

POLICY: PARKING

1.0 Introduction

1.1 As a Social Landlord, Thames Valley Housing (TVH) recognises the importance of meeting residents' expectations of a high standard of service delivery. The management of controlled and regulated parking schemes is one of our priorities.

1.2 This aims of this policy are:

- To administer and provide a consistent and fair parking management service
- To ensure that all those who live in a TVH property, and authorised persons such as contractors are able to park at TVH parking control schemes. Note: parking availability varies from scheme to scheme and depends on the availability of spaces
- To ensure that TVH parking management processes are compliant with any terms of the lease or tenancy, including regulatory and statutory requirements
- To ensure that TVH complies with specific development agreements relating to parking such as developments where there is limited or no designated parking available
- To support vulnerable residents with parking permit applications
- To work in partnership with companies that provide specialist parking services such as parking contractors

1.3 Types of parking arrangements:

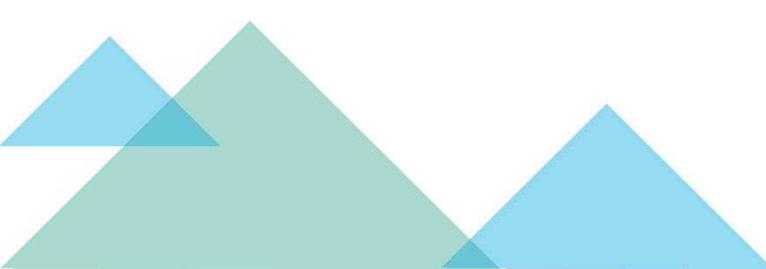
- TVH owned sites where parking is managed by TVH
- TVH homes where parking is managed by a Management Company or Agent
- TVH sites with allocated parking bays without managed parking control
- TVH sites with no parking arrangements.

2.0 Background Legislation

2.1 Government legislation has an impact on how TVCHA can implement its parking management policy.

2.2 The Road traffic Act 1991 and the Parking Act 1989 are both applicable.

2.3 They are available from www.legislation.gov.uk. Should you require a hard copy or a hard copy in the language of your choice of the above Acts, please contact TVH on info@tvha.co.uk.

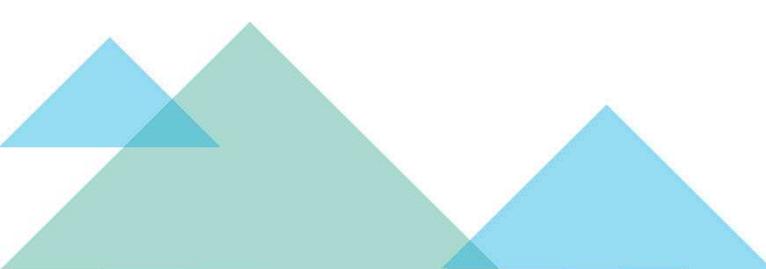


3.0 Definitions

- 3.1 For the purpose of this policy, parking control is defined as any measure introduced by TVH to aid the management and identification of vehicles authorised to park on TVH Schemes, in a designated bay or defined parking area that it owns or manages.
- 3.2 Those who live in a TVH property are deemed to be individuals who hold a tenancy or a lease with TVH.
- 3.3 Vehicles include any motorised vehicle, requiring insurance and valid tax in order to be driven or ridden lawfully. This includes cars, vans, motor cycles, scooters etc.
- 3.4 It does not include commercial lorries, trailers, mini-busses or caravans or mobility scooters except in exceptional circumstances or with prior TVH agreement.
- 3.5 Authorised persons, who have dispensation to park by TVH consent, for example staff, contractors, contractors employed by TVH.

