

Vehicle Parking Space Allocation Policy

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| Effective from | September 2015 |
| Date approved | 3 August 2015 |
| Approved by | Triathlon Homes Executive Directors Group |
| Planned review date | August 2018 |
| Responsible officer | Head of Operations (Triathlon Homes) (Responsibility for proposing final draft, implementation and review) |
| Author | Policy and Project Officer |

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1. Introduction

- 1.1 Triathlon Homes is aware that parking can be a major factor when people consider where they choose to live. Parking provision for Triathlon Homes in East Village, like most new high density developments where planning restrictions apply, may not meet demand. Therefore this policy aims to set out how we will allocate the parking places available on a fair and equitable basis.
- 1.2 Triathlon Homes has access to designated (see definitions) bays for parking within the undercroft areas of the plots and additional on-street parking spaces.
- 1.3 Triathlon Homes LLP ('Triathlon Homes') is the owner of 1,379 homes within East Village, the first Olympic legacy neighbourhood. It is landlord to the occupiers of these properties of which half are social rented and the other half are shared ownership or intermediate market rented.
- 1.4 Triathlon Homes is a private landlord and not a registered provider but it has appointed a Managing Agent who is a registered provider, to manage the properties on its behalf. Both Triathlon Homes and the Managing Agent are members of the Housing Ombudsman Service.
- 1.5 Triathlon Homes' policies are its own, but are implemented by the Managing Agent on its behalf. Triathlon Homes' policies are required to comply with some of the Regulatory Standards of the Regulator of Social Housing.
- 1.6 Triathlon Homes is committed to building a safe, strong and sustainable community. We understand the aspirations, needs and potential challenges for a new community and we will work with our residents, stakeholders and partners to build strong relationships to make a significant contribution to the success of this exciting new neighbourhood.
- 1.7 Triathlon Homes has developed values to capture the culture and the type of organisation that it is. Triathlon Homes will be:
 - Accessible
 - Flexible
 - Customer friendly
 - Clear and focused.
- 1.8 This document should be read in conjunction with Triathlon Homes Glossary.

2. Policy Statement

- 2.1 Triathlon Homes' Vehicle Parking Space Allocations Policy aims to:
 - Set out our eligibility criteria for residents to apply for parking;
 - Set out our parking allocation priorities; and

- Set out how we will manage demand of parking spaces to ensure full take-up by those most in need;
 - Set out guidance as to when Triathlon Homes will end a parking licence
- 2.2 Triathlon Homes will only permit vehicles registered with the DVLA, which are able to park in and fit into the designated parking bay/space, in accordance with any requirements of the estate regulations and parking bay lease terms of Team East Village and that are insured, taxed and roadworthy.
- 2.3 For clarity Triathlon Homes will not allow SORN (see definitions) vehicles in parking spaces allocated to its residents and will not allow vehicles exceeding a height of 2.1m or a length that is greater than the parking space or caravans mobile homes, horseboxes or boats to be parked in the allocated parking bays.

3. Context

Legislation

- Clean Neighbourhoods and Environment Act 2005 – Part 2 Disability Discrimination Act 2005
- Refuse Disposal (Amenity) Act 1978 S106 Parking Strategy
- Stratford Village Management Company (building landlord) Parking Strategy.

Good Practice

- ‘The Blue Badge – Explanatory Scheme’ – Department of Transport
Department of Transport – Mobility and inclusion guidelines
- ‘No Parking: making low or zero parking work on higher density housing schemes’ – National Housing Federation

4. Method Statement

4.1 Eligibility

Residents will be eligible to apply for a designated space or permit to park on street provided they meet the following criteria:

- Provide proof of residency;
- Hold a clear rent account;
- Not be currently under investigation for or charged with Anti-Social Behaviour;
- Not be in breach of any other tenancy conditions;
- In respect of the vehicle, be able to provide proof:
 - they are the registered keeper of the vehicle;
 - the vehicle has a current MOT certificate, where applicable;
 - the vehicle has current insurance cover; and
 - the vehicle meets the terms of the parking licence agreement and or any local regulations;
- Provide proof of blue badge (where applicable);

- Provide proof of mobility registration (where applicable).

