



## **PARKING POLICY**

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# PARKING POLICY

## 1.0 Statement

Radcliffe Housing Society's (RHS) Parking Policy sets out the car parking arrangements for residents and visitors in parking areas we own and / or manage.

## 2.0 Aims

The proper management of controlled and regulated parking schemes is an RHS priority in order to maximise tenant satisfaction and to safeguard the safety and physical condition of our sites. The aims of the policy are to:

- Provide a consistent and fair parking management service
- Ensure residents and authorised persons can park in our parking schemes, without nuisance or disruption
- Ensure our parking management processes are compliant with any regulation and statutory requirements
- Administer and provide an efficient and effective parking management service
- Ensure that parking arrangements have regard to specific development requirements, where appropriate.

## 3.0 Objectives

- To ensure staff, residents, authorised persons, contractors and visitors to our schemes are aware of the arrangements for parking
- To maximise tenant's satisfaction with the arrangements for parking
- To maximise value for money in administering controlled parking.

## 4.0 Parking arrangements

4.1 Our arrangements for parking vary from site to site according to the dynamics of the development and the wishes of residents at each location. It falls into the following forms.

- Properties within curtilage parking  
Where a site has dwellings with a bay that forms part of the property, usually in the front garden, the tenant is entitled to park an appropriate vehicle in their own bay. Intervention may only be needed if the vehicle is not appropriate or if the vehicle has fallen into disrepair and is creating a visual nuisance.
- Sites with allocated parking  
Some sites have sufficient bays for at least one bay to be allocated to each dwelling.

4.2 Parking is usually allocated at the first let of a new development or as a result of resident consultation.

4.3 All our current sites with allocated spaces are subject to permit-controlled parking.

4.4 Enforcement action will be taken against those not abiding by this policy and / or parking in a space allocated to another tenant.

4.5 Some of our sites do not have allocated parking but do have marked spaces and are subject to permit-controlled parking.

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4.6 Radcliffe House is also a controlled parking site.

4.7 Some sites have parking spaces for tenants, but with no permit scheme. At these sites we do not have a mechanism for preventing non tenants from parking there, but we will take action to address disused and inappropriate vehicles.

## 5.0 Management of Sites

5.1 We will only give consent for roadworthy vehicles to park on our estates or land. It is the responsibility of the tenant or authorised person to prove ownership of the vehicle (including personal leasing arrangements) and its roadworthiness to our satisfaction.

5.2 We have instructed a third party to provide the management and enforcement of this Policy. This includes parking permit administration, Parking Control Notices (PCN's), enforcement and vehicle removal.

5.3 Tenants are required to provide details of their vehicle and associated documents to us. If a tenant or authorised person is applying for a carers permit, we will ask for proof of this status. Similarly, if an application is made for a mobility vehicle not registered at the tenant's or authorised persons address, proof will be required, and permits will be issued at our discretion.

5.4 On sites where parking is subject to permit control, permits are allocated to each household in numbers appropriate to the site. These are for the use of residents and any visitors they have. They are allocated to all tenants with a right to park at the site and renewed annually. No charge is made at the point of first issue.

5.5 If a resident loses a permit, a £10 administration charge is payable to the parking enforcement contractors, for a replacement. Leaseholders are responsible for passing on permits to any occupiers they have, and on the sale of their property.

5.6 The permits are uniquely referenced so a vehicle and a property can be linked.

5.7 We use CPM, UK Car Park Management (an accredited member of the British Parking Association) for enforcement of tickets issued on our sites. They provide warning signs for initial charges and a rental fee. These are installed and maintained by us. The cost of this service is recovered through service charges. These have value in deterring non tenants from parking.

## 6.0 Enforcement

6.1 The aim of the scheme is to deter non-residents from using the site and this Policy will be enforced by CPM and monitored by our staff.

6.2 CPM operate a warden-controlled service across all our sites. The times of enforcement can be amended at our discretion, where we have a need to maintain availability for our residents for parking.

