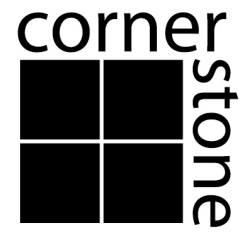


Parking Management Policy



Housing People

Section;	Housing
Policy name;	Parking Management Policy
Executive responsible;	Head of Housing
Review by;	Head of Housing and Senior Housing Officer
Tenant review;	Yes – Performance Panel
Type of review;	Exception
Authority to amend;	Head of Housing
Frequency of review;	Every three years
Last review;	July 2022
Next review;	July 2025
Responsibility for delivery;	Housing Team
Strategy;	Housing Management Strategy
Supporting Documents;	Procedure, parking licences and notices.
Associated risk;	 8.Inadequate and ineffective customer service and/or engagement. 9.Health and safety failure or neglect
Equality & diversity	We will adhere to our equality and diversity policy, specific priority for parking has been given to disabled tenants with mobility difficulties.
VFM & benchmarking;	We will seek to minimise costs where possible and recharge tenants where appropriate. Tenant satisfaction with their neighbourhood as a place to live is measured and benchmarked against peer groups.

VERSION CONTROL			
Version	Sections Amended	Date of update	Approved by

Number			
1.0	First version	June 2019	Chief Executive
2.0	Full review, added reference to reviewing contractor performance.	July 2022	HoH

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1. OBJECTIVE

The objective of this policy is to clearly outline how we will deliver parking management services for parking areas and garages owned by us.

2. DEFINITION

For the purpose of this policy, parking management is defined as any measure introduced by us to aid the management and identification of vehicles authorised to park on our schemes, in a designated bay, garage or other defined area for parking that we own.

3. AIMS

- To provide a consistent and fair parking management service
- To ensure that tenants are able to park on our parking schemes without nuisance or disruption
- To ensure that our parking management processes are compliant with any regulation and statutory requirements
- To administer and provide an efficient and effective parking management service
- To consult with tenants regarding parking management issues, to include implementing any future parking permit schemes or changes to existing ones.

4. PARKING ENFORCEMENT

Where tenants request a controlled parking scheme or make complaints about parking we will consult with all tenants on that estate regarding an enforcement scheme. This will consider whether it should be implemented and how it should operate, in order to develop a

scheme that best meets the needs of all tenants. Consultation will outline all the options available and any scheme will be implemented where we have a clear majority of votes. Tenants will be informed of the overall decision.

Once a scheme is in operation the parking contractor will issue unauthorised vehicles with a parking charge notice (PCN). The charge amount will be stated on the PCN and the charge is payable directly to the parking contractor. The parking contractor will also manage the signage. Complaints in relation to PCN's should be directed to the parking contractor.

We will review parking enforcement contractor performance and should there be any changes necessary these will be made following consultation with residents.

Where a tenant or member of their household is misusing the parking scheme, a parking area or garage, we may take action under the terms of their tenancy agreement and/or garage license. Misuse includes but is not limited to parking inappropriately so as to cause a nuisance or annoyance to others.

5. ELIGIBILITY CRITERIA AND ALLOCATIONS

Where parking spaces and garages are allocated, tenants will be eligible to apply if they meet the following criteria:

- They are a current tenant or member of the household
- They are not in debt to us, either through their rent account or other sundry debts
- They are not breaching their tenancy in other ways, for example causing nuisance or annoyance to neighbours.
- Their vehicle is registered to their address (proof to be provided with a V5 document).

Where an allocated space is not being used and there are no tenants on the waiting list, the space will be available to all tenants on a first come first served basis. When it is re-allocated we will notify all tenants.

We may consider offering parking spaces and garages to non-tenants, at a charge, where there is very low demand from tenants. This will be reviewed if tenant demand changes.

Where there are no available spaces or garages we will operate a waiting list with priority being given in the following order:

- 1) Tenants with a blue badge due to poor mobility
- 2) Tenants with a household member with a blue badge due to poor mobility

3) All other tenants by time on the list

In the event of two tenants being blue badge holders and needing a space, priority will be given to the driver who has the poorest mobility and in greatest need of the space.

Visitor parking will be provided, where possible, and managed according to the terms and availability of each parking scheme.

Where we have permit parking schemes additional visitor's permits may be issued where households have a few carers visiting, these will be issued at the discretion of the Head of Housing or Senior Housing Officer.

6. PARKING LICENCE

Tenants who are allocated a garage or parking space will be required to sign a licence agreement. This licence will continue until either party ends the licence. The tenant will need to give us one month's notice in writing to end the license.

We may end the license agreement for any reason, but will normally do this where a term of the agreement has not been kept to, including arrears. To end the license we will issue a Notice to Quit giving one month's notice to end on the last day of the month.

7. CHARGES AND ARREARS

Where there is high demand for parking we will charge a monthly fee for parking spaces. In areas of low demand or ample parking there will be no charge however this will be reviewed as necessary. Those tenants who are blue badge holders are not exempt from paying a fee and will be charged accordingly. Charges will apply to garages.

Tenants with arrears for their parking space or garage will be given two warnings regarding their account. If arrears continue their license will be ended by a Notice to Quit.

Where a tenant gets into arrears on their property account, their license for parking or garage may be ended by Notice to Quit as arrears on their home are considered a priority debt.

8. RECORDING AND MONITORING

Parking management will be monitored by the Housing Officers and overseen by the Senior Housing Officer and/or the Head of Housing.

Satisfaction with parking management will be measured through responses to our annual tenant surveys and periodic reviews.