



Dear Residents of *Devonaire Condominiums*,

Hello! We are OnCall, and we wanted to take a moment to introduce ourselves and give you some important information, so you can help us make your parking experience at *Devonaire Condominiums* hassle-free. We have been in business since 2014, and successfully service over 100 communities in the tri-county area. Our mission is to make sure that you have parking peace of mind, knowing you can come home and park easily and safely without concern for unauthorized vehicles in your community. Using an electronic permit system, we regularly monitor and make certain that only vehicles belonging to you and your neighbors (and any authorized guest vehicles, of course) are parked at *Devonaire Condominiums*. Once you register with us and sign up for an e-permit, we'll be able to communicate with you about any issues related to your vehicle via text or email.

Important Note: **ANY RESIDENTS WHO DO NOT SIGN UP FOR THEIR E-PERMITS ARE SUBJECT TO VIOLATION/TOW.**

**REGISTRATION KEYWORD: Devonaire**

## **FAQs (Frequently Asked Questions)**

### **How Much Does an E-Permit Cost?**

**\$65.00** per resident vehicle, renewed annually for owners and upon lease renewal for renters.

### **How to Get an E-Perm it?**

The first step in signing up for an e-permit is to register with OnCall through our website. Go to [www.OnCallParking.com](http://www.OnCallParking.com) and choose "**RESIDENTS REGISTER HERE**" on the top menu bar. Follow registration instructions from there. You'll probably notice that the first thing you're asked for is a Registration Keyword. Your Registration Keyword is **DEVONAIRE**.



## What Information is Needed for My Application?

In order to be prepared to complete the application, please have a copy of your driver's license, proof of insurance and copy of your vehicle registration for each vehicle being added to your application, you may be asking yourself "Why are these documents required for my application?" This information is solely used by your property management team to verify your residency, and to ensure that all vehicle information is up to date, if needed, please see our privacy policy located at [www.oncallparking.com](http://www.oncallparking.com) As soon as your residency is verified by, your property management office, you will receive an email with your personal login credentials. Once your vehicle has been approved for an e-permit, it is authorized immediately for parking.

## What About Guests?

If you've got a guest visiting (for example, a friend or family member, or really, anyone parking on the property during our patrolling hours), we've made it as simple as possible for you to register their vehicle in our system so that they can enjoy the same hassle-free parking benefits you do. As a registered resident, you can activate up to **2 guest vehicle passes per unit** to your account at any given time. This can be done through your OnCall account on the web, or through our mobile applications.

**GUEST VEHICLE DEFINITION:** Any vehicle besides your primary registered vehicle(s) that needs to be associated with your OnCall account. For example, a loaner vehicle or rental vehicle that you are using would be considered a "guest vehicle", even though it is used by you.

**LICENSE PLATE NUMBERS:** When registering a guest vehicle, please be careful to input the correct license plate number into the system. If it has not been entered correctly, OnCall has no way of knowing a vehicle should be authorized on your account and can't be responsible for the vehicle being towed and removed from the property. If you think you might have made a mistake entering your guest vehicle's license plate number properly, please login online at [www.OnCallParking.com](http://www.OnCallParking.com), and click the link for the guest vehicle in question to edit the license plate number.

**14 DAY [WIT]** There is a limit of **14 DAYS** for each guest vehicle. Once a guest vehicle exceeds the **14-day** limit, that vehicle will then be restricted from the premises for an additional **30 Days**, You will not have the ability to register a restricted guest vehicle again until after the **30 Days** restriction period expires, unless otherwise authorized by your property management office within our system. (If you anticipate the need for an extension for any guest vehicle, please discuss it with your property management office; OnCall will not authorize any extensions directly), in order to see the number of days remaining for a particular guest vehicle, please check your OnCall account under the remaining days" feature.



## What Are Your Patrol Hours?

OnCall will patrol the property between the hours of **10pm — 6am**. Therefore, it is especially important during these hours that all guest vehicles must be registered.

**FAILURE TO REGISTER GUEST VEHICLES BETWEEN THE HOURS OF 10PM-6AM MAY RESULT IN AN IMMEDIATE TOW AT THE OWNER'S EXPENSE.**

**NO BACK-IN PARKING ALLOWED. WE SCAN THE LICENSE PLATES OF THE VEHICLES AND NEED TO HAVE THEM VISIBLE FOR OUR PATROL.**

## How Are Violations Handled?

To ensure that you do not receive any violations, please make sure that you follow your property's **PARKING POLICY**, available online through your OnCall account. To review this parking policy, please login to your OnCall account and select "view parking policy".

If vehicle is in violation a warning sticker will be placed on the vehicle, OnCall Patrol Staff will have documentation supporting the parking infraction which includes pictures, violation descriptions and a date and time stamp. This has been authorized by your property management office. We don't want anyone concerned that they've incurred a violation without knowing it.

## Need to Get in Touch?

Our support team is here to help you with any questions you might have about the OnCall system, to assist you in making any changes you might need to make to your account, and to provide you with details about a specific violation or tow. You can check your OnCall account 24 hours a day, 7 days a week (online or through our mobile app), call to speak to us during our business hours, or email us anytime.

OnCall Parking Manager on the Web: [\*\*www.OnCallParking.com\*\*](http://www.OnCallParking.com)

OnCall Support Line (Business Hours: M-F 6am — 10pm.

Sat. 8 am— 8pm; Sun. 9am —5pm): **(800) 311-6848**

Email Support: [\*\*support@oncallparking.com\*\*](mailto:support@oncallparking.com)