6.3 A Parking Control Notice (PCN) may be issued where:

- No valid permit is displayed
- A vehicle is parked in a space designated for disabled use without a 'blue badge'
- A vehicle is not parked in a marked bay

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- 6.4 Where a tenant advises us that a PCN has been issued and they failed to correctly display a permit, we reserve the right to cancel a PCN for an administrative fee. However, all matters of complaint and information must be reported to CPM directly.
- 6.5 All vehicles parked on our land should be vehicles that are in current use and the owner must have the required ownership documents in place and also:
- Be of an appropriate size for the location, ie. not commercial lorries, trailers, boats or caravans
  - Not represent a danger to other users at the location
- 6.6 If a vehicle is identified in contravention of the parking requirements, a photo will be taken of the vehicle and the owner will be contacted (where identifiable). If it is not possible to identify the owner (no permit displayed) then we will contact the DVLA to determine road worthiness, and to identify the owner.
- 6.7 If a vehicle has been identified as abandoned, we reserve the right to contact the Local Council to arrange removal, for which there is likely to be a fee. If no one can be identified for recharging the cost, the cost will be charged to the service charges for the scheme.
- 6.8 Where a vehicle is not road legal for a temporary period a time limited waiver can be agreed (SoRN Notice) to give the owner an opportunity to bring the vehicle back into legal use. If a resident does not comply, they will be advised they are in breach of their tenancy or Lease, and action will be taken in line with the RHS Anti-Social Behaviour policy.
- 7.0 Users with support needs**
- 7.1 We are aware some households have members with complex and long-term needs, due to illness or mobility conditions. In these cases, we will assist household members with parking needs for those requiring additional support.
- 7.2 Parking permits issued to registered carers enable them to share a resident's designated bay or allow access to a visitor's parking bay at the scheme, for a fixed period of time.
- 7.3 We will ensure blue badge holders are given parking bays suitable to their needs (subject to availability). Where there are limited blue badge holder spaces available, allocation will be undertaken on severity of impairment and / or on a first come first served basis.
- 7.4 Where a residents' circumstances have changed and they have become mobility impaired since moving into their home and require a disabled parking space / bay, the tenant must inform the Tenancy Services Officer. We would additionally consider an aids & adaptations request, which include widening the bay, reallocating a bay closer to their homes, or dropping a kerb. Any outcome will be managed by our Aids & Adaptations Policy and third-party agency involvement, to ensure all needs are met.
- 8.0 Responsibilities**
- 8.1 In order to achieve this, we ask all authorised users of our parking spaces to be courteous of other users and to:
- Park in parking bays, where provided and not on estate access roads

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- Park in the designated parking space assigned to you (where appropriate)
- Ask their visitors not to park in other users' designated parking spaces
- Ensure all occupiers of the home do not leave untaxed, SORN, non-roadworthy or abandoned vehicles on our land as these will be removed and the costs recharged to the resident
- Be aware that any abandoned vehicles will be resolved line with the our Anti-Social Behaviour policy
- Not allow friends or acquaintances to park in a designated parking bay or in communal areas without our prior consent
- Not carry out major repairs to vehicles on our land, except the changing of tyres and required regular basic maintenance (e.g. topping up oil, water etc)
- Not bring commercial lorries, trailers or caravans onto our estates
- Park vehicles with consideration for your neighbours and other occupiers
- Not cause nuisance to neighbours with vehicle usage, for instance with vehicle lights and horns at night or driving at an inconsiderate speed (above 5mph).

8.2 The maintenance and repair of car parking areas are our responsibility. This includes line marking of parking bays, removing or adding signage, and maintenance of any gates, security and fob access systems.

8.3 We are not responsible for vehicles within our parking areas or liable for any damage, theft or vandalism. We do have some CCTV coverage of some of our sites.

8.4 Parking arrangements on new build schemes are subject to Local Authority planning permission. This will be identified at early stages of planning and arrangements are made clear to occupiers when they're signing up.

8.5 We may exercise discretion within the context of this policy, so if we act using discretion, we will accurately record the reason why. Should you disagree with the implementation of this Policy, you have the right to use our Complaints Policy.