RCP Parking Limited

The Professional Car Park Operators

SECURITY and MAINTENANCE ACTION PLAN - DUCIE STREET - MANCHESTER

Ducie Street Car Park – Manchester – M1 2JB			
Task	**Action**	**Responsible**	**Frequency**
Car Park Signage	Tariff Boards, T&Cs Boards are to be wiped clean at the start of each shift, each sign is to display the correct and current information	Attendant on Duty Area Supervisor	Start of Shift
Car Park Surface	The Car Park surface is to be checked for Pot Holes, Broken Glass and sharp objects	Attendant on Duty	Continuously throughout Shift
Surface Maintenance	Pot Hole Filling and debris removal	Attendant on Duty is to fill all Pot Holes and remove any debris Ash Landscapes are on call for major repairs	Continuously throughout Shift
Litter Removal	Remove all litter from site at the beginning of Shift	Attendant – Litter Picker, Gloves and Black Bags are supplied Under no circumstances are drug items to be picked up with bare hands	Start of Shift and continuously throughout Shift
Graffiti Removal	Remove all Graffiti from Car Park areas	Attendant on Duty	On Discovery
Fencing Check	Check for damage in the fence, ensure all hand rails are undamaged and nails/screws are non protruding	Attendant on Duty	Start of Shift and continuously throughout Shift
Lighting Check	Light is drawn from the Street Lighting	N/A	N/A
Landscaping	Prune trees and shrubs on site	Attendant on Duty Ash Landscapes are on call for major Landscape jobs	Start of Shift
CCTV	Not Fitted to this Car Park	N/A	N/A
P&D Machine Maintenance	The Pay and Display Machine is to be cleaned and a test tokens taken	Attendant on Duty	Start of Shift
P&D Emptying	The 1 Pay and Display Machines is emptied once a week – Signs are to be displayed stating the machine does not	G4S empty the P&D Machine The Attendant is to take an Audit Ticket and convey	1 per week

	contain money overnight and is emptied daily	the information to Head Office	
Security Patrols - Attendant	The Attendant is to constantly Patrol the Car Park, he is the point of contact for RCP Parking and is to act accordingly. Whilst carrying out patrols he/she is to be armed with a Note Book and Pen, Mobile Telephone and a Digital Camera	Attendant on Duty	Continuously throughout Shift
Security Patrols – Duval Security	The Car Park is open 24 hours a day, 1 roaming Patrol is carried out by Duval Security at different timings through the evening – Incidents are to be reported to Head Office the following working day	Duvall Security	1 Patrol per evening
Parking Charge Notice Procedure	If a customer fails to obey the Terms and Conditions of the Car Park then a Parking Charge Notice (PCN) will be issued to the offender	Attendant on Duty	Continuously throughout Shift
Incident Reporting	All Incident's are to be reported by the Attendant and that information passed to Operations in Head Office at the soonest oportunity	Attendant on Duty is to complete an Incident Report and forward it to RCP Operations in Norwich	Continuously throughout Shift

Additional Comments
The List of Actions above is not exhaustive and the Attendant on Site is to use his/her own judgment at all times. If at any stage throughout a Duty the Attendant is unsure or requires assistance he/she is to contact the Area Supervisor immediately.

Signage Photographs:



