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1. Policy Objectives

- 1.1 This policy sets out Peabody's approach to providing parking spaces and sub-units to residents along with Parking Contractors. The policy applies to all Peabody estates where Parking Contractors carry out parking enforcement. In addition to this policy some estates may have locally agreed arrangements.
- 1.2 This policy includes:
 - licence agreements and charges;
 - administering licence agreements and waiting lists;
 - concessions for disability;
 - clamping and removal of unauthorised vehicles by the Parking Contractor;
 - resident consultation; and
 - health and safety requirements.
- 1.3 The overall aim of this policy is to treat people fairly by meeting the needs of customers whilst providing sustainable, safe and attractive environments. Peabody aims to manage parking for its residents and their visitors in a positive manner, to satisfy the needs of a majority of residents.

Peabody also recognises that there is a shortage of parking provision within London and this means demand will always exceed supply. We will not be able to satisfy everyone.

- 1.4 The introduction of the Greater London Authority Congestion Charge (see www.tfl.gov.uk) has increased unauthorised parking on Peabody estates near the zone boundaries. This policy aims to minimise this by having an effective strategy for dealing with unauthorised parking. The management procedures only apply to estates where parking provision is provided by Peabody. The key objective of this policy is to allow local decisions to be made by residents, within a policy framework set by Peabody.

2. Key Definitions

Parking Contractor

- 2.1 The organisation contracted by Peabody to manage the parking enforcement and sub-unit arrangements on behalf of Peabody. The company will be selected via Peabody's tender and procurement process and the contract will be managed using agreed performance information, review meetings and resident involvement. Details of the management arrangements will be set out in the agreed contract.
- 2.2 The contractor will also deal with unauthorised vehicles and manage the signage and maintenance of bays. The Neighbourhood Client Team will manage the contract regularly to ensure the contractor is giving Peabody maximum value for money and delivering a quality service to residents.

Vehicle

- 2.3 For the purposes of this policy, a vehicle is defined as a car, van, moped, motorcycle or scooter. However, this list is not exhaustive.

Sub-Unit

- 2.4 For the purposes of this policy, a sub-unit refers to any parking bay or space, garage, store, pram-shed or hardstanding which is owned or managed by Peabody, although, this is not an exhaustive list. Sub-units are let on a licence agreement for a daily, weekly or monthly charge and are paid for by direct debit.

Licence Agreement or Licence Holder

- 2.5 Residents who are granted a car parking space or bay, garage, store or pram-shed, sign a licence agreement and are known as a licence holder. Peabody will grant sub-unit licence agreements to residents who fulfil certain criteria as laid out in this policy. Where a resident breaks the terms of the licence agreement, Peabody will take action to end the licence.

Carer

- 2.6 Peabody defines a carer as someone who fulfils the following criteria:
 - They are in receipt of Carer's Allowance for the customer they are looking after
 - They are the principal carer and need to be a permanent customer
 - The customer they care for is in receipt of higher rate Disability Living Allowance.

3. Policy

- 3.1 To occupy a sub-unit for any available Peabody parking bay, space, garage, store or pram-shed, a resident must apply to Peabody. Sub-units are allocated from a waiting list held centrally within Peabody.

- 3.2 Residents who are given a sub-unit sign up to a licence agreement and are required to comply with the obligations of their sub-unit licence agreement. Any Peabody resident who parks their vehicle on Peabody property is required to have a licence agreement which sets out the entitlement to a parking bay or space or a garage, store or pram-shed.
- 3.3 Visitors, staff and contractors are not required to sign a licence agreement and will be allocated a specific parking permit, although resident staff who are entitled to a discounted sub-unit will sign a licence agreement as normal.

Parking Bays and Spaces

- 3.4 All vehicles parked on Peabody estates must clearly display:
- a valid parking permit – this must be either a valid resident parking permit, valid visitor parking permit or valid dispensation code;
 - a valid vehicle tax disc (with the exception of scooters, mopeds and motorbikes); and
 - if applicable, a valid disabled badge.

