



PARKING AND GARAGE RENTAL POLICY

JANUARY 2019

SW9 Version Control					
Document Name:	Garage Rental	Version:	Final.v2.2	Page 1 of 12	
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THIS POLICY IS UNIQUE TO SW9 CH:

DATE	ACCOUNTABLE OFFICER	VERSION	CHANGE	REASON FOR CHANGE
July 2018	Executive Director, SW9	Final.v1		New document – new rolling contract in place that combines parking & garage management
January 2019	Executive Director, SW9	Final.v2	2.1.6 3.3.4	Policy updated to include rent arrears.
October 2019	Executive Director, SW9	Final.v2.1	Appendix 12	Change to parking costs

GLOSSARY OF TERMS

Policy Type	Definition
Adopted	Adopted policies are fully adopted by NH. All references to NH should be taken to refer to SW9CH. Any changes will be listed in the covering document.
Adapted	Adapted policies refer to Network policies with local variations for SW9CH. Any reference to SW9 in the document is in relation to their responsibilities as a separate organisation from NH.
SW9 Owned	These policies are unique to SW9CH.

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PARKING & GARAGE RENTAL POLICY

Status (draft or final)	Final.v2.2	
Document reference	HM.P5.PG.19.v2.2	
Approver	Services Committee	
Date last approved	22nd January 2019	
Policy author	Neighbourhood & Customer Services Manager, Senior Estate Services Officer	
Policy owner	Head of Housing Services	
Review schedule (1, 2 or 3 years)	3 years	
Date last reviewed	October 2019	
Date of next review	January 2022	
Equality Impact Assessment (EIA)	Date completed	
	Initial or full EIA	

VERSION CONTROL/CHANGE RECORD

***Guidance:** When a document has undergone **major changes** requiring approval, the version number must change – e.g. from V1.0 to V2.0. When a document has undergone **minor changes**, not requiring approval, only the number after the decimal point must change – e.g. from V1.1 to V1.2. When a document is reviewed but no changes are made, the number after the decimal point must still change.*

Date	Reviewed by (name and title)	Version	Summary of changes
October 2019	Zoe Christodoulou, Policy & Performance Officer	2.2	Appendix 3 updated, new cover sheet

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1. INTRODUCTION

- 1.1 This policy lays out the cost structure and process in place as to the allocation of the garages and parking spaces at SW9.
- 1.2 SW9 CH has a responsibility to ensure all parking areas are kept safe and hazard free and not in breach of the health & safety regulations. The policy requires all cars kept on the estate to be legally roadworthy. This means having a valid vehicle tax, valid motor insurance and a current MOT certificate.

2. GARAGES

2.1 INTRODUCTION

- 2.1.1 All vehicles parked in garages located on Stockwell Park Estate are required to be issued with a garage parking permit.
- 2.1.2 The car registered to a particular bay will be the only car allowed in that bay. Any other car parked in that bay will be ticketed.
- 2.1.3 All vehicles parked in garages which are deemed not roadworthy will be ticketed by our contractors Bridge Security. If a vehicle is ticketed then removal proceedings will be initiated by Bridge Security.
- 2.1.4 If the vehicle is parked in a garage and not deemed roadworthy, then it will be removed by the contractor.
- 2.1.5 All vehicles must display a valid permit clearly when parking on the Stockwell Park Estate.
- 2.1.6 If an applicant is in rent arrears they will not be allocated a garage space until their account is in credit. If money is due for any recharges we may also take this into consideration.

2.2 OBTAINING A GARAGE PERMIT

- 2.2.1 To obtain a garage parking permit residents will need to provide the following documentation:
- MOT Certificate (if vehicle is older than 3 years)
 - Log Book (V5 Slip if vehicle is newly purchased) registered to current address within the estate
 - Insurance Certificate

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- Drivers Licence

2.2.2 The permit should last a year depending on the length of the Insurance Certificate. There must be a minimum of 1 month remaining before renewal of insurance. The insurance expiry date will be present on the permit as well as the permit expiry date.

2.2.3 The permit will be put on hold until the resident provides a new certificate to complete the registration for the bay.

2.2.4 To renew parking permit all documentation should be presented (please see above documents).

2.3 HOW TO APPEAL AGAINST A GARAGE PARKING TICKET

2.3.1 All of our appeals are made directly through the Bridge parking portal: www.appeals.parking.bridgepam.com.

2.3.2 Once a customer has appealed through the portal, Bridge Security will have 28 days to respond. The appeal will usually be handled in less than seven days.