4.0 Resident responsibilities

- 4.1 Many schemes were built when the car was less popular. Increased car ownership can be a real problem due to factors such as multiple car ownership. TVH manages parking using the resources available. In order to do this we ask those who live in a TVH property and authorised persons to do the following:
 - To park in allocated bays provided and not on estate access roads
 - Where individual parking bays have been allocated, to only park in the one designated to their property
 - Ask visitors not to park in the other Tenant's or Leaseholder's designated parking space
 - Not to leave or allow visitors to leave untaxed, SORN, non roadworthy or abandoned vehicles on TVH land as these will be removed and the costs recharged to the individual. Any abandoned vehicles will be dealt with in accordance with the TVH Abandoned Vehicles Policy.
 - Not to carry out repairs to vehicles on TVH land, except changing tyres or undertaking regular basic maintenance (topping up water and oil)
 - Not to bring commercial lorries, trailers or caravans onto schemes except with prior consent by TVH
 - To park vehicles with consideration of neighbours and accessibility for Emergency Services Vehicles and Council Vehicles such as Rubbish Collection, arboriculture maintenance contractors etc.
 - Not to cause nuisance to neighbours with vehicle usage, for instance with vehicle lights, engine revving, horns at night, loud music, or driving at an inappropriate speed around schemes etc.



4.2 Please be aware that where TVH do not own the land, our powers to manage parking problems are limited, but we will do all we can to assist you if you have a concern with the parking.

5.0 Disabled Residents or Residents who require support

- 5.1 TVH is aware that some households have members with complex and long term special needs, due to illness, or mobility problems. In these cases TVH will assist the household with their parking needs for a supported member of their household or Registered Carer. Parking permits issued to Registered Carers will enable them to share the Resident's designated bay or allow access to a visitor's parking bay at the scheme for a fixed period of time.
- 5.2 In addition to this, TVH will ensure blue badge holders are given parking bays suitable to their needs (subject to availability).
- 5.3 Where there are limited disabled bays available, allocation will be undertaken on severity of disability and/or on a first come first served basis.
- 5.4 Where a resident's circumstances have changed and they have become disabled since moving into their home and require a disabled parking space/ bay, the resident should put their request in writing to their Housing Officer/Property Manager who will liaise with the Area Surveyor about any work required. This may include widening the bay, reallocating a bay closer to their homes, or dropping a kerb. The final decision will be made by the Housing Officer after liaising with all relevant authorities.

6.0 Garages

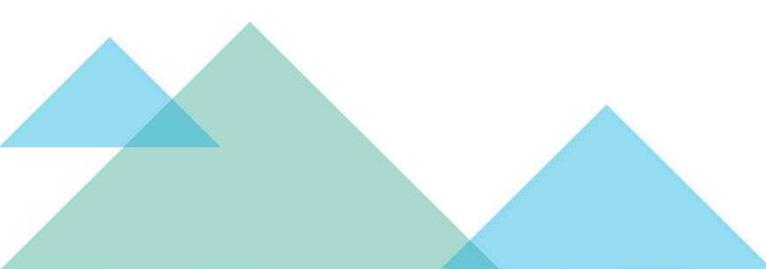
- 6.1 Some tenancies and leases allow for parking within a garage, for which a charge is payable. The use of such garages is stipulated as per the tenancy or lease agreement.
- 6.2 TVH also own a number of garages that are available for rent. Details of how Residents can apply to rent a garage can be found in our separate Garage Policy [(www.tvha.co.uk/garages) to be written by April 2014]. ****

7.0 Motorcycles

- 7.1 The parking of motorcycles on TVH schemes is subject to the terms of parking on that particular scheme. Motorcycles are not required to display a parking permit, but must have valid road tax. Where designated motorcycle bays exist, parking will be regulated as per any other vehicle. Where there are no designated motorcycle bays, motorcycle owners are required to park their motorcycles in a safe and non-obstructive manner.

8.0 Car Parking Arrangements

- 8.1 TVH designated spaces on TVH managed sites are currently regulated by our approved contractor UK Parking Control Limited (UKPC), and Parking Control Management (PCM).



- 8.2 On non-TVH managed schemes the parking arrangements are managed by Management Companies, agencies or other landlords, and will be subject to the rules and guidelines agreed.
- 8.3 TVH schemes are currently patrolled 24 hours a day, 7 days a week by UKPC & PCM. There is no set time of day when these patrols take place. The parking enforcement service such as issuing of penalty charge notices can occur at any time with the exception of Bank Holidays only. Household members' and their visitors must only park within the marked bays where available and a valid permit must be displayed in any Resident or Residents' Visitors vehicle(s) at all times in order to park on TVH schemes.

