

Eyemouth Harbour Parking FAQ

Question

Answer

What will the arrangements be at each site?

Site 1 - Gungreen Quay	Site 2 - Middle Pier	Site 3 - Dive Shore Road	Site 4 - Harbour Road / Marine Parade
Permit Holders Only	Permit Holders Only	Pay to Park	Pay to Park
Free permits available to eligible parties.	Free permits available to eligible parties.	Free permits available to eligible parties.	Free permits available to eligible parties.
N/A	N/A	£1 per hour, capped at £12 for max. 24 hours	£1 per hour, capped at £4 for max. 8 hours
Applicable 24/7	Applicable 24/7	Applicable 24/7	Applicable 8.30am to 5.30pm, 7 days
Effective Mon. 24 Jun 2024	Effective Mon. 24 Jun 2024	Effective Mon. 24 Jun 2024	Date to be confirmed.

When will the change go live?

The changes were due to go live on Monday 17th June 2024. However, we want to make sure we have all permits logged correctly in advance so we are delaying the go live date by 2 weeks so will now **go live on Monday 1st July 2024**. Please note Harbour Road will go live at a later date due to a delay in the new parking meters being installed. Date to be confirmed.

What is changing with parking arrangements around Eyemouth Harbour?

EHT are using a third party parking management company, Creative Car Parking Ltd, to manage all parking areas around the harbour. Creative Car Parking use Civil Enforcement Ltd for enforcement of parking schemes.

The middle pier and Gungreen Quay will be permit holders only areas.

What is not changing with parking arrangements around Eyemouth Harbour?

Harbour Road, Marine Parade and Dive Shore Road will continue to be pay to park areas as they have been since 2011 and 2009 respectively. The parking charges have not changed in that time, and the times the charges apply have not changed.

Where should I direct my queries, if after reading this sheet, I require clarification on my query?

Please email your enquiry to parking@eyemouth-harbour.co.uk

How often will the parking@eyemouth-harbour.co.uk email inbox be checked?

The email inbox will be checked daily, 7 days per week.

How do I obtain an application for a permit?

Please email your request to parking@eyemouth-harbour.co.uk or call the harbour office on 018907 52494 (Mon-Fri 9am-5pm)

Why are these changes taking place?

These measures are being taken to address congestion in these areas and to improve safety and access for all. Previous attempts to manage traffic to ensure safety and operational access for harbour users have been impossible to enforce and over time, it has become more difficult to manage congestion and nuisance parking in harbour areas, leading to safety and operational access issues.

What happens to the revenue generated from harbour parking?

Revenue from quayside parking makes a valuable contribution to the upkeep of the harbour, which consists of ageing infrastructure which is expensive to maintain.

What happens to the revenue generated from any fines(PCNs) that are issued?

Fines remain with the enforcement company. This was also the case with the original pay and display parking on Harbour Road, when the fines remained with the enforcement body, which was not EHT.

Why are the fines set at £100, reduced to £60 if paid within 14 days?

This response is provided by CCP. 'The PCN amount must be a pragmatic and real deterrent to non-compliant parking. For this reason, Transport Scotland has just increased the Penalty Charge levels to £100 for higher level contraventions, including parking where not permitted/parking without a permit. It is our experience that lowering the Parking Charge level below £100 actually results in an increase in PCNs being issued, because some drivers who were not inclined to breach the terms at £100 reduced to £60 will breach if the jeopardy is only £30 – a car of 5 people might happily leave the car all day, not pay the parking tariff and take their chances on receiving what is essentially a £6 parking charge per person. This problem was recently highlighted in Parliament by Toby Elwood, MP for Bournemouth, who asked Michael Gove to allow local authorities, especially those in high traffic tourist areas, to increase the deterrent to unauthorised and anti-social parking so as to increase compliance and allow for more effective parking management, freeing up spaces for legitimate and compliant drivers. As long as signage is clear and understandable, and drivers respect the parking terms set, there should not be an issue and the £100 will act as a viable deterrent to those who are deliberately non-compliant. Where there is a genuine mistake, and a driver intended to pay but forgot, or failed to enter the correct VRM, and a PCN is issued, our appeals team will deal with these mitigating circumstances on a case by case basis, and where appropriate (eg where there has been a keying error or there was a verifiable legitimate visit), they can treat the case under paragraph 17.4 of the British Parking Association Code of Practice and offer a £20 settlement of the PCN.'