2.3.3 Once the appeal is considered, an automatic response is sent with the decision to the customer. Should the appeal be rejected the customer can consider appealing to POPLA the independent appeals services. Information regarding POPLA is sent to the resident following the rejection notice. All data is attached to the PCN reference and held on Bridge Security's secure software.

2.3.4 Appendix one sets out the process of a PCN through to collections. This covers stage 1 of the process.

2.3.5 Appendix two sets out the process of a PCN at stage 2 of the process.

3. Parking Spaces

3.1 INTRODUCTION

3.1.1 All vehicles parked on the estate which do not have a valid permit will be issued with a parking charge notice by our contractors, Bridge Security. If a vehicle is ticketed it will be the resident's responsibility to appeal the fine directly to Bridge Security.

3.2 OBTAINING A PARKING PERMIT

3.2.1 To obtain a parking permit, residents will need to provide the following documentation:

- MOT Certificate (if vehicle is older than 3years)

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- Log Book (V5 Slip if vehicle is newly purchased) registered to current address within the estate,
- Insurance Certificate
- Drivers Licence

- 3.2.2 Residents will be able to purchase a 6 month or 12 month permit. See appendix 3 for costs.
- 3.2.3 To obtain a parking permit the resident should ensure their insurance covers the months requested for the permit.
- 3.2.4 The expiry date will be present on the permit.
- 3.2.5 If the expiry date on the insurance is less than 1 month, the resident will not be provided with a permit.
- 3.2.6 To renew a parking permit all documentation should be presented at the time of renewal (please see above documents).
- 3.2.7 If the vehicle is sold, the resident must bring in the V5 slip and the registration will be swapped over on the parking system. A new permit will be provided.
- 3.2.8 The car registered on the system will be the only car allowed to park within the estate. Second and third cars may be allocated a garage space, but will have to join the waiting list.

3.3 OBTAINING A VISITOR PARKING PERMIT

- 3.3.1 Residents must provide proof of address whilst purchasing visitor parking permits.
- 3.3.2 Customer Service Advisors must confirm the resident is the current tenant.
- 3.3.3 When parking a vehicle on Stockwell Park Estate, visitor permits must be scratched out correctly and the permit must be visibly displayed.
- 3.3.4 If an applicant is in rent arrears they will not be allocated a parking permit until their account is in credit. If money is due for any recharges we may also take this into consideration.
- 3.3.5 See appendix 3 for the costs of a visitor parking permit.

3.4 HOW TO APPEAL AGAINST A PARKING TICKET

- 3.4.1 All of our appeals are made directly through the Bridge Security website_ appeals.parking.bridgepam.com. Once a resident/customer has appealed Bridge

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Security will have 28 days to respond. Appeals will usually be handled in less than seven days.

3.4.2 All queries relating to the appeal should be directed to Bridge Security.

3.4.3 Once the appeal is considered, an automatic response is sent with the decision to the customer. Should the appeal be rejected the customer can consider appealing to POPLA the independent appeals services. Information regarding POPLA is sent to the resident following the rejection notice.

3.4.4 All data attached to the PCN reference is held on Bridge Security's secure software.

4. Blue Badge Holders

4.1 Blue badge holders are entitled to free parking on the Stockwell Park estate.

4.2 They must provide the following documentation:

- Blue Badge
- MOT Certificate (if vehicle is older than 3years)
- Log Book (V5 Slip if vehicle is newly purchased) registered to current address within the estate
- Insurance Certificate
- Drivers Licence

4.3 This permit will be valid for one year, or until the insurance certificate expires.

5. Courtesy Cars

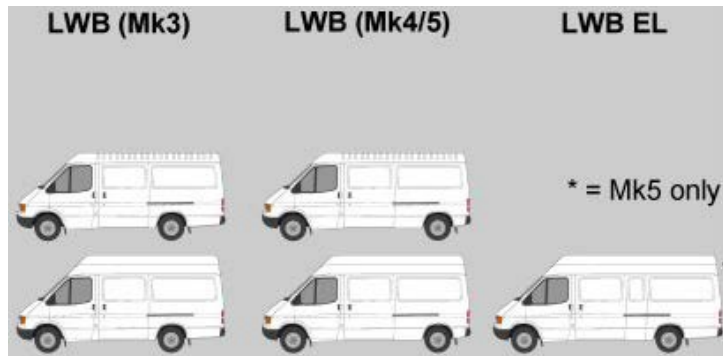
5.1 When a resident is issued with a courtesy car to replace a car registered with a permit they must bring in the document provided by their garage providing details of the car's registration and how long they will be using it.