9.0 Requesting a new or replacement parking permit

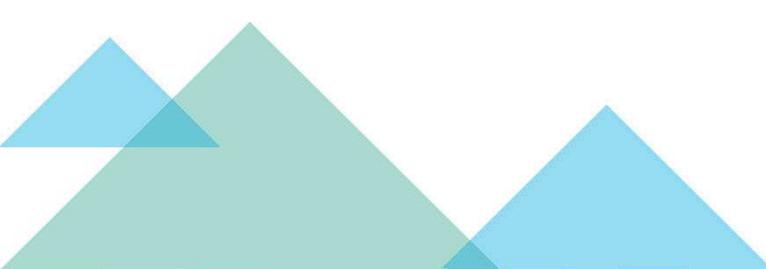
- 9.1 All new residents moving into schemes where a parking permit is required will be issued with one Resident's Permit and one Visitor's Permit.
- 9.2 All permits will contain the following information that will ensure the permit id uniqueness to the scheme and vehicle:
- Name of the scheme
 - Whether the permit is a 'Resident' or 'Visitors' permit
 - The specific bay number (if appropriate)
 - Vehicle Registration number

10.0 In the event that the permit is lost or stolen and a new permit is required

- 10.1 Either email us at info@tvha.co.uk.
- 10.2 Or, telephone your Housing Officer/Property Manager directly, or contact The Housing Advise Team on 0300 456 2929 (option 3) to request a new permit.
- 10.3 Or, make prior arrangements to come into the TVH office at Premier House, 52 London Road, Twickenham, TW1 3RP, between 9am and 5pm Monday to Friday to request a new permit.
- 10.4 If the permit has been lost you will be asked to pay a fee of £10 for a replacement permit; if the permit has been stolen you will be ask to provide a valid crime reference number upon which the permit will be provided free of charge.
- 10.5 All permit requests will be dealt with within two working days and permits will be sent to the resident's address via recorded delivery, or delivered or collected by hand.

11.0 Displaying the parking permit

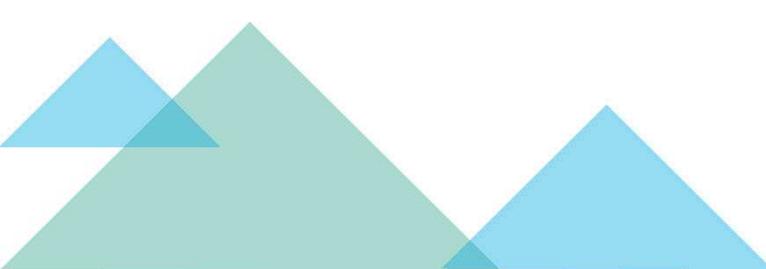
- 11.1 When you receive your permit, you must ensure it is displayed prominently in your vehicle, either on the dashboard or on your windscreen.
- 11.2 If your permit is not clearly displayed you risk receiving a penalty charge notice.



12.0 Penalties and Appeals

- 12.1 If your vehicle is given a ticket Parking Charge Notice (PCN) the following current charges, correct as of date, will be incurred to the owner:
- Civil Parking Notice of £90, reduced to £60 if paid within 14 days from the date of issue. This does not include VAT. Fees must be paid directly to parking contractor.

13.0 Appealing decisions

- 13.1 Where a PCN has been enforced on a vehicle, the appropriate charge will need to be paid directly to the parking contractor. If a resident feels aggrieved and wrongly penalised by the Parking Enforcement Contractor they must appeal directly to the contractor. If this is not readily available, details of who to contact may be obtained from TVH. Residents retain the right to use the TVH complaints procedure to challenge the PCN. If the issue of the PCN is due to TVH error, then compensation will be paid through TVH Compensation Budget.
- 13.2 TVH have a number of schemes with designated spaces that are regulated by Management Companies. At these schemes the parking enforcement contract is usually managed by the management company responsible for the whole scheme. TVH is not responsible for the day to day management of such schemes and can do little to influence how they are managed. Residents should refer to their leasehold or tenancy agreements.
- 13.3 Where the scheme is managed by a Management Company, the Housing Officer/Property Manager will, if necessary, liaise with the company regarding parking arrangements affecting TVH Residents.
- 13.4 TVH have a number of schemes with designated spaces that are allocated to particular property addresses. Any new resident will be advised of his/her allocated bay number (if appropriate) when s/he sign the Tenancy or Lease Agreement for his/her property and is provided with the permit.
- 13.5 On TVH schemes where supply outweighs the demand for parking, the Housing Officer/Property Manager will maintain a waiting list for that particular scheme. Permanent household members are eligible to apply to go onto the waiting list for a parking bay. When a bay becomes available, the Housing Officer/Property Manager will check the waiting list and the bay will be allocated in the first instance to a disabled resident; if there are no disabled residents waiting for a bay then the bay will be allocated to according to the length of time on the waiting list.
- 13.6 TVH will try to ensure that when requested there is at least one permit per household on schemes where permits are used. If more than one permit is requested by a household and there are spaces available then the Housing Officer or Property Manager will make a decision re the request.
- 13.7 When allocating a parking bay the resident will be asked to provide proof of ownership, or proof it is a Company Car.
- 13.8 All documents for the vehicle should be registered to the TVH property where the tenancy or lease is held, unless a Company Car.
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13.9 Once the Housing Officer/Property Manager has seen proof of all requisite documents, copies are scanned to the Housing File. The resident's details, and the new permit or bay number is recorded on TVH parking spreadsheet, and a new permit is issued. #

