



Parking Management Policy

1.0 Purpose and Scope

Notting Hill Genesis (NHG) maintains a consistent approach when managing parking on our schemes. We recognise that effective management of vehicles parked on our estate will reduce irresponsible parking, parking-related neighbour disputes, and abandoned vehicles. We understand that the lack of vehicle management can have a negative impact on our residents and wider community.

This policy also applies to where parking enforcement has been employed by NHG.

Local authority planning consent and parking bays included in lease agreements may take precedence over this policy.

This policy applies to General Needs, Care and Support, Market Rent and Leasehold.

We will:

- Ensure the promotion of parking control on our estates.
- Prevent nuisance and health and safety risks caused by abandoned or unsafe vehicles.
- Liaise with the appropriate local authority, the police and the DVLA where necessary.

2.0 Definitions

SORN – is a Statutory Off Road Notification that needs to be made when a vehicle is officially taken off the road and is not insured or taxed.

Tort notice – is a legal notice under the Torts (Interference with Goods) Act 1977, which allows landlords to legally dispose of goods.

Abandoned Vehicle – there is no legal definition; however an abandoned vehicle can be categorised by taking into account some of the following:

- The vehicle is untaxed
- There is no vehicle keeper information on DVLA
- The vehicle is significantly damaged and has been stationary for a significant amount of time
- The Vehicle is burnt out

- The number plate is missing.

3.0 Parking on our schemes and estates

3.1 Parking Allocation

Residents must ensure that where parking is allocated, they only use the parking spaces allocated to them.

If the parking spaces are unallocated, residents are not entitled to any particular parking space.

Parking can be allocated to residents or leaseholders, in accordance lease agreements. Some residents may have a Car Parking Licence.

Where parking spaces are limited, NHG will endeavour to allocate a parking space based on the following priority list:

- Disabled residents and/or blue badge holders
- Large families with three or more children
- First come first served basis
- Waiting list (where one is necessary).

However, where parking spaces are already allocated, NHG will not be able to de-allocate a parking space and give priority to residents on the priority list.

Where we are unable to provide a parking space to a resident that might need it, we will signpost them to the Local Authority to request a parking permit or recommend that they seek private arrangements locally.

3.2 Parking spaces

If the estate is managed by a managing agent, the information should be collected from the managing agent.

NHG staff and contractors are permitted to park in unallocated spaces when they are doing work.

3.3 Parking permits

On some schemes and estates residents may be required to hold parking permits.

Where there are controlled parking zones on the highway, the Local Authority will be responsible for issuing the parking permit. It is the responsibility of the resident to contact the local authority.

Permits may also be managed by an external parking control contractor employed by NHG.

Residents may be required to pay for parking permits.

Residents are not permitted to sell parking permits for parking spaces that are non-demised. This can lead to their parking permits being taken away.

3.4 Garage and car park space licence agreements

Garage and car park spaces may require residents to have a licence agreement. Residents must adhere to the agreement, which can include paying a

weekly/monthly license fee. Failure to meet licensee obligations may cause the garage or car park licence agreement to be terminated.

3.5 No-parking zones and car-free developments

Residents may live in boroughs that have restrictive car free zones, this means that there will be no parking available on such developments and we are not able to provide alternative parking.

Car-free developments and no-parking restrictions may be employed by the developer of specific schemes. In this case we are not able to provide alternative parking.

3.6 Parking enforcement

We will use parking enforcement where necessary. This can be managed by the borough, the managing agent, NHG or an external parking enforcement company employed by us.

Our officers are able to employ external parking control contractors. This can be introduced upon resident's requests or as a result of parking related issues. We will consult residents before employing a parking control contractor. We will liaise with other landlords where applicable.

3.7 Parking Charges

We can in some cases charge for car park maintenance; this can be paid via service charge, or via a sundry account, or can be included in rent charges where applicable.

Residents can be asked to pay for permits.

Residents and visitors can incur penalty charges if they are in breach of the parking restrictions, as set out by the parking enforcement.

Parking fines and parking tickets from external parking enforcement companies cannot be revoked by NHG.

Parking charges and fines are the sole responsibility of the resident.

4.0 Abandoned Vehicles

We will arrange for removal of vehicles, where the abandoned vehicle is parked on land we own and maintain. Where the abandoned vehicle is considered to be on private land, the owning party is required to deal with the abandoned vehicle. NHG may use an external contractor to remove an abandoned vehicle.

If a vehicle that appears abandoned is SORN we will make contact with the resident to discuss the health and safety risk of the vehicle.

We will use Tort Notices in order to remove abandoned vehicles.

5.0 Complaints and Appeals

Complaints regarding external parking contractors should be made directly to the contractor.

If residents are unhappy with the response from the parking contractor NHG will signpost residents to the Parking on Private Land Appeals (POPLA) (www.popla.org.uk).

All other complaints will be responded to in accordance with NHG's Complaints policy and procedure.

6.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering:

- Equality, Diversity & Inclusion
- Privacy & Data Protection

If you'd like more information about this work, please get in touch at policy@nhg.org.uk

7.0 Reference

List key legislation, regulation or external links

- Torts (Interference with Goods) Act 1977
<https://www.legislation.gov.uk/ukpga/1977/32>

Document control

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Version Control

Date	Amendment	Version
04/11/2019	New NHG policy	1.0
18/10/2022	Section 3.1: information added on what NHG will do where parking spaces are limited	1.1