5.2 The details of the courtesy car will then be added to Bridge's computer system and the resident will be able to park as usual.

6. Prohibited Vehicles

6.1 Vehicles that take up more than one parking space are not allowed to park on the estate, for example long wheel back vans. These include, but are not limited to, the following:

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7. PERFORMANCE MONITORING & RESPONSIBILITIES

- 7.1 The board of trustees is responsible for approving this policy and any amendments to it.
- 7.2 The Head of Housing Services is the policy owner and is responsible for ensuring the policy is reviewed in line with requirements.

8. RELATED DOCUMENTS

- Network Homes Allocations & Lettings Manual

9. LEGISLATION AND REGULATION

- Equality Act 2010

10. EQUALITY AND DIVERSITY

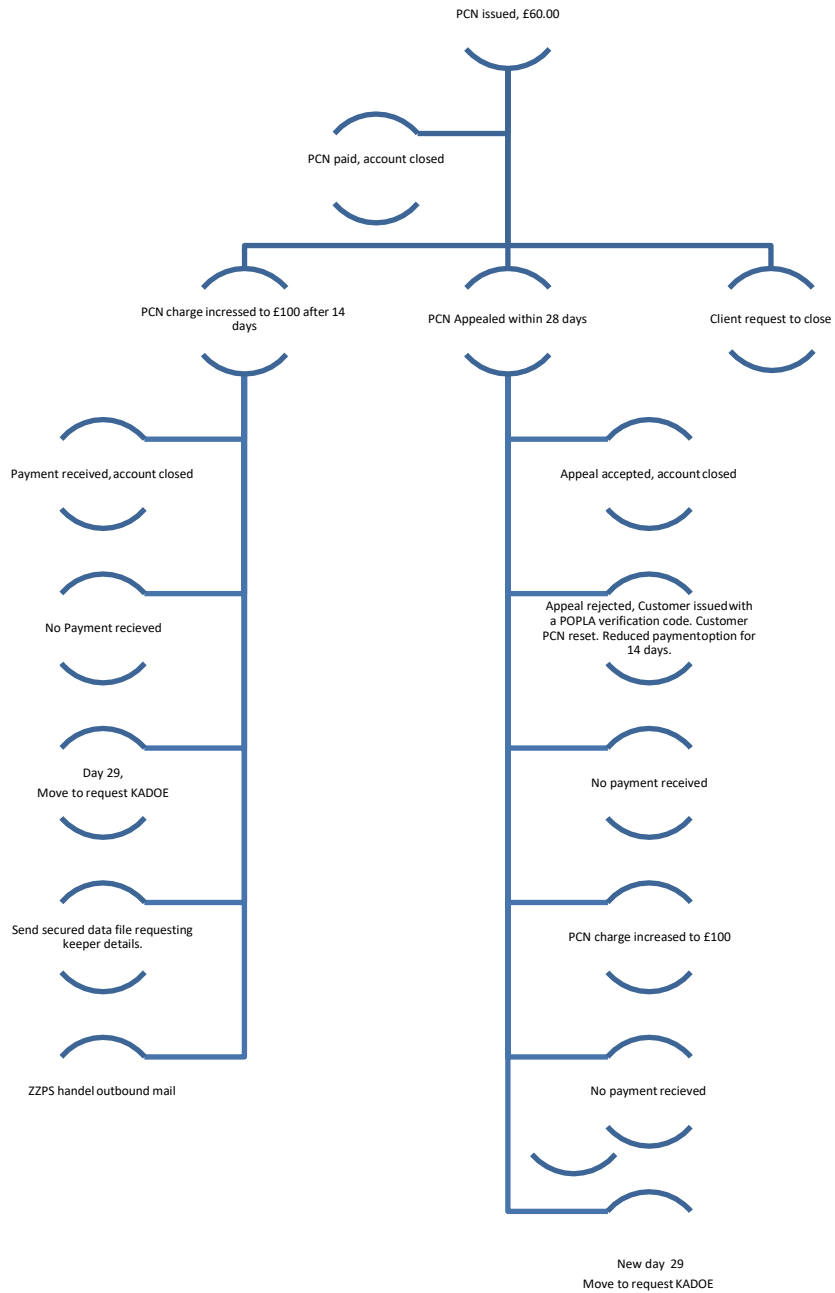
We will apply this policy consistently and fairly, and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.

