



<b>Procedure</b>	Parking Management
<b>Guidance notes</b>	Leadership Group
<b>Approved by:</b>	
<b>Date Approved:</b>	February 2023
<b>Frequency of review:</b>	Every 3 years

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## 1. PURPOSE

This guidance has been developed to ensure all BHA entities complies with current legislation, regulatory expectations, and good practice.

**Please refer to the Policy for Scope, Responsibilities, Data Protection, Legislative, and Regulatory Requirements, etc.**

## 2. KEY STAFF RESPONSIBILITIES

### **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 Executive Housing director is responsible for approving the annual I 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.

## 3. DEFINITIONS

**Parking control** is defined as any measure introduced by Broadland Housing to aid the management and identification of vehicles authorised to park on schemes or Broadland Housing land, in a designated bay or defined area (for parking) that it owns or manages by agreement.

**Residents:** Are deemed to be individuals who hold a tenancy or lease jointly with Broadland Housing, or who otherwise occupy a property on a scheme where Broadland Housing is the managing agent.

**Vehicles:** Include any motorised vehicle, requiring insurance and valid tax in order to be driven or ridden lawfully. This includes cars, vans, motorcycles, scooters. It does not include commercialised lorries, trailers, minibuses, or caravans.

**Authorised persons:** Are non-residents who have dispensation to park by consent, for example staff, contractors employed by the group or commercial leaseholders.

**Parking schemes:** Are managed areas of parking, gated or otherwise, where a parking control contractor is in operation and parking is permit based.

**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.

## 4. RELATED DOCUMENTS

Parking Management Policy

## 5. OVERVIEW

### Eligibility

At schemes where parking is limited and a parking control system needs to be implemented, an application for a permit will need to be made. All Broadland Housing residents and leaseholders are eligible to apply for a parking permit for on the scheme where they live managed by Broadland Housing

We will adhere to a one vehicle per household rule for all general needs and other rented bays. Priority for available parking for general use will be, in the case of new applicants, firstly those that are chronically ill or disabled households, followed by all other tenants/leaseholders and lastly non-residents.

We reserve the right to offer a second permit to a household at our discretion, subject to availability. Should a resident or authorised person require additional permits, they would be required to obtain a temporary permit (where such permits are in operation).

Where there is scope and available parking bays on a scheme and where there is a lack of demand, permission may be given to residents with a second vehicle for a permanent permit.

In some areas and schemes, non-residents will be allowed to apply for a parking permit, at a market rent. Tenants and leaseholders will be prioritised over non-residents and we

reserve the right to terminate a non-residents agreement in order to offer the space to a tenant or leaseholder.

## **Visitors**

Visitor parking will be provided where possible, and managed according to the terms and availability of each parking scheme

## **Motorcycles**

The parking of motorcycles on managed parking schemes is subject to the terms of parking on that scheme. Where designated motorcycle bays exist, a permit may be provided and parking regulated as per any other vehicle. Where designated motorcycle bays do not exist, parking of motorcycles in those schemes may only be permitted at the discretion of Broadland Housing.

## **Support Needs**

Broadland Housing recognises that some households have individual members with complex and long-term special needs due to chronic illness, or mobility problems. In such cases we will assist the household where possible with the parking needs for a supporting member of their household or an approved carer, subject to availability on site. Permits issued to carers will enable them to share the resident's designated bay or allow access to general needs bay on the development for a fixed period, where applicable. In exceptional circumstances Broadland Housing may, at its discretion, issue a temporary permit and charge market rent.

In addition to this, we will ensure that blue badge holding residents with specific mobility difficulties are offered parking bays most suitable to their needs, subject to availability.

Where possible this includes wider bays, bays closer to their home or dropped kerbs. If such bays are not available, the decision on whether to accept a general use bay remains the resident's responsibility. Where there are limited disabled bays, allocation will be undertaken on a first-come first-served basis.

## **Developing and maintaining parking schemes**

Where collective residents of a scheme requests or Broadland Housing requires a controlled parking scheme, we will consult with residents on that scheme to discuss whether a parking scheme should be developed and how it should operate, in order to develop a scheme that best meets the needs of residents.