Scooters, mopeds, motorbikes and bicycles

- 3.5 Residents should agree their parking arrangements for scooters, mopeds or motorbikes with the Neighbourhood Manager before parking on the estate. Where possible permission will be granted, or local alternative provisions discussed. If the Neighbourhood Manager approves the request, the resident should then contact the Parking Contractor to register their vehicle.
- 3.6 Owners of scooters, mopeds, motorbikes and bicycles are allowed to park on Peabody land as long as they are registered with us, and park considerately (bicycles do not need to register with us). The Parking Contractor holds a list of permitted scooters, mopeds and motorbikes that are allowed to park on Peabody estates and all drivers of scooters, mopeds and motorbikes must register their vehicle with the Parking Contractor before parking it on a Peabody estate. Owners are still required to provide the same information to the Parking Contractor as for other vehicles to be entitled to register to park on Peabody estates.
- 3.7 Registered keepers of scooters, mopeds or motorbikes must also provide evidence of a valid tax disc to be able to register their vehicle with the Parking Contractor.
- 3.8 Bicycles, scooters, mopeds and motorbikes should be parked considerately within car parking areas on estates but are not necessarily required to park in a parking bay or space. Parking considerately means that designated bays or racks should be used where available, not parking in front of neighbours' windows, and that no communal areas, access, exit routes, pavements or walkways are obstructed for either pedestrians or vehicles. Owners need to comply with the terms of their tenancy or lease agreements and should refer to clauses regarding car parking and obstruction of communal access. Peabody as a landlord also needs to comply with its Health and Safety and Fire Risk Policies to minimise risks for resident safety.
- 3.9 Any scooters, mopeds, motorbikes or bicycles found to be parked inconsiderately may be clamped or removed.
- 3.10 Scooters, mopeds and motorbikes do not need to clearly display a valid parking permit or valid tax disc due to the increased risk of these being stolen or vandalised. Any such vehicle must have its registration number showing.
- 3.11 Residents must seek permission for visitors to park scooters, mopeds or motorbikes. If the Neighbourhood Manager approves, the resident should then contact the Parking Contractor to register their visitor's vehicle.

Resident Parking

Waiting Lists

- 3.12 All permanent household members are eligible to apply for a sub-unit provided there are no arrears, except for housing benefit paid in arrears where the resident can provide the relevant documents. Second sub-units will only be offered to the next resident on the waiting list if all residents on the list have at least one sub-unit (or they have a hardstanding, or own a garage, parking bay or space, pramshed or store).
- 3.13 Parking bays and spaces will be allocated strictly according to the waiting list, which is held by application date by Peabody Direct. The Neighbourhood Manager, the Parking Contractors and the Revenues Team will work together and are responsible for highlighting available parking spaces and bays through estate inspections, patterns of inactivity or termination of licence agreements. The Neighbourhood Managers should contact Peabody Direct to establish who is next on the waiting list when there is a void sub-unit.
- 3.14 The Revenues Team should monitor sub-unit income and arrears to highlight where parking bays or spaces are falling into arrears and contact the Neighbourhood Managers and Peabody Direct when parking bays or spaces become available in order to maintain the efficient turnaround for other residents. If the main tenancy which is linked to a sub-unit is ended then the Revenues Team should contact the Neighbourhood Manager to alert them to the available sub-unit. This is also so the Neighbourhood Manager can inspect the sub-unit to ensure it has been cleared, and arrange for it to be offered to another resident.

Low Demand for Parking Bays and Spaces

- 3.15 If there are no residents on the waiting list for a parking bay or space on that particular estate, the vacancies should be made available to non-residents. For example, members of the public at the higher, market rate for that estate. If non-residents contact Peabody and request parking bays or spaces then Peabody Direct staff and Neighbourhood Managers should check that there are no residents on the waiting list for that estate or nearby estates. These bays and spaces may also be made available for staff who are essential car users.
- 3.16 Peabody staff must correctly advertise any available parking bays or spaces to residents in low demand areas. This could be through the resident's or tenant's association, via notices on communal notice boards, the Peabody News and sending letters to residents on the estate or nearby estates.
- 3.17 If resident demand increases again on estates where parking bays or spaces have been let to non-residents or staff with essential car user allowance, bays and spaces must be taken back for resident use. Non-resident or staff licence agreements should be ended in the normal way, and parking bays and spaces should be made available for residents.