4.2 Location of allocated parking space

We will consider allocating parking space which is appropriate to the tenant's circumstances including the proximity to the resident's home.

4.2.1 Wheelchair parking spaces

We will reserve wheelchair parking spaces with accessibility features for applicants in priority categories 1 and 2 (see 4.2.2 for details).

In order that demand is managed effectively, once all demand for wheelchair spaces from applicants in categories 1-2 has been met, any remaining wheelchair parking spaces will be allocated to other residents in priority categories 3, 4 and 5 as set out in 4.2.2.

Where no further demand exists under the criteria set out in section 4.2.2 we will allocate in accordance with our low demand priorities as set out in 4.2.3.

4.2.2 Managing Demand

The majority of Triathlon parking spaces are located in the Undercrofts below the courtyards. Most of these spaces are set aside for social rented residents and will only be available to other residents (group 6 below) when supply exceeds demand.

Where demand for parking space exceeds supply, each household that applies for a parking space will be considered for one space only. Where there are still insufficient spaces, we will maintain a waiting list based on the listed groups set out below.

Undercroft parking spaces will be allocated based on the following priority groups (group 1 receiving the highest priority and group 5 the lowest).

1. Residents of wheelchair adapted homes that are blue badge holders;
2. Residents who are blue badge holders and are not occupying wheelchair adapted homes;
3. Households with more than one child, where both the children are under 10;
4. Residents for whom a vehicle is an integral part of their employment (see definitions); and
5. Social Rented Residents where groups 1-4 do not apply.

Where the resident applying is covered by more than one of the above listed groups they will be placed in the highest priority group relevant to their circumstances.

The date of application will be used to prioritise applicants within each priority group.

We will use our discretion where an applicant's circumstances indicate a higher priority would be more appropriate.

In addition to the undercroft spaces set aside for social tenants, Triathlon Homes has a number of both undercroft and street spaces that have been set aside for residents in priority group six above. Where there is an excess of demand over supply residents will be prioritised according to groups 1-4 set out above.

4.2.3 Low Demand

If all demand is met from all applications received from the priority groups and there are vacant parking spaces remaining, we will consider applications from low demand priority groups set out below:

1. Social rent households applying for parking when they are resident in another Plot. If no parking is available in their plot.
2. Social rent households applying for additional spaces and applications from Triathlon Homes Intermediate Rent residents and Leaseholders on a first come first served basis provided they meet the eligibility criteria;
3. Intermediate Rent residents and Leaseholders applying for additional spaces; and
4. Applications from other residents of East Village on a first come first served basis, providing they meet the relevant eligibility criteria.

Additional parking spaces and those allocated under section 4.2.3 'Low Demand', are subject to being returned to Triathlon Homes where a subsequent need arises for a parking space from someone in a higher priority group, see 4.2.2. In these circumstances we may contact the resident from the lowest priority group under 4.2.3 and give 4 weeks' notice as per our parking agreement. In exceptional circumstances, notice can be extended by a further 2 weeks.

In the above circumstances we will contact residents in reverse priority group order and, within each priority group; the resident who was allocated a bay most recently will be served a notice bringing the agreement to an end. For example:

- We will firstly contact a resident(s) from the wider East Village who has been given a space most recently;
- If there is no one from the wider East Village with a space we will look to contact a Triathlon Homes Intermediate Rent or Leaseholder who has an additional space; and so on.

4.3 Charges

Triathlon Homes will advise the resident of what charges/costs apply to the respective parking space they have been allocated at the point of pre-allocation. Access to the undercroft spaces requires a remote control. Residents will be required to return this to the East Village management office when they give up their parking space. Failure to do this will result in a charge being made.

4.4 Arrears

Triathlon Homes will not allocate parking space to residents who are in rent /service charge arrears. Triathlon Homes will not encourage residents to take on greater debt than they can afford and thereby put their home at risk.

A notice will be served if car parking arrears are more than four weeks and the bay will be repossessed.