## **Application and permits.**

Anyone eligible to apply should make an application directly to Broadland Housing.

Where parking control is in place we will issue residents with a permit and/or license for parking their vehicle and provide guidelines stipulating the rules by which parking on their scheme is to be managed by the appointed contractor. It is the applicant's responsibility to ensure that they receive and display their permit at all times.

## Required Documents

Broadland Housing will only give consent for roadworthy vehicles to park on its schemes or land that have a valid tax, MOT and insurance certificate. It is the responsibility of the resident or authorised person to prove ownership of the vehicle (includes personal leasing arrangements) and its roadworthiness to the satisfaction of Broadland Housing. Residents will be required to provide details of their vehicle and associated documents on application. If a resident or authorised person is applying for a carers permit, we may ask for proof of this status.

Similarly, if an application is made for a mobility vehicle not registered at the resident or authorised persons address, proof may be required and permits will be administered at the discretion of Broadland Housing.

Required documents for a permit (not visitor permit) are:

- V5 (logbook)
- Valid insurance
- Blue Badge (where applicable)
- Mobility/Motability registration/confirmation (where applicable)
- Proof of registered carer status (where applicable)
- All documents for the vehicle should be registered to the Broadland Housing property where the tenancy or lease is held

Broadland Housing will also check the government website [www.GOV.UK](http://www.GOV.UK) to ensure your vehicle is taxed and has a valid MOT certificate.

## Charges and costs

A charge to all occupiers of bays/garages situated on schemes subject to controls will be made to enable Broadland Housing to meet the full cost of providing parking control. We will carry out a full assessment of all local parking costs to ensure that the price is fair and reflective of local parking provisions. For non-residents, charges will be based upon a local market rent. Each year we will review the cost of parking at our schemes and will apply any adjustments on the 1<sup>st</sup> of April. All costs will be approved by BHA's leadership group.

The exact charge payable for a permit is dependent upon the area and if applicable specific Car Parking Agreement for that Parking Scheme.

In the instance of a permit being lost, damaged or stolen, a charge may be applicable for a replacement permit.

## Transferring spaces

It may be possible for a tenant to transfer a carparking space when a new one becomes available. Transfers will be allowed on the basis of disability need. All other transfers will be considered by the Neighbourhood Officer on a case-by-case basis.

## Mutual exchanges

If a tenant who is renting a parking space/garage moves out of their property by way of mutual exchange, the incoming tenant will have no right to their exchange partners parking space/garage. The parking space/garage will be offered to the next person on the waiting list and the incoming tenant will have to apply for parking in line with the parking arrangements for the scheme.

### Terminating a parking agreement

If a person breaches the terms and conditions contained within their parking agreement, we may issue a 7-day notice to terminate the agreement. Terminating the agreement for any reason other than non-payment of rent, will be determined by the Neighbourhood Officer and be assessed on a case-by-case basis. If person renting a space/garage falls into arrears, an Income Officer will make the decision to terminate the agreement using the criteria below:

Person renting a space/garage	Level of arrears
Tenant	One month
Leaseholder	One month
Non-resident	One month

### Violations and penalties

Where parking violations occur, either by a permit holder or non-permit holder, Broadland Housing's parking management contractors have the right to enforce a penalty. This may be in the form of a parking charge notice or towing.

Monitoring and patrolling will vary according across parking schemes.

### Appealing decisions

Where a penalty has been enforced on a vehicle, the appropriate release or charge will need to be paid directly to the parking contractor. If a permit holder feels aggrieved and wrongly penalised by the parking enforcement contractor, they may make an appeal directly to the contractor. Details of who to contact may be obtained from our staff. Residents and authorised person retain the right to use the complaints procedure.

### Parking management companies

Broadland Housing will 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.

## 6. REVIEW

This procedure will be subject to ongoing review in the light of experience, changes in legislation and Group policy and meeting the needs of our stakeholders.