11. REVIEW

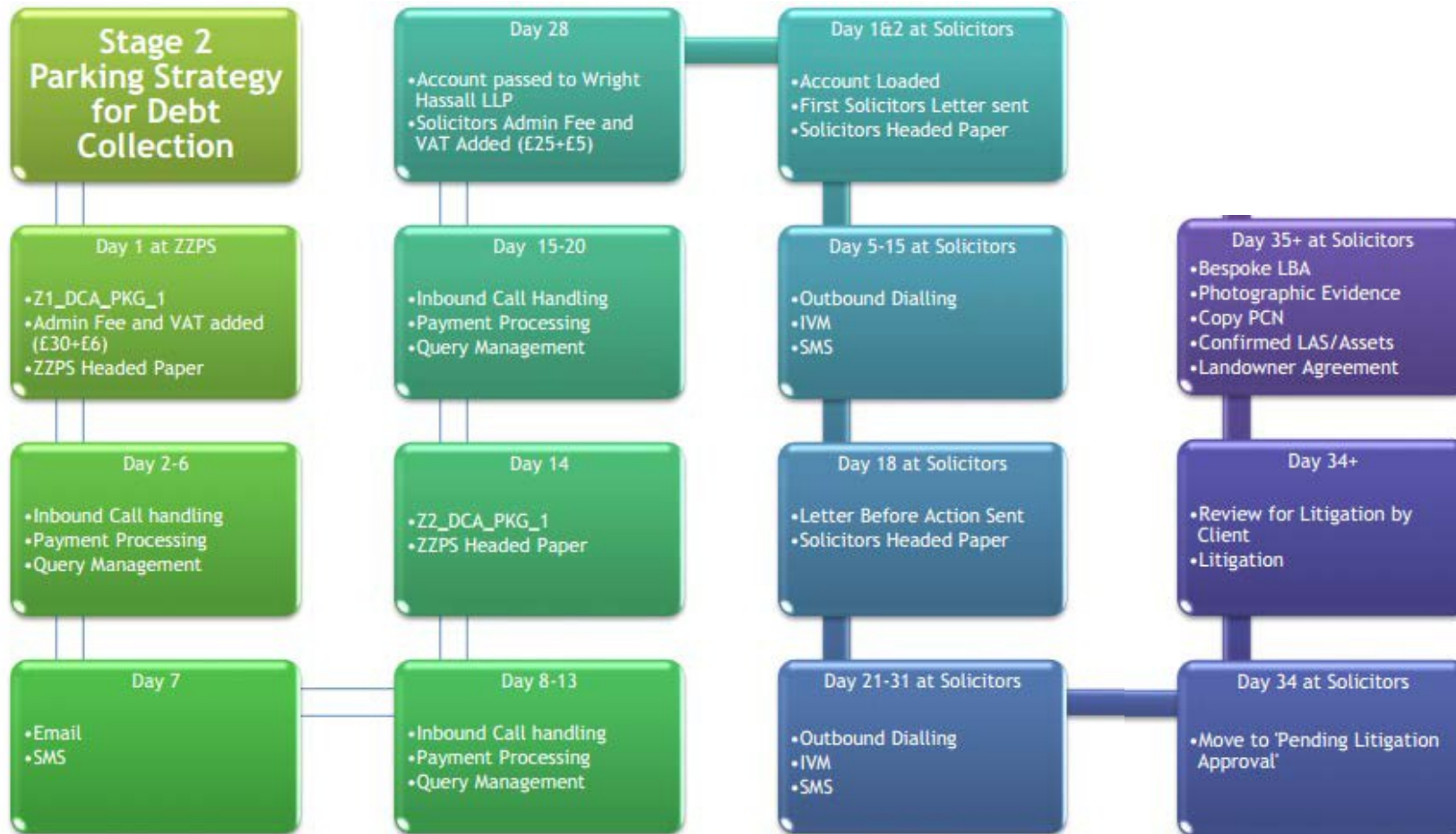
We will monitor this policy to ensure it meets good practice and current legislation and will review it in accordance with our review timetable for all policies.

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APPENDIX 1. PROCESS OF A PCN THROUGH TO COLLECTIONS



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APPENDIX 3.

PRICING STRUCTURE FOR GARAGES AND PARKING SPACES

PARKING CHARGES (STREET)

DURATION	Charge
Six month Permit	£52
Annual Permit	£104 (£2 p/w)

GARAGE CHARGES

Block	Charge p/w
Robsart	£10
Lidcote	£7.50
Lambert	£7.50
Crowhurst	£5
Burrow	£5
Bedwell	£10
Fitzgerald	£5

VISITOR PERMIT CHARGES

Duration	Time Valid	Charge
6 hour (1/2 day)	8:00-14:00 or 14:00-20:00	£2.50
12 hour (Full day)	08:00-20:00	£4.00

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