

SPITALFIELDS HOUSING ASSOCIATION

PARKING CONTROL POLICY

Date: December 2006

Review date: December 2007

The Association recognises the need to regulate the use of its car parks. Non-regulation of parking areas contributes to a variety of anti-social behaviour that causes a nuisance to our residents and can detrimentally affect the quiet enjoyment of their homes and surrounding areas. The Association's parking control policy is designed to facilitate the regulation of parking on its estates and improve the quality of life of its residents. The Association undertakes to ensure that the parking control provider operates fairly and to the highest of standards and is answerable to the association and our residents for its actions.

The association will make no financial gain from the proceeds of recovery of fines resulting from enforcement of parking control on its estates.

1. The parking control provider

The association will use the services of a private parking control provider. The contract will be reviewed annually. Part of the review will involve a survey of residents' opinions of the parking control provider and these will be taken into account when deciding whether to renew the contract with the parking control provider. The results of the survey along with the quarterly performance reports of the parking control provider will be provided to the Tenants' Forum and the results of the review will be put to the Housing Services Sub-committee for approval.

2. Affected estates

Parking control is enforceable on all estates in the association's ownership which have private parking facilities attached. This excludes purpose built driveways that form part of an individual property.

3. Eligibility for free permit and issue/renewal/replacement

Residents of estates with parking facilities are entitled to apply to the association for a resident's parking permit. Only one permit per household will be issued free of charge.

Where the number of parking spaces available is limited, permits will be issued on a first come first served basis.

Residents in rent arrears will not normally be eligible for a parking permit. Exceptions to this may be made where court orders or written agreements have been made and demonstrably adhered to. Any exceptions will be made at the discretion of the Housing Manager.

Disabled parking and essential visitors permits

Where the number of spaces available is limited priority will be given to residents with a Disabled Badge.

Essential visitor's permits will be issued free of charge where the resident can demonstrate that a permit is required. Examples of eligibility for essential visitor's permits include: visits from carers, nurses, home helps, and other similar professionals, and also friends and family members who have to care for their friend/relative.

Discretionary visitors day permits

Where a resident may occasionally require a day permit for a visitor, the association will offer discretionary day permits, valid for one day only, dependent on availability of parking on that day.

Disputes

The association will not involve itself in disputes between residents, other members of the public and the private parking control provider. However, where a resident or other member of the public has a complaint about the conduct of the parking control provider the association will investigate the complaint according to the terms of its Complaints Procedure.