

## **Frequently Asked Questions (FAQ)- Park Bloomingdale**

### **1. Why was the parking stickers system introduced?**

Parking stickers were introduced to help better manage and monitor parking on the PBC property. They were primarily intended to help our residents and the towing company to easily identify vehicles that are authorized to park at our complex and prevent unauthorized parking on the property.

### **2. I've never had a problem with unauthorized vehicles parked on my reserved spot. Why is that my problem now?**

As PBC community members, we need to work together to ensure fair parking for all neighbors. There have been many incidents reported during past years of outsiders illegally parking their cars overnight or during the day on PBC property (excluding vendors and contractors). Most problems arise on the south side of the parking lot (by the park game field) during football games. There are parents constantly entering our property, parking in our residents' spots, blocking their vehicles and damaging/scratching our residents' cars. With a new parking system each vehicle without a parking sticker or guest pass is considered an outsider and can be towed immediately without warning. New parking system ensures fair use of parking spaces for our residents, prevents our residents' cars and their guests' cars from being towed, and improves overall safety and organization within the community.

### **3. Can residents directly request a towing company to tow vehicles parked in their reserved parking space?**

Only the property manager has authority to contact and authorize a towing company to remove unauthorized vehicles from the premises, not general residents. This prevents residents from targeting specific neighbors or vehicles based on personal bias.

### **4. Do visitors' tags need to be always displayed in the guest's vehicle, and why?**

Yes, visitors' tags must be always displayed, while parked on PBC property.

- a) Visitors' tags remain mandatory for all guests to avoid being towed from the property.
- b) Visitors' tags prove that the vehicle is authorized to park at the property.
- c) Visitors' tags help clearly distinguish resident vehicles from guest vehicles.
- d) Visitors' tags help ensure that visitor parking spaces are used appropriately and are available for short-term guests only, not for long-term or regular parking.
- e) Visitors' tags provide accountability, confirming each car belongs to a specific resident's guest, which means more fair parking for residents and their visitors

## **5. Can residents' vehicles displaying affixed parking stickers be parked in the guest area?**

No, the guest parking spaces are reserved for our residents' guests only and are intended to be used for a short period of time. This ensures fair parking for each of our guests.

## **6. What do I do if some other vehicle is parked on my reserved parking spot?**

- a) Park your vehicle in a guest spot and display visitor pass. The three nights rule begins to apply to your vehicle.
- b) Inform the manager ASAP that your vehicle is parked at the guest spot, so they can communicate it with the towing company.
- c) Check the vehicle parked on your reserved spot for parking stickers or visitors' pass.
- d) Report sticker number or guest pass number to the management company. Manager will identify which unit the car belongs to and ask for the vehicle to be removed from your parking space.
- e) If the vehicle parked in your spot does not display parking stickers or visitors pass, the management will instruct the towing company to remove it immediately from the property.

## **7. How many nights can the guest park in a visitor space?**

Guest vehicles displaying a valid visitor parking tag may park in designated guest parking spaces for a maximum of **three (3) nights within any consecutive seven-day period**. The seven-day period begins at midnight on the first night the guest vehicle is parked.

## **8. Can my guest move his/her vehicle from one guest parking space to another to avoid towing?**

NO, After the three-night limit has been reached, the guest vehicle **MUST** be removed from the guest parking area. The vehicle will be towed away from the PBC property on the fourth night if it remains parked in the guest area. Moving a vehicle from one guest parking space to another will be considered as not having been moved.

## **9. Is it allowed to cycle through visitor passes or borrow them from neighbors to extend guest parking beyond the three-night limit in the guest area?**

**NO**, the towing company has been instructed by the association to apply the three-night rule based on the vehicles' license plate numbers, not on the visitors' tag numbers. Switching guest passes doesn't prevent your visitors from being towed after reaching three-night limit if parked in the guests' area.

## **10. Can my guest park in my reserved parking space, and is there any limit?**

Guest vehicles may be parked in a visited **resident's assigned parking space** without **time limits**, provided the resident has given permission and the vehicle is displaying (all the time) a valid visitor parking tag.

## **11. Can my guest park for extended stay (more than 3 nights) in visitors' area under special circumstances and what is the process?**

If a guest needs to stay longer than three nights (such as during holidays), they must receive prior approval from the property management. Residents are required to submit a request detailing the special circumstances and the exact duration of the extended stay. Approval is subject to management review.

## **12. Where should parking stickers and visitor tags be displayed?**

Parking stickers should be placed on the **passenger side of the windshield**. If a sticker is placed in a different location, it is still acceptable, but it must always be clearly visible to the towing company. Visitor tag should be placed on the rearview mirror of the vehicle to ensure it's clearly visible for the towing company.

## **13. What is a policy regarding parking rental vehicles on the property?**

The rental vehicle may be parked in one of the two locations, provided a visitor's tag is always displayed:

- a) A resident reserved parking space for an unlimited period, provided the resident has given explicit permission
- b) The guests' area for a maximum of three nights within any consecutive seven-day period

## **14. Can the parking sticker be transferred to my new vehicle after selling the old one?**

No, the sticker from the old vehicle cannot be transferred to the new vehicle. Residents must contact the manager and provide the required documentation to register a new vehicle. The old vehicle will be **removed** from the manager's database, and the associated parking sticker will be voided. The manager will provide a new parking sticker for the replacement vehicle **free of charge**.

## **15. My tenant is moving out. What happens to their affixed and assigned parking sticker?**

The owner/landlord must contact the manager and provide the parking sticker number for the vehicle of the tenant who moved out. The manager will void this sticker in the system. A new

parking sticker will be issued to the new tenant upon their submission of the proper documents required to register their vehicle with the association.

**16. What steps should a resident take to obtain a replacement visitor tag if their original one is lost?**

Residents must promptly notify the manager if a tag is lost. The lost tag number will be voided in the management's database, and a new visitor tag will be provided at no cost to the residents.

**17. What are the HOA's parking rules for vendors and contractors working for residents or the HOA?**

Commercial or contractor vehicles are permitted to park in a guest, visited resident's parking space or the association owned unrented parking space while providing service to a resident or the association. Business-branded vehicles are allowed to park without a visitor tag during daytime working hours. Unmarked contractor vehicles (those without company branding, graphics, or wraps) must always display a valid visitor tag provided by the residents for whom they are performing services.

**18. I'm a resident of PBC but forgot to affix parking sticker to my vehicle. Why was my car towed, rather than me receiving a warning or fine in accordance with our parking rules: Enforcement and Penalties?**

Any vehicle parked at the PBC property that does not display a parking sticker or visitor's pass is considered unauthorized (an "outsider") and is a subject to immediate towing. The Parking Enforcement Rules apply only to residents and their guests, not to unauthorized vehicles.

**19. Why does the association require my vehicle registration and homeowner insurance to properly register with them?**

- a) Providing your car registration helps the association verify vehicle ownership and authorize your parking within PBC complex.
- b) The sticker's unique ID number serves to register your vehicle with our community.
- c) Homeowners insurance confirms your residency in the PBC complex.