Applicable to pay to park areas only. If a person pays £1 for an hour at the pay to park site(s), then realises they need longer and they need to go and pay for a second hour, would that be considered 'feeding the meter' or would a new hour just start as normal?

If a driver makes a payment on the payment machine and their sessions runs out, they will be issued with a PCN. Instead of having to walk back to the payment machine, they would be able to rebook another session on the phone and pay app before their current one ends. If drivers use the phone and pay app, these payment sessions can be extended, and drivers are reminded through text message when they're about to end. This isn't however an option for payments made through the payment machine. This wouldn't be classed as 'feeding the meter' as there are no restrictions on time people can pay to park for or return – but when and if they do walk back to the payment machine to book another session, it will be a brand new session. If a payment sessions ends and the car is still parked, a PCN will be issued.

I'm genuinely worried about receiving a PCN in error even if I do park compliantly.

So long as drivers are adhering to the terms and conditions, they shouldn't be worried. It is important to check you enter your vehicle registration number correctly as that is what the ANPR will record. Some drivers prefer to keep a record (photo/screenshot on their phone, or ticket if using the payment machine) for extra peace of mind.

Who is eligible for permits / parking exemptions?	Free parking exemptions permits will be provided to those who need access to the harbour areas for access to marine vessels. A list is provided below.
What type of permits / exemptions are available?	<p>Permanent Exemptions are available for those who require essential and frequent access to the harbour areas. These will usually be marine related businesses or those engaged in servicing marine vessels.</p> <p>Temporary Exemptions via a QR code can be provided to those who need access to the harbour areas/marine vessels occasionally, e.g. to deliver or collect goods, contract works, to attend a meeting, etc.</p> <ul style="list-style-type: none"> - One hour exemptions by QR code - One day exemptions by QR code
How does someone know if they are eligible for permits / parking exemptions?	A list is provided below. If in doubt, please enquire on parking@eyemouth-harbour.co.uk or call the harbour office on 018907 52494 (Mon-Fri 9am-5pm)
How does someone obtain a parking permit / exemption?	<p>We have tried to contact those eligible for permits however we are still working through this to ensure anyone who should have a permit has one before the system goes live. If you think you are eligible, or want to know if you are eligible but haven't yet applied for a permit, please contact parking@eyemouth-harbour.co.uk</p> <p><u>Permanent Exemptions</u> There is a form to complete and submit to Eyemouth Harbour Trust.</p> <p>There are a limited number of permanent exemptions available and marine related harbour users who access areas frequently will be prioritised. There will be temporary exemptions available for those who have less frequent marine related access requirements.</p> <p><u>Temporary Exemptions by QR Code - 1 hour</u> This will be valid for 60 mins to enable loading and unloading only. <u>Temporary Exemptions by QR Code - 1 day</u> These will be valid on day of issue to 23.59 hours same day.</p>
Is there a grace period?	All sites have a 10 minute grace period.
<u>List of eligible for permits / exemptions</u>	ALL PERMITS ARE SUBJECT TO AVAILABILITY AND MARINE RELATED BUSINESSES ARE PRIORITISED
<u>Marine / Harbour Users</u> RNLI Fishermen Charter Boat Owners Leisure Craft Owners Visiting Boat Owners Contractors working on boats / quayside Divers / anglers on trips on charter boats Residents on Harbour Road Non marine related businesses on Harbour Road	Free Permanent Exemption Free Permanent Exemption Free Permanent Exemption Free temporary exemptions Free temporary exemptions Free temporary exemptions Free temporary exemptions Free temporary exemptions Residents who live directly on Harbour Road can apply for a permanent exemption. Non marine related businesses can apply to purchase monthly or annual permits. These are subject to availability and marine related businesses will be prioritised. If available, these will cost £60 per month or £365 per annum.
Blue badge holders	Blue badge holders are invited to contact Eyemouth Harbour Trust to obtain temporary exemption permits, if not paying to park. Any permanent exemptions are subject to availability. Advice is to contact parking@eyemouth-harbour.co.uk if you have a blue badge to enquire further.
<u>Emergency Services and Medics</u> Fire Ambulance Police (marked) Police (unmarked) RNLI Coastguard Eyemouth Medical Centre Health Professionals on call Eyemouth Day Hospital Health Professionals on call	Exempted at DVLA checks stage Free Temporary Exemptions Free Permanent / Temporary Exemptions Free Temporary Exemptions Free Permanent Exemptions Free Permanent Exemptions
Can I unload and load dive gear at the dive boats then go and park somewhere else?	Yes, you will be able to scan a QR code at the vessel which will give you a 60 minute exemption, so plenty time to unload. You will have to re-register for a second 60 minute exemption for loading at the end of your trip
How long do I have to scan the QR code?	You must scan the QR code within 60 minutes of entering the site and before you leave the site.
What if the QR Code won't scan?	EHT will provide extra copies of the QR codes to the skippers in case one is lost or damaged. If there is an issue with a QR code scanning, please send a permit request to parking@eyemouth-harbour.co.uk clearly stating your vehicle registration number, the site/location and the time you entered the site. EHT can then log the exemption.
What if we arrive at the boat and it has gone to refuel?	In that event, you can scan the QR code when the vessel returns to the berth. You do not have to scan it within 10 minutes but you should scan it as soon as possible and certainly within the 60 minutes you have been allowed for loading or unloading.
Is there not a more user friendly method of enforcing traffic management?	Since pay and display parking was introduced on Harbour Road in 2011, various methods of parking management have been tried and tested and unfortunately, these softer approaches have failed with some drivers repeatedly flouting parking rules, to the detriment of safety and essential operational access.
Won't these measures deter visitors from coming to Eyemouth?	There are alternative free parking available around the harbour for those who do not wish to pay to park or who are not eligible for permits. Pay to park is standard in many towns who thrive on tourism.

