

Car Parking

HM8

Introduction

This policy sets out Shian Housing Association's approach to parking provision on our estates.

Policy Objectives and Principles

The Homes and Communities Agency (HCA) expects all Registered Providers to provide good quality housing services for residents and prospective residents. Shian therefore aims to provide a transparent, equitable and readily understood policy regarding the implementation and management of controlled parking schemes. This policy will also contribute to a reduction of nuisance caused as a direct result of misuse of these areas.

The key aims of the parking policy are;

- To clarify how controlled parking schemes will be introduced and managed.
- To clarify how permits will be allocated and how appeals may be made against refusals to issue permits

Scope

This policy applies to all estates where controlled parking schemes are in place or may be introduced in the future. This policy is therefore of interest to all housing management and other staff who may be responsible for the management of controlled parking.

Main Provisions of Policy

Parking provision on new schemes will be made in accordance with the design brief and planning requirements.

The need for controlled parking on existing schemes may be identified by housing management staff or can be requested by residents living on an estate.

Where there is no existing controlled parking scheme residents may petition Shian to introduce controlled parking. Shian will consider such a petition where the number of residents involved is equal to or greater than twenty percent of those affected.

Where there is an existing scheme in place which is managed by Shian, residents can request a review of current provisions either where a substantial number of them contact Shian or a petition is made by more than fifty percent of those affected.

Shian will fully involve residents in introducing and managing controlled parking schemes including the selection of the parking enforcement contractor when the contract is tendered and the ongoing monitoring and review of the contract.

Any vehicle parked on Shian parking bays are at owner's risk. The association is not liable for any damage that may be caused to the vehicle.



Residents will always be consulted on service charge implications arising from the introduction or ongoing provision of a controlled parking scheme. New schemes will only be implemented if the majority of residents agree that there is a need for a controlled parking scheme or if there is an overriding reason for good management. Shian will issue permits in a transparent, equitable and readily understood manner.

Shian will list the priorities for parking spaces. The first priority will be given to elderly residents and those with disabilities, then families with a disabled household member and so on. Residents who have a disabled blue badge will not be charged for their permit.

Annual parking permits will be issued on a first come, first served basis subject to the priorities outlined later in this policy. The number of annual permits issued will not exceed the number of bays available on the scheme.

Parking bays in communal parking areas will not be allocated specifically except where particular bays are designated for residents who are registered disabled.

Residents in arrears of one week, four weeks, one calendar month or more (depending on the frequency of your rent payment plan) will generally not be able to obtain annual or visitors permits. The following exceptions will apply:

Where the arrears are due to Housing Benefit, but not where benefit is suspended;

Where an arrears agreement exists that the resident has kept for a reasonable period of time (i.e. six months).

Parking permits may be withdrawn should the need arise and sufficient notice has been given to a resident.

A waiting list for residents at a particular scheme can be created where demand for permits exceeds supply.

A resident may appeal Shian's decision not to allocate a parking permit.

Parking control enforcement will be undertaken by means of Shian's appointed contractor and will usually be by means of clamping or ticketing in accordance with any legislation that may be in force at the time of the scheme's implementation (at the time of writing this policy clamping is not an option that is available).

Residents who wish to appeal against a parking enforcement may do so directly with Shian's appointed parking control contractor. Where a resident has exhausted the contractor's appeals procedure and they remain unsatisfied, the resident may complain directly to Shian, the complaint will be heard under Shian's usual complaints procedure.

Responsibility

The Operations Director ensures that this policy is in place and may delegate the implementation of the controlled parking scheme to another member of the Senior Management Team.



Monitoring and review

This policy will be reviewed once every two years taking account of any changes to legislation that may occur.



Car Parking Permits Procedure

Issuing parking permits.

Parking permits will be issued to residents according to a prioritisation scheme where limited spaces exist. The vehicle must be registered to one of Shian's residents registered at a property on the estate. The vehicle must also have a valid tax disc.

To obtain a parking permit, residents must produce the current logbook, current insurance certificate, valid MOT and photo card drivers licence.

Permits must be clearly displayed on the front windscreen of the vehicle at all times including any disabled registered users.

All vehicles must be parked in designated parking areas with a valid parking permit and current road tax on display. Vehicles without a valid road tax are liable to be issued with a Parking Charge Notice, may be removed and may face legal action.

Only one resident permit will be issued to a household unless additional spaces exist and can be allocated. Proof of ownership of the vehicle or a letter from the company allowing you the use of the vehicle for official purposes is required if you don't own the vehicle.

A permit can be issued to a household if there is proof that a carer or other service provider needs this for medical reasons.

Resident permits will cost £60.00 per permit per year. This fee will be reviewed annually.

The permit prioritisation procedure will be prioritised in the order:

- Over 60's & disabled single household
- Families with disabled household members
 - Tenants or family members with mobility issues
 - Tenants with children aged under five
 - Tenants with children aged under twelve
- All other tenants

There will be a maximum of 2 permits per household if there are sufficient bays available.

Residents will not be considered for permits where:

- They owe rent or service charge arrears of more than 1 week and have made no arrangement to repay the arrears.
- There is a genuine suspicion of illegal sub-letting.
- They have perpetrated anti social behaviour in the past 12 months.



Allegations of ongoing ASB issues exist.

They have breached parking permit policy, e.g. persistently abused parking control arrangements in past 12 months.

Tenant/s or residents commit, in any form, activities that can be deemed a breach of the Tenancy Agreement.

They have use of a garage and there is insufficient parking spaces for all residents.

They have unpaid Parking Charge Notices outstanding with the parking enforcement contractor used by Shian and the matter has been passed to the DVLA.

Residents who have been issued with permits may have their permit revoked subject to paragraph 9 above.

There will be no use of bays other than for parking (e.g. skips) unless prior permission has been given by Shian in writing. Permission will only be given for a limited period (e.g. less than one month).

Shian will liaise with the DVLA and police as needed concerning the removal of abandoned, unauthorised or/and untaxed vehicles.

Residents who have their application for a resident parking permit rejected may appeal against the decision using Shian's complaints procedure.

Appeals against enforcement action taken by Shian's parking contractor must be made directly to the contractor.



Guidance to Residents on the use of Parking Facilities

Residents must park in the parking bays where provided and not on estate access roads.

Where individual parking bays have been allocated, residents must only park in the one designated to their tenancy. Visitors must not park in other resident's designated parking spaces.

Residents must not leave, or allow their visitors to leave, untaxed, unroadworthy or abandoned vehicles on Association land as these will be removed.

Your car could be clamped if it is not roadworthy, if you haven't paid unpaid taxes, fines or legal aid costs, or if you repeatedly park where you shouldn't.

If your car is causing an obstruction or is parked dangerously, it may be moved to a more appropriate location at no charge to you.

The police can clamp cars on roads if you keep breaking parking rules. Or they can tow your car away if it's causing an obstruction, if it's abandoned or part of an unauthorised travel encampment. The police also have the power to clamp cars on private land.

The DLVA can clamp cars without road tax and the Vehicle and Operator Services Agency can clamp and tow cars that aren't roadworthy.

Residents must not allow friends or acquaintances to park in their parking bay or in the communal areas without our prior, written permission, given at our discretion.

Residents must not carry out repairs to vehicles on Association land, except the changing of tyres and required regular maintenance (e.g. topping up oil, water etc.).

Residents must not bring commercial lorries, trailers or caravans onto the estate.

Residents must park their vehicle with consideration for their neighbours.

Residents must not cause nuisance to neighbours regarding their vehicle, for instance with vehicle lights and horns at night.

