1. INTRODUCTION
As a social landlord One Housing Group recognises the importance of meeting residents’ expectations of a high standard of service delivery. The proper management of controlled and regulated parking schemes is therefore one of One Housing Group’s priorities. This policy should be considered in conjunction with the One Housing Group Parking Management Procedure.

1.1 Island Homes
At present Island Homes (IH) is recognised as a separate Registered Provider (Housing Association) within the One Housing Group structure. However, IH residents are able to benefit from the many services provided by One Housing Group. These services include: Reactive Repairs, Planned Maintenance, Community Investment, the Employment & Training Service and the central Customer Contact Centre. As Parking Management is a service provided to all residents by One Housing Group, the Parking Management Policy is classified as a One Housing Group policy. For reasons of practicality, where ‘One Housing Group’ is used throughout this policy document, it also by default refers to Island Homes.

1.2 Definition
For the purpose of this policy, parking control is defined as any measure introduced by One Housing Group to aid the management and identification of vehicles authorised to park on estates or One Housing Group 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 a lease jointly with One Housing Group, or who otherwise occupy a property on an estate where One Housing Group is the management agent.

Vehicles include any motorised vehicle, requiring insurance and valid tax in order to be driven or ridden lawfully. This includes cars, vans, motor cycles, scooters. It does not include commercialised lorries, trailers, mini buses or caravans.

Authorised persons are non-residents who have dispensation to park by consent, for example staff, contractors employed by the group or car-free zone residents.

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

2. AIMS & OBJECTIVES
Aims:
• To provide a consistent and fair parking management service
• To ensure that residents and authorised persons are able to park in One Housing Group parking schemes without nuisance or disruption
• To ensure that One Housing Group parking management processes are compliant with any regulation and statutory requirements
• To administer and provide an efficient and effective parking management service
• To ensure that parking bays are allocated for both general needs use and market rent
To ensure that One Housing Group is able to comply with specific development agreements entered into with the local authority in relation to parking i.e. designated car-free developments.

Objectives:
- To inform staff, residents, authorised persons and prospective parking applicants of One Housing Group’s Parking Management Policy and any changes affecting them
- To provide support for vulnerable residents through the application process
- To work in partnership with companies providing specialist parking services who comply or exceed recommended industry specific regulations governing good practice supported by the British Parking Association

3. POLICY STATEMENT
One Housing Group will introduce parking control and enforce this on schemes:
- it owns or otherwise manages where parking restrictions are in place or are required
- where there is limited or no parking on site
- where the development is deemed to be ‘car-free’
- where parking facilities are misused or become a location of nuisance.

4 RESIDENT SUPPORT
One Housing Group recognises that some households have individual members with complex and long-term special needs due to chronic illness, or mobility problems. In such cases One Housing Group 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 One Housing Group may at its discretion issue a temporary permit and charge market rent.

In addition to this, One Housing Group 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.

5 ELIGIBILITY, PRIORITY AND ALLOCATION
All One Housing Group's and Island Homes residents and leaseholders are eligible to apply to One Housing Group for a parking permit for a scheme on their estate managed by One Housing Group. Please note: residents who wish to apply for a general street parking permit must contact their local authority. One Housing Group adheres 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 residents, and lastly non-residents. One Housing Group reserves 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).

In some regions and schemes, non-residents will be allowed to apply for a parking permit, at a market rent. The maximum permit length a non-resident can apply for is 6 months and renewal is subject to there being no demand for parking space from One Housing Group or Island Homes residents.

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

Residents owing money to One Housing Group or in serious breach of their tenancy (e.g. requiring legal action) will usually not be given permission to park or be issued with a permit. If after a permit has been issued money is owed to One Housing Group or there is a serious breach of tenancy the permit may not be renewed or may be withdrawn immediately. Discretion to issue a temporary permit up to a maximum of four weeks may be exercised by a manager (Housing Services) in accordance with One Housing Group Arrears Policy if this applies.

Where there is scope and available parking bays on an estate and where there is a lack of demand permission may be given to residents with a second vehicle.

5.1 Garages

Some tenancies allow for parking within a garage, for which a charge is administered through rent charges, a sub account or service charges. The use of such garages will be stipulated as per a user’s tenancy agreement or lease.

5.2 Motorcycles

The parking of motorcycles on One Housing Group managed parking schemes, is subject to the terms of parking on that estate or in that region. Where designated motorcycle bays exist, a permit may be purchased 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 One Housing Group.

6 DEVELOPING AND MAINTAINING PARKING SCHEMES

Where collective residents of an estate requests or One Housing Group requires a controlled parking scheme, One Housing Group or Island Homes will consult with residents on that estate to discuss whether a scheme should be developed and how it should operate, in order to develop a scheme that best meets the needs of residents. Consultation can be via postal surveys, resident meetings or door-knocking exercises.

The maintenance and repair of the car parking areas will be the responsibility of One Housing Group or Island Homes, but the timing of any such work may be subject to the availability of funds. This includes the painting of bays, renewal of signage and maintenance of any gates, security and fob access systems. One Housing Group and Island Homes are not responsible for vehicles parked within the parking area or liable for any damage, theft or vandalism to vehicles.
7 APPLICATION AND PERMITS

Anyone eligible to apply should make an application directly to One Housing Group or Island Homes at one of the local offices. Payment and documentation will need to be provided at this stage.

Where parking control is in place One Housing Group will issue residents with a permit and/or license for parking their vehicle and provide guidelines stipulating the rules by which parking on their estate is to be managed by the appointed contractor. This may be in the format of a service agreement, a contract or guidance notes. It is the applicant’s responsibility to ensure that they receive and display their permit at all times, and obtain a valid temporary permit during interim periods.