In relation to Harbour Road, what areas are covered under the scheme?	Only the parking bays on Harbour Road and Marine Parade will be monitored so there is no possibility of anyone receiving a PCN if they drive down Harbour Road to access other areas. As there is no single point of entry on Harbour Road parking areas, these areas will be monitored with a mobile device rather than a fixed ANPR camera.
What do I do if I get a PCN in error?	There is an appeals process you can follow. This is outlined on the PCNs. EHT cannot deal with appeals on PCNs.
Can EHT assist me if I get a PCN in error?	Anyone who believes they have received a PCN in error is free to contact EHT on parking@eyemouth-harbour.co.uk and we can try to advise depending on circumstances. However EHT cannot deal with appeals on PCNs.
Are people who own holiday lets around the harbour eligible for permits?	Non marine related businesses can apply to purchase monthly or annual permits. These are subject to availability and marine related businesses will be prioritised. If available, these will cost £60 per month (50% discount on pay to park rates) or £365 per annum (75% discount on pay to park rates). There is also alternative free parking nearby.
General driver advice on how to avoid being issued with parking tickets.	General driver advice on how to avoid being issued with Parking Tickets
As found on Civil Enforcement Ltd's website.	<p>Motorists can easily avoid issues often highlighted in the media, by adhering to the following simple tips:</p> <p>Most car parks now have some form of parking management system in place – look out for, and read the signs which are displayed. Operators have to adhere to strict criteria set out in the Parking Code of Practice and if the signs are misleading or incorrect, you can raise this with the Operator or the relevant Parking Association.</p> <p>Read the signs carefully. Under the Code of Practice, you are given sufficient time to do so and decide whether you want to park under the terms set out.</p> <p>Check the payment terms and what you must do – most ANPR camera-monitored sites require you to key in the full, correct vehicle registration when making payment or registering for a permit, and for manual patrol (warden) sites, you will usually have to display your ticket or permit on the windscreen unless the signs say otherwise.</p> <p>If you are required to pay, whether using a machine or on using a remote/phone app, check the terms. Most car parks offer two methods of payment and if you can't make payment, you will be expected to leave.</p> <p>Do not park in private or no parking zones, areas reserved for authorised or permit holder vehicles only, or bays that you are not entitled to park in, such as blue badge holders only, EV charging, or motorbikes only.</p> <p>Make sure your registered keeper details are kept up to date with the DVLA – not just your driving licence. This is your legal responsibility and if you don't, a new owner could be incurring parking charges or other fines when the vehicle is still registered in your name, or a PCN may be sent to your old address, which may possibly lead to charges escalating.</p> <p>If you do receive a PCN and you think it has been issued in error, do not ignore it. The quicker you engage with the operator, the quicker any issues will be resolved. Contact details and how to appeal will be set out clearly on the PCN and any reminder letters.</p>