

Parking Policy

Responsible Officer

Director of Customer Services

Aim of the Policy

- To recognise that parking is at a premium, reduce the level of non-residents parking on Phoenix estates and ensure better availability of parking spaces for Phoenix residents.
- To support the control of abandoned vehicles, so our estates look attractive and well maintained.
- To ensure that access is not hindered for emergency vehicles.
- To ensure Phoenix operates in line with the current tenancy and leaseholder lease agreements.
- To reduce the likelihood of parking related antisocial behaviour.

The Policy Statement

Phoenix maintains communal parking areas on estates, residents must comply with the conditions in their tenancy agreement or lease agreement when parking their vehicles on estates.

Residents are not provided with dedicated spaces.

Phoenix will use a service provider to patrol estates where controlled parking applies and issue Penalty Charge Notices (PCNs) to vehicles not displaying a valid permit. Penalty Charge Notices charges and permit administration costs will be reviewed annually.

The Policy

On estates where controlled parking is in place, all vehicles parked in the designated communal parking areas will need to display a valid permit. Motorcycles should park in the designated motorcycle bays.

Vehicles will be issued with a Penalty Charge Notice (PCN) if they are not:

- displaying a valid permit
- parked in the designated communal parking areas.

Controlled parking operations will be in place Monday to Friday 8am to 6pm.

Phoenix will issue up to two permits per household on estates where controlled parking is in place. Households may apply for additional permits but these will be issued depending on the number of parking bays on the estate and the demand for permits. Additional permits will not be issued to residents who are in rent or other arrears.

Permits will be issued to a specific vehicle and to an estate. All permits will be valid for one year from the date of issue.

Visitor Permits

Single use visitor permits can be used at any estate and with any vehicle. These will be scratch cards and a small charge will be made for these to cover the cost of the cards.

Regular visitors such as carers can apply for a special permit. Care agencies can apply for these on behalf of their clients.

Staff parking

PCN's will not be issued to any Phoenix liveried vehicles. Where staff need to visit estates in their own or unliveried vehicles, staff permits will be issued.

Untaxed or SORN Vehicles

Residents must request permission in writing to have their vehicle registered as SORN on Phoenix estates. If permission is granted, the declaration must be clearly displayed on the dashboard of the driver's side of the vehicle.

Any untaxed or SORN vehicle on an estate without permission or notice period expired will be issued with a removal notice and subsequently removed in line with the Abandoned Vehicles Policy.

Vehicles that are unroadworthy or have remained unused for long periods of time will be referred for removal to the local authority.

Dispute and Appeals Process

Residents have the right to appeal a PCN. Information on how to appeal will be displayed on the PCN. The Service Provider will be responsible for reviewing all PCN appeals in the first instance. If the appeal is not upheld by the Service Provider, residents can appeal to the Independent Appeals Process administered by Parking on Public Land Appeals (POPLA). This falls outside of the Phoenix Complaints, Comments and Compliments Policy.

Monitoring

Performance will be monitored as part of contract management and through key performance indicators including:

- The number of PCNs issued
- The number of appeals heard by the Service Provider
- The number of appeals upheld by the Service Provider
- The number of appeals not upheld by the Service Provider

- The number of appeals made to Parking on Public Land Appeals.

Review

This policy will be reviewed every three years or sooner if there are changes to legislation or good practice.

Reference to other documents and associated policies and procedures

- Notices to be issued (as stickers on vehicles)
- Abandoned Vehicles Policy
- London Borough of Lewisham Abandoned Vehicles Policy
- Tenancy Agreement
- Leaseholder Lease Agreement
- Permit and Penalty Charge Notice Fee Schedule
- Complaints Policy and Procedure

Definitions

Term/acronym	Description
Resident	Includes tenants and leaseholders.
Phoenix	Phoenix Community Housing.
PCN	Penalty Charge Notice
POPLA	Parking on Public Land Appeals
SORN	Statutory Off Road Notification
Vehicles	Includes all motor vehicle classifications and trailers, except motor cycles Mobility vehicles, such as mobility scooters are excluded
DVLA	Driver and Vehicle Licencing Agency
Service Provider	The organisation with a contract with Phoenix to patrol controlled parking areas and issue PCN's

Document Type:	Policy
Title:	Parking Policy
Author	Environment Services Manager
Department Owned By	Customer Services
Equalities Impact Assessment:	Yes
Approval Date:	28/09/2017
Approved By:	Board
Implementation Date:	04/12/2017
Status:	Final
Version No:	V1
Last updated:	05/10/2017
Issue Date:	05/10/2017
File Path:	\\pchfile01.Phoenixch.local\shared\Policies and Procedures Manual\Department- Customer Services\Parking\Policy

Appendix 1 - Tenancy Agreement - Section G - Motor Vehicles

1. You, or any person living in or visiting your home, must not, in the locality of your home, allow vehicles to be parked anywhere except in designated parking areas and vehicles should not be parked anywhere that would obstruct emergency services or prevent us, our agents or contractors carrying out their duties, for example, refuse collection.
2. You, or any person living in or visiting your home, must not park any vehicle on the estate of which your home forms part if the vehicle is longer than five metres.
3. You, or any person living in or visiting your home, must not park an untaxed or un roadworthy vehicle on the estate except in a garage or on your personal driveway. If circumstances arise that you have good reason to store an untaxed vehicle on our property, then you must obtain our written consent for such storage. Such consent will not be unreasonably withheld provided you:
 - prove that a SORN (Statutory Off Road Notification) declaration has been sent to the DVLA;
 - a copy of that declaration is forwarded to us; and
 - a copy of the declaration is clearly displayed on the driver's side of the vehicle's dashboard.
 - If any of these conditions are not met the vehicle will be treated as untaxed and may be removed and destroyed.
4. You, or any person living in or visiting your home, must not in the locality of your home, carry out motor vehicle repairs which are likely to cause a nuisance or annoyance or offence to other people. For example, repairs which cause excessive noise or cause oil to leak in communal areas
5. You, or any person living in or visiting your home, must not in the locality of your home, carry on a business involving the sale or repair of motor vehicles.
6. Subject to clause 3 of this section, we may claim, remove and ultimately destroy any illegally parked, abandoned, dangerous or un road worthy vehicle and charge the owner for all reasonable costs we incur. This provision also applies to any vehicle not displaying a valid licence or, where required, a valid permit.

Leaseholder Lease Agreement – Section 6.3

The right, subject to availability, to park one private motor vehicle only in the area (if any) set aside by the Lessor for parking purposes on the Estate PROVIDED ALWAYS that such motor car is taxed, insured and in regular use AND that no maintenance or other work is carried out to or in the motor car whilst the same is parked on the Estate SUBJECT to reasonable regulations for the common enjoyment thereof as the Lessor may from time to time prescribe.