7.1 Required Documents
One Housing Group will only give consent for roadworthy vehicles to park on its estates or land, and that display at all times a valid tax disc. It is the responsibility of the resident or authorised person to prove ownership of the vehicle (includes personal leasing arrangements) and its road-worthiness to the satisfaction of One Housing Group. Residents will be required to provide details of their vehicle and associated documents to One Housing Group 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 One Housing Group.

Required documents for a permit (not visitor permit) are:
- V5 (log book)
- Valid insurance
- Driving Licence
- Current MOT
- 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 One Housing Group property where the tenancy or lease is held.

7.2 Charges and costs
A charge to all occupiers of bays situated on estates subject to controls will be made to enable One Housing Group to meet the full cost of providing parking control.

Eligible resident applicants will be required to pay their permit at application stage. Payment by instalment or through rent accounts will not be considered.

The exact charge payable for a permit is dependent upon the region 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.
8.0 LEASEHOLDERS
Leaseholders who own their bays have exclusive use of an allocated bay and can with One Housing Group consent apply to install a lockable bollard to prevent unauthorised usage. Schemes which are occupied exclusively by leaseholders are not subject to parking control unless residents vote by simple majority in favour for this to be introduced. Residents who remain opposed to parking control can in this situation still have the individual right to opt out in which event no intervention by the appointed contractor will be made to patrol their allocated bay.

If however a leaseholder lives in a block situated on a mixed-tenure estate with shared parking i.e. not exclusively used by leaseholders, and parking control is or has been introduced there is scope for leaseholders (i.e. who own bays) to opt in and have their bay included in patrols by the appointed contractor. In the event that leaseholders opt in for parking control each bay owner will be required to sign a separate agreement/license with One Housing Group and pay the annual charge in advance.

9.0 VIOLATIONS AND PENALTIES
Where parking violations occur, either by a permit holder or non-permit holder, One Housing Group’s parking management contractors have the right to enforce a penalty. This may be in the form of a penalty charge notice, towing or in some instances clamping.

Monitoring and patrolling will vary according across parking schemes.

9.1 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 One Housing Group staff. Residents and authorised person retain the right to use the complaints procedure.

10 RESPONSIBILITIES
Many One Housing Group properties were built in a time when the car was less popular than it is today. In the last twenty years car ownership has increased dramatically and car parking can be a real problem due to multiple car ownership within a single household, therefore One Housing Group has to try and manage parking using the resources available. In order to achieve this we ask residents and authorised persons:

- To park in parking bays where provided and not on estate access roads.
- Where individual parking bays have been allocated, to only park in the one designated to the application.
- Ask visitors not to park in other tenant’s designated parking spaces.
- Not to leave or allow visitors to leave untaxed, SORN, non-roadworthy or abandoned vehicles on One Housing Group land as these will be removed and the costs recharged to the resident.
- Any abandoned vehicles will be dealt with in accordance with the One Housing Group Anti Social Behaviour Policy
Ref:

- Not to allow friends or acquaintances to park in the designated parking bay or in the communal areas without our prior consent, a valid visitor permit where applicable or written permission, given at our discretion.
- Not to carry out major repairs to vehicles on association land, except the changing of tyres and required regular basic maintenance (e.g. topping up oil, water etc). To complete any minor repairs within a period of not more than 12 hours.
- Not to bring commercial lorries, trailers or caravans onto the estate.
- To park vehicles with consideration for your neighbours.
- Not to cause nuisance to neighbours regarding with vehicle usage, for instance with vehicle lights and horns at night or driving at an inconsiderate speed (above 5mph).

In return, it is the responsibility of One Housing Group and Island Homes to ensure:

- that any changes to the policy or process of applying or managing controlled parking is publicised to residents
- that maintenance of parking areas is carried out as per One Housing Group repairs and maintenance procedures
- that any vehicles found to be a health and safety risk for local inhabitants, will be immediately acted upon
- residents and authorised persons can access parking management services in an efficient and satisfactory way
- residents and authorised persons receive adequate support and customer care when seeking assistance from One Housing Group for their parking needs

11. LEGISLATION, REGULATION & GUIDANCE
Government legislation has an impact on how One Housing Group can implement its parking management policy. In compliance with the Private Security Industry Act 2001, One Housing Group will only use parking enforcement contractors that are SIA approved and licensed.

The above document is available on a website delivered by the National Archives: www.legislation.gov.uk

12. RESOURCING & VALUE FOR MONEY
Staffing: Parking administration will be managed within existing resources.

Managing Agencies: Parking services will be provided on One Housing Group’s behalf by an external agent on a contract basis. All costs to One Housing Group for parking services will be recouped via the annual charge to permit holders.

13 CONFIDENTIALITY
Under the Data Protection Act 1998 and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or committee member
- sensitive organisational information

Officers will ensure that they only involve other agencies and share information with the consent of the resident concerned, unless:

- the information is necessary for the protection of children
One Housing Group is required to by law, for example One Housing Group cannot withhold information if being questioned by the Police during a criminal investigation.

Please refer to the One Housing Group Data Protection Policy for further information.

14 EQUALITY & DIVERSITY
One Housing Group recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, The Disability Discrimination Act, and Race Relations Act. One Housing Group works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. One Housing Group is responsible for recording, analysing and monitoring information on ethnicity, vulnerability and disability.

15 MONITORING & REPORTING
To ensure that the parking services One Housing Group provides is continually learning and improving, a number of areas will be monitored:
- Complaints received in to the organisation regarding parking
- Outcomes and lessons learnt from complaints
In addition the number of permits allocated will be measured and reported to ensure correct resources are allocated to this service.

16 HEALTH & SAFETY
Officers will follow One Housing Group’s Health and Safety Policy and Lone Working Policy, at all times when managing parking services.