



Policy: PARKING MANAGEMENT

Approved by: Leadership Group

Date Approved: February 2023

Last Full Review: 22nd November 2022

POLICY STATEMENT:

The purpose of this policy is to ensure the effective management/control of parking spaces/facilities on housing schemes.

Broadland Housing will aim to provide residents with information as to where they can and cannot park, what type of vehicles are allowed to be parked and where (if any) visitors are allowed to park.

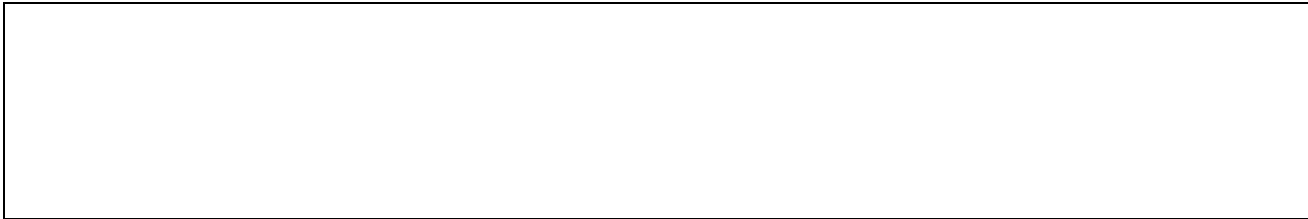
Broadland Housing also, recognises that parking and access to conveniently located parking is important for customers with severe mobility and related disabilities. Broadland has a responsibility to ensure that parking is provided as close as possible to the home of a disabled person, where the parking is available, in order to fulfil the requirement to eliminate discrimination and advance equality of opportunity.

This policy has been developed to ensure Broadland Housing complies with current legislation, regulatory expectations and good practice, and will be subject to ongoing review.

Policies apply to all legal entities within Broadland Housing unless stated otherwise.

SCOPE:

- This policy applies to all individuals who park at a Broadland Housing Scheme.
- To ensure that Broadland Housing tenants/leaseholders/non-residents are aware of how we manage parking at our schemes.
- To ensure that we have a clear process for allocating parking spaces at our schemes, taking into consideration support needs and disabilities.
- To demonstrate how we implement charges for spaces fairly.
- To ensure we only use parking management companies that are accredited members of either the British Parking Association or the Independent Parking Committee. Parking management companies must also adhere to the Private Parking Code of Practice as determined by the Parking (Code of Practice) Act 2019.
- To ensure that parking is managed effectively, and that appropriate action is taken if parking guidelines are not adhered to. This includes the issuing of Parking Charge Notices by our parking contractors.
- To give guidance on when we will terminate a parking agreement and who is responsible for making this decision.



KEY STAFF RESPONSIBILITIES:

This policy is aimed at those living in our homes, where there are parking areas which are managed by Broadland Housing

Board

The Board is responsible for ensuring the continued development of certain policies (refer group Standing Orders for further details).

Senior management

The Management Team are responsible for ensuring that policies and procedures are followed by all concerned. The Assistant Housing Director is responsible for approving the annual rent adjustment for garage/parking spaces.

Staff

Neighbourhood Officers will be responsible for the implementation and monitoring of parking management schemes. Local Housing Advisors will be responsible for administrative support. Income Officer's will monitor the payment of spaces and will responsible for terminating agreements that fall into arrears.

DEFINITIONS:

Parking Management Company Parking services provided on behalf of Broadland Housing by an external agent on a contract basis. All costs to Broadland Housing for parking services will be recouped via the annual charge to permit holders.

Parking Charge Notice

This is a charge issued to an individual by a parking management company for breaching parking rules.

RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)

Legislation	Documents
Protection of Freedoms Act 2012 Parking (Code of Practice) Act 2019 GDPR/ Data Protection Act 2018 Equality Act 2010	Tenancy Agreement Complaints Policy Rent Policy Service Charge Policy Income Collection Policy Recharge Policy

Policy Name: Parking Management
Latest Revision: February 2023

Policy No. FRO-20

Revised by: Stephen Codling
Verified by: Leadership

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EIA – EQUALITY IMPACT ASSESSMENT:

This policy has had an equality impact assessment that has identified that this policy does not discriminate either directly or indirectly and does not disadvantage any individual or group.

DATA PROTECTION

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on 20/11/2022 and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland’s use, security, sharing and retention of personal data.

IMPORTANT PRINCIPLES:

Broadland Housing will only share personal data in accordance with the requirements of the GDPR/ Data Protection Act 2018. We will abide by the laws and regulations in relation to the right to confidentiality, data sharing and disclosure rules in the Act and in relation to any Civil and/or Criminal disclosure legal requirements. _

Broadland Housing will inform individuals of the identity of other parties to whom we may disclose, or to whom we may be required to provide, personal data; the circumstances in which this may happen, and when any exceptions to this rule may apply.

To ensure that the parking services Broadland Housing provides is continually learning and improving, a number of areas will be monitored:

- Complaints received into the organisation regarding parking.
- Outcomes and lessons learnt from complaints.