No Parking Facilities on an Estate

- 3.18 If a resident lives on an estate where there are no parking facilities but lives within a short walking distance from another Peabody estate with parking facilities, they can go onto the parking bay or space waiting list for that nearby estate. They cannot, however, receive any visitors' parking permits.

Setting Charges for Parking Bays and Spaces

- 3.19 Charges for parking bays and spaces vary according to location and size and Neighbourhood Managers will provide residents with rent levels on various estates. Finance will set charges annually and issue increase notices to residents. The amount charged will not usually be less than the cost of supplying the service to residents and will provide sufficient income for Peabody to meet its Business Plan objectives.
- 3.20 Residents' carers who are not resident, and are allocated a parking space, will pay the same charge as residents.

Parking Bays or Spaces and Arrears

- 3.21 Parking bay or space arrears will be collected in line with the Rent Arrears Policy and Procedure. If a resident is in rent arrears, beyond four weeks housing benefit paid in arrears, the request for a parking space or bay will be refused. Existing licence agreements will be terminated if the resident has arrears in their main rent account and has failed to respond to the second arrears letter.
- 3.22 If the resident is waiting for housing benefit that is paid four-weeks in arrears, then they are entitled to a parking bay or space but Revenues staff and Neighbourhood Managers should monitor this regularly, ending the licence agreement if the arrears increase.
- 3.23 The Revenues Team or the Neighbourhood Manager is responsible for serving a Notice to Quit to end a licence agreement for the sub-unit where there are arrears.

Offering and Letting Parking Bays and Spaces

- 3.24 When a parking bay or space is available to let, the Neighbourhood Manager will contact Peabody Direct for details of the resident at the top of the waiting list. The resident can pay for the sub-unit by direct debit or by debit card. If the resident does not have access to a bank account, we can arrange for a payment card to be issued, which can be used at paypoints. If the resident cannot commit to payment arrangements, we will offer the space to the next resident on the waiting list.
- 3.25 The resident must provide ID and proof of ownership of the vehicle to be parked. The Neighbourhood Manager will verify these documents if necessary but no personal information will be copied or stored.
- 3.26 The Neighbourhood Manager will then sign up the licence agreement and issue a Parking Contractors application form to the resident. The resident must complete and send the application form to the Parking Contractor who will issue the valid parking permit. Residents will need to provide the Parking Contractor with proof of the following:
- vehicle user's name;
 - proof of address
 - vehicle registration. (valid V5 – vehicle registration document, also known as a log-book,)
 - valid tax disc / nil licence*
 - valid M.O.T;**
 - valid full driving licence - not provisional;
 - valid blue badge for disabled badge holders;
 - valid insurance documents - at least 3rd party;

*vehicles manufactured before 1973 are not required to pay vehicle tax but they will have, and must display, a valid nil licence issued by the DVLA.

**New vehicles will not require an M.O.T. for 3 years from the manufacture date.

- 3.27 The Parking Contractor will issue a valid paper parking permit on receipt of the application form and relevant documents. If residents want to park on the estate before they receive their valid permit, they must obtain a valid dispensation code from the Parking Contractor otherwise the vehicle may be clamped and removed.
- 3.28 A valid parking permit or valid dispensation code, along with a valid vehicle tax disc, must be clearly displayed in the vehicle at all times. Failure to display a valid parking permit or valid dispensation code, along with a valid vehicle tax disc, may result in the vehicle being clamped and removed.
- 3.29 The resident must pay the parking space or bay charge by direct debit in line with the terms of the licence agreement or the licence agreement will be terminated in the normal way.
- 3.30 The licence agreement is for a specific vehicle which must be registered at Peabody address of the applicant, unless it is for a non-resident Licence Holder, for example, when a parking space has been allocated to a member of the public on a low demand estate. The vehicle registration number must be clearly displayed on the valid parking permit.

Renewing Licence Holders Parking Permits

- 3.31 Parking permits will be renewed annually on 1 April and local parking and sub-unