



Policy: *Parking management*
Approved by: *Leadership Group*

Date March 2026
Approved:

Frequency of review: Every 3 years

POLICY STATEMENT:

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

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 complies with current legislation, regulatory expectations and good practice, and will be subject to ongoing review.

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

Failure to comply with approved policies and procedures may result in disciplinary action.

SCOPE:

- This policy applies to all individuals who park at a Broadland Housing Scheme.
- This policy ensures that Broadland Housing residents/leaseholders/non-residents are aware of how we manage parking at our schemes.

Broadland Parking Procedure gives a detailed account of how this Policy will be implemented.

KEY STAFF RESPONSIBILITIES:

Policy Name: (Parking Management)
Latest Revision: March 2026

Revised by: Stephen Codling
Verified by: Stephani Davis

Board

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

Senior management

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

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.

Broadland – all entities of Broadland Housing Association (unless otherwise stated)

H&S – Health & Safety

EIA – Equality Impact Assessment

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 Policy Recharge Policy Parking Agreement Parking Management procedure

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EQUALITY IMPACT ASSESSMENT:

This policy has had an Equality Impact Assessment (EIA) 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 20/02/2026 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:

- We will ensure that we have a clear process for allocating parking spaces at our schemes, taking into consideration support needs and disabilities.
- We will demonstrate how we implement charges for spaces fairly.
- We only use parking management companies that are accredited members of either the British Parking Association or the International Parking Community. Parking management companies must also adhere to the Private Parking Code of Practice as determined by the Parking (Code of Practice) Act 2019.
- We will 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.