

Parking at Morden Frequently asked Questions and Answers

Following the introduction of the new parking scheme across the Morden estate these FAQs may be helpful.

1. Why does the parking permit show QET?
QET is how the parking company identified the estate initially, but any replacement parking permits will show MOR.
2. Do I still order visitor scratch cards from the Haig Housing website?
Yes, visitor scratch cards can be ordered from the website at www.haighousing.org.uk
3. Do I need two visitor scratch cards if my visitor stays overnight?
Yes, visitor scratch cards need to be displayed 24 hours a day
4. How will motorcycles get a ticket?
Motorcycles must be parked in identified bays. Those which are not parked correctly will be checked by Countrywide Parking Ltd for up to date tax and MOT and will be referred to the Housing Manager.
5. Do I need to let Haig Housing know if I change my vehicle?
Yes, please email enquiries@haighousing.org.uk with your new vehicle details so we can keep our records up to date.
6. Can I let my friend use my permit to park on the estate if I don't have a car and they are not visiting me?
Parking permits can be used by visitors and when they leave, they must return it to you. The car park is for Haig Housing residents only and is not for friends and family to use as a free car park.
7. Do I need to get a carers parking permit?
No, all your carer has to do is put a note in their windscreen on company headed paper stating the address they are visiting.
8. What happens if people abuse the use of the parking permit?
The Housing Manager will work with Countrywide Parking Ltd to investigate any allegations of misuse of the parking permit and decide on any appropriate action.

9. Who do I contact if I get a parking ticket (PCN)?
All the details are on the back of the parking ticket.
10. Do I need to provide tax, insurance or MOT details?
No, as we have simplified the process these documents do not need to be presented to Haig Housing.
11. If I have visitor scratch cards left over from last year, can I still order another five permits for this year?
If you have any visitor scratch cards left over from last year, you can use them this year providing they are in date. To maintain parking levels on the Morden estate, the maximum number of visitor scratch cards permitted per household per year is five books.
12. What do I do with my parking permit once I give up my tenancy and move out?
Please leave the parking permit in a kitchen drawer. Failure to leave the parking permit behind will result in you being charged £25 + VAT for a replacement parking permit.
13. How do I contact Countrywide Parking?
Please email support@countrywideparking.co.uk. If you don't have access to email please call 0800 999 1032