

CAR PARKS AND PARKING



Our approach to car parks and parking

Parking on the shared areas of our estates is limited. On some of our estates, you can only park your car in a shared area if you have a parking permit. On estates that do not currently have a parking permit system, we can consider introducing one if residents request it.

What we mean by parking controls

Where permit parking controls are in place, cars that are parked without a valid permit on display may receive a parking charge notice from our parking contractor. This means the owner of the vehicle must pay a fine.

Parking permits last for 6 or 12 months. Your permit will show the parking bay number that you have been allocated and it will also show the date that the permit expires.

Our permit system does not apply to:

- ▶ parking on private driveways
- ▶ use of individual garages
- ▶ parking on roads controlled by the local authority
- ▶ parking on developments under shared management where another housing association is responsible for the parking.



What you can expect from our service

We display signs to inform residents, visitors and members of the public where parking controls are in place. We allocate permits in a consistent way, to be fair to all applicants. We give priority to disabled drivers who have a Blue Badge.

We aim to send permits out within ten working days of receiving the fee payment and we send parking permit renewal reminders out at least four weeks before a permit is due to expire. We keep the fees for parking permits reasonable and we do not increase fees more than once a year. We may charge higher fees for secure gated and underground parking to meet the extra costs involved in providing this service.

What will happen after you apply for a parking permit

Depending on the system used to allocate permits where you live, we will add your name to the waiting list, inform you of the ballot system, or if a suitable parking space is available, send you a parking application and agreement form and ask you to pay for your permit.

Blue Badge holders and homeowners who have purchased the right to a parking space do not have to pay for the permit but do still need to submit the Parking application and agreement form.

You will need to provide us with copies of your vehicle registration document and insurance certificate, showing that the vehicle is registered to your home address. We may ask to see further information such as confirmation from an employer if it is a company-owned vehicle.

We will only consider you for a parking permit if your vehicle is roadworthy, your rent account is not in arrears, you have not breached your tenancy and your Gas Safety Certificate is valid. Some of these conditions do not apply to Blue Badge holders and homeowners who purchased the right to a parking space.

Displaying your permit

Once you have your parking permit, you must display it clearly in the front windscreen of your car or on the dashboard. If you do not display your permit clearly, or your permit has expired, you may receive a parking charge notice.

Renewing your permit

On some estates, parking permits are issued through an annual ballot. Parking permits issued in this way do not have an automatic right of renewal and you will need to reapply through the ballot each year.

We will send you a parking permit renewal reminder each year if annual ballots are not in place. You will be able to keep renewing your permit as long as you send us your renewal form and payment on time each year and you do not breach any of the conditions of the permit.

All permit holders are responsible for ensuring they renew their permit. If you do not renew your permit on time and continue to park in the bay you were allocated, you may receive a parking charge notice. If we allocate the space to someone else you will need to apply for a new permit.

Conditions of your permit

We may refuse or withdraw a parking permit if you have rent arrears, have breached other conditions of your tenancy or if your vehicle is abandoned. If we decide to withdraw your permit,