4.5 **The Parking Agreement**

Residents who are allocated a parking space will be asked to sign a parking agreement. This will be a licence agreement that will continue indefinitely unless one of the circumstances set out in 4.6 are met or until either party serves a notice ending the agreement.

4.6 **Ending the Licence Agreement**

Residents will be expected to contact Triathlon Homes to end the licence if their situation changes, for example they move or no longer require a parking space.

Examples of the reasons that Triathlon Homes will be able to end a licence are set out below:

- Car parking arrears of more than four weeks;
- Arrears of the dwelling rent account of more than four weeks;
- The vehicle has a SORN certificate;
- The vehicle is not insured;
- Improper use of the parking space that is in contravention of Team East Village parking space lease regulations;
- Breach of the licence agreement;
- The vehicle is causing a hazard;
- The space is required by Triathlon Homes to satisfy the terms and operation of this policy, such as those outlined in 4.2.2 e.g.: a blue badge holder requires a designated wheelchair space previously allocated to a non-wheelchair user;
- The parking licence holder has failed to comply with the tenancy, lease or parking licence terms/has been issued a notice;
- The parking licence holder is no longer resident in a home that is eligible for a Triathlon Homes parking space.

4.7 **Annual Renewals**

Upon renewal of a parking bay and where a space is required by group 1 and 2 outlined in

(Group 1. Residents of wheelchair adapted homes that are blue badge holders, and; Group 2. Residents who are blue badge holders and are not occupying wheelchair adapted homes); we will be required to end a license and, therefore, unable to renew the parking bay.

Residents will be expected to provide evidence that the vehicle that is being used in the parking bay is roadworthy. In respect of the vehicle, be able to provide proof:

- they are the registered keeper of the vehicle;
- the vehicle has a current MOT certificate, where applicable;
- the vehicle has current insurance cover; and
- the vehicle meets the terms of the parking licence agreement and or any local regulations.

5. Monitoring the policy

- 5.1 This policy will be monitored by the Head of Operations who will review this policy periodically as set out above capturing comments on all East Village parking provisions and requirements, best practice, customer feedback and legislative changes to inform this review.
- 5.2 The success of this policy will be measured through customer feedback on this process.

6. Equality Needs Impact Assessment

- 6.1 An equality impact assessment of this policy will be undertaken by November 2015.

7. Definitions

Designated parking – A particular parking space that has been allocated to a particular resident.

SORN - Statutory Off Road Notification. Where a licence is not renewed, is surrendered for refund, or where the vehicle is to be kept 'off-road', a Statutory Off Road Notification (SORN) must be sought from the Driver and Vehicle Licensing Agency (DVLA).

Blue badge holder - officially known as the Disabled Person's Parking Exemption. The Blue (formerly Orange) Badge Scheme provides a national arrangement of on-street parking concessions enabling people with severe walking difficulties who travel either as drivers or passengers to park close to their destinations. The Scheme also applies to registered blind people and people with severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand.

Integral (part of their employment) – where a vehicle is so fundamental to the employment/work of the resident that, without it, the employment would be impossible. Triathlon Homes would consider employment as a taxi driver, courier driver or shift worker where public transport is unavailable to the resident to access their place of work when required as examples that were an 'integral part of employment'.

Plot - the area defined and referred to as a plot number. A single plot is made up of all the blocks of residential dwellings that make up the plot.

8. Accessibility of information/Publication

- 8.1 This policy is available on the Triathlon Homes website. It will be provided on paper at the request of a resident.

| Policy Controls sheet | | |
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| Author | Date | Main changes and why (i.e. change in legislation, change in internal processes) |
| Customer Services Policy Consultant | May 2021 | New template. |
| Head of Operations, Triathlon Homes & Policy and Research Officer | February 2017 | Review deferred from Sept 2017 to Aug 2018 as there are no pressing issues with the policy |
| Head of Operations and Policy & Research Manager | March 2015 | To reflect re-letting rather than initial allocation. To include extra undercroft and street parking spaces now available to IMR tenants and leaseholders. |
| | 03 August 2015 | Style changes such as standard introduction and glossary and policy controls sheet. |