



Parking Policy

1.0 Purpose and scope

This policy sets out the different parking management models according to the design and layout of a scheme. 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.

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

This policy applies to all residential properties but including bays that are owned by a leaseholder, but EMA managed schemes will be managed according to the individual schemes agreement.

The rules introduced here will apply from the date they were introduced, not retrospectively.

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, but 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 Allocation

Residents must ensure that where parking is allocated or demised, only they use the parking space(s) allocated to them. Where we are unable to provide a parking space

to a resident who might need it, we will signpost them to the relevant local authority to request a parking permit or recommend that they seek private arrangements locally.

There are three optional schemes depending on the availability.

3.1 Eligibility

For allocated and unallocated schemes, a resident will be ineligible for a permit if they are in significant arrears. If they have a payment plan set up, a permit can be granted.

Each household will be eligible for a permit. We will consider additional permits for larger households with adult household members and visitor spaces, where there is availability.

3.2 Communal parking

Where there are many parking spaces, there will be no management of spaces, with no allocation of spaces or permits. Residents are not entitled to any specific parking space.

If residents request that we introduce parking management, we will consult residents. If agreed, we then invite residents to apply according to the conditions listed below.

3.3 Unallocated parking

This generally operates in areas where there is adequate parking but where we want to ensure that non-residents do not park in the spaces available.

Where the scheme is open and there are sufficient bays to meet demand, we provide permits for residents.

3.3.1 Disabled bays

In every unallocated parking scheme, there is at least one disabled bay where only people with Blue Badges are allowed to park with their badges displayed. In existing schemes, we will create a bay on request where possible.

Anyone with a Blue Badge is allowed to park in the disabled bays, both residents and guests. If there is more than Blue Badge holder, the principle of first come, first served is in place.

3.4. Allocated parking

On gated schemes where there is a shortage of spaces, we allocate one bay to each eligible household that makes a request where there is availability. Residents always have a specific space allocated to them and they are not permitted to park in any other space, even if they are free as they are allocated or demised to another resident. If residents request that we introduce parking management to allocated parking setups, we will consult residents.

The spaces are granted via a licence.

Residents will be charged the cost of a fob.

Permits are normally allocated on a first-come, first-served basis, and then via a local waiting list, where the first-come, first-served rule will also apply.

The following residents will have priority:

- a. Blue Badge holders
- b. Households with carers (registered with the adult social services at the local council or GP)
- c. Family sized households with children under 10
- d. Residents over 70 years old
- e. Residents who need their car for work, e.g. residents who work as contractors and need their van for work.

3.5. Demised bays

On rare occasions, there the lease allows a resident to rent out a demised bay, they should seek their own parking enforcement arrangements.

3.6. 'Right to park'

Leaseholders who have the right to park in a bay will be subject to the parking enforcement arrangements we have put in place.

4.0 Parking management

4.1 Staff

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

We do not reserve bays for staff use only on any of our schemes.

4.2 Parking permits

Permits are 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. If they do, their parking permits could be taken away.

It will be a breach of the lease to rent out any spaces that are demised.

4.3 Licence agreements

Where a licence is issued, for example for a garage, residents must adhere to the agreement, which can include paying a weekly/monthly licence fee. Failure to meet obligations may lead to us ending the licence agreement.

4.4 No-parking zones and car-free developments

If residents live in boroughs with restrictive car free zones, we will not provide parking on our developments and cannot 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.

4.5 Parking enforcement

Parking enforcement will be managed by either an external parking company employed by NHG or an external managing agent.

We will consult residents before employing a parking control contractor. We will liaise with other landlords where applicable.

4.6 Parking charges

All residents are liable to pay for the maintenance and repairs of a car park with unallocated bays through their service charge in accordance with their lease or tenancy agreement.

Where bays have been allocated, the costs of maintaining and repairing the car park costs will be demanded from residents with a parking space.

However, where there is provision of a car park security gate/barrier and this improves the security of the building as well as the car park, these costs will be charged to all residents. If, however, the gate/barrier is exclusive to residents with an allocated bay, the charge will be applied to those residents only. Furthermore, where access over the car park is by all residents regardless of whether they have a space or not, certain costs such as lighting and cleaning may be charged to all residents. Residents should check their occupancy agreement to see if the charge applies.

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.

4.7 Visitor parking

Visitors are not allowed to park on unallocated and allocated parking schemes. On communal parking schemes, visitors are allowed to park in unallocated bays.

5.0 Abandoned vehicles

We will arrange for the 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 Abandoned Vehicle Tort Notices to remove abandoned vehicles.

6.0 Complaints and appeals

Complaints regarding a parking charge should be made directly to the contractor. If residents are unhappy with the response from the parking contractor, we will signpost them to the Parking on Private Land Appeals (POPLA) (www.popla.org.uk).

Complaints about parking contractors will be responded to in accordance with NHG's complaints policy and procedure.

7.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering Equality, Diversity & Inclusion. If you'd like more information about this work, please get in touch at policy@nhg.org.uk

8.0 Reference

List key legislation, regulation or external links

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

Document control

Author	Gabriela Janiec
Approval date	12.02.2024
Effective date	28.02.2024
Approved by	Policy Group
Accountable Director	Managing Director of Operations

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
30/01/2024	Classification system for priority parking introduced	2.0
05/09/2024	Demised parking section and clarification about parking charges added.	2.1
16.10.2025	Amended wording in section 3 to clarify that only residents should use allocated parking spaces	2.2
18.02.2026	Reworded criterion (c) around, restricting priority to households with children under 10	2.3