces located in front of the office for use by residents or visitors during office hours for the purpose of business in the management office. After the posted hours, the space then is designated as overflow parking.

Hang Tag Permit – Hang tag permit or simply “permit” refers to the permit provided to your property by WCMP for issuance to residents for the purpose of parking a resident vehicle.

Registration Tags – Registration tags are referring to stickers or a temporary registration paper issued by the DMV or a car dealership if the vehicle is new. Paper license plates are not considered registration tags. This should not be confused with the term “Vehicle Registration” we use to register resident vehicle to the property.

***The term “carport” and “open” should not be used to describe the difference between assigned and unassigned. Some properties have “assigned” open spaces and other properties have “unassigned” carports.

FAQs

Q Is a vehicle required to be registered prior to parking inside the gates or resident parking areas of the property?

A NO. Vehicles only need to be registered and display a valid hang tag permit if they are parked in the unassigned resident spaces of the property. A resident can allow an unregistered or guest vehicle in their assigned space but the resident vehicle then needs to be parked off property or in overflow parking.

Q Can a vehicle with a handicapped park anywhere on the property without being registered or without a permit?

A NO. Vehicles displaying a valid DMV plate or placard CAN park in a marked “handicapped stall” without a permit. If the vehicle is parked in any other unassigned space, the vehicle is required to have a resident hang tag permit and be registered as any other vehicle.



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Q Is it true that a vehicle can no longer be towed from an assigned space?

A NO. Vehicles will not be towed for not having a permit or not being registered. Vehicles can still be towed for being stored or inoperative, not displaying current registration tags, unauthorized vehicle (trailers, commercial vehicles, off-road vehicle), or by a residents request that possesses proof the space is assigned to them and requests the vehicle in the space to be towed.

Q Can a resident use the hang tag permit on a guest vehicle?

A No. The hang tag permit is to be used for registered resident vehicles only. One reason this rule exists is to ensure that someone does not drive off with the permit and therefore the resident cannot park.

Q Is there an instance where a resident can be issued a hang tag permit with only one vehicle?

A Yes. There are a few legitimate reasons a hang tag permit can be issued for only one vehicle. The permit can be issued if the person has documented mobility issues and the resident needs to park closer to their apartment. In this case, the resident would be required to forfeit their carport and it would be turned back over to the office for their use. Additionally, if the resident has a vehicle that will not fit in a carport. The permit can be issued and the carport would be turned back over to the office. All other request should be submitted in writing to admin@wcmpatrol.com for review. The email should include the residents name, address, phone number, and a detailed explanation as to why they are seeking an exception. These will be taken on a case by case basis.

Q Can a vehicle be registered if the DMV paperwork does not match the resident's name?

A Yes. Proof of ownership or lawful possession is still required. There are situations where a family member or friend is the person named on the paperwork due to credit issues. Asking to see the insurance card for the vehicle can ne proof if the insurance is in the residents name.

Q Can a resident "Safe List" a vehicle?

A YES. A resident can safe list a vehicle in the event they are leaving town for an extended period of time and want to ensure that their vehicle will not be towed for being stored or inoperative. This vehicle must be parked in their resident carport and must be safelisted prior to leaving town. A temporary safelist permit will be emailed to the resident to be placed in the vehicle. In the event the resident has a second vehicle parked in the unassigned parking while gone, that vehicle requires a hang tag permit and to be registered as well. No guest vehicle can be safe listed at any time.

Q Who has the authority to allow an unregistered vehicle to be parked in unassigned parking?

A Arnel Corporate reserves the authority to authorize an unregistered vehicle to park in unassigned parking. See your supervisor if this becomes an issue.



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Q Can a vacant unit carport or model unit carport be used for parking a vehicle?

A NO. All model unit and vacant unit carports become the possession of Arnel Corporate and they have requested that all vehicles be towed from these locations.

Q If a resident receives a warning notice on their vehicle, what should they do?

A Warning notices issued by WCMP have the violation clearly written on them. If rain or weather has prevented the resident from understanding the warning, these residents should call us immediately at (714) 539-5900 so that we can explain how to resolve the issue.

Q When can vehicles be towed from Prospective Resident Parking?

A Any vehicle parked in the Prospective Resident Parking that is not conducting business in or with the office during the time the vehicle is parked is subject to tow. Allowing adequate parking for office business and future residents is essential.

Q When registering a vehicle in the system, do I need to enter a permit number if the resident has only one vehicle and is not being issued a permit.

A YES. The permit is assigned to the apartment. If the resident comes in at a later time and registers a second vehicle, the office only needs to add the second vehicle. If the permit number is not on the first vehicle in the system, that vehicle will have to be registered again for the permit to be used on it. Entering the permit number saves time.

Q What if the resident refuses to register his vehicles and/or sign the parking rules agreement?

A DO NOT register the vehicle or issue the permit. Refer the resident to us. It is not necessary for the office to engage someone for an extended period of time. Often times we can explain the situation but it takes a little more time to help them understand. The process is time consuming enough you should not have to have one resident completely consume your day.

Q What are the situations where a resident would be required to replace a permit.

A The resident is responsible to keep the hang tag permit if the condition is was issued. The hang tag permit is the property of WCMP. If the permit is damaged, lost, stolen, or the hologram is altered in any way, the permit will require replacement. There is a replacement cost of \$50.00. In the event the permit is stolen and the resident provides a copy of a police report listing the permit as being stolen, the \$50.00 fee can be waived. Any vehicles with stolen permits will be towed immediately.