14.0 Change of vehicle

- 14.1 If a resident changes their vehicle and has a parking bay or space, they should notify their Housing Officer/Property Manager and provide proof of the change of vehicle. The Housing Officer/Property Manager will arrange for the Resident to receive a new parking permit. The old permit is to be returned to TVH when you receive your new permit. This also applies to sublets.
- 14.2 Where there is no parking arrangements TVH do not influence or decide how residents should park. However, where a group of residents on a scheme, or TVH identifies, it requires controlled parking, TVH will consult with residents on that scheme to discuss whether a parking arrangement, as described in this policy should be introduced, and how it might operate. If the majority of Residents on a scheme are in favour of introducing controlled parking, the Housing Officer/Property Manager will make the necessary arrangement to introduce controlled parking.

15.0 Costs

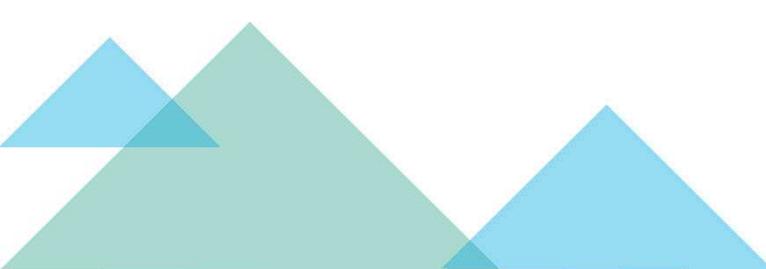
- 15.1 Any new schemes set up with UKPC or PCM for parking control are (subject to contract fees):
- One off set up fee of £195 (Scheme pays)
 - £15 per parking sign (Scheme pays)
 - £0.50 per permit
- 15.2 These costs are charged back to the scheme in the TVH service charge to residents.
- 15.3 If signs are damaged, replacement costs will be charged to the perpetrator; if he/she/they cannot be identified it is recharged back to the scheme.

16.0 Maintenance and Repair

- 16.1 The maintenance and repair of TVH car parking areas are the responsibility of TVH. This includes painting of bays, removal or adding signage, and maintenance of any gates, security and fob access systems.

17.0 Parking provisions on New build Schemes

- 17.1 The parking arrangements on new build schemes will require Local Authority (LA) planning permission. This will be checked and clearly identified at an early stage of planning and arrangements made clear to Residents when they are interviewed prior to them signing up.



18.0 Liability for theft, damage and vandalism to vehicles

18.1 TVH are not responsible for vehicles parked within their parking area or liable for any damage, theft or vandalism.

19.0 Discretion

19.1 TVH may exercise discretion within the context of this policy; if we act using discretion we will accurately record the reason why. Should you disagree with our discretion you have the right to use our complaints policy.

20.0 Other useful links

20.1 Abandoned vehicles policy.

21.0 Equality Impact Assessment

21.1 Positive impact identified on residents who are registered disabled and who are blue badge holders (see section 5.0).

22.0 Policy Information

Policy owner: Area Housing Manager

Approved by: Deputy Director of Housing

Last review date: December 2013

Next review date: December 2016

Equality assessment: Yes

Resident consultation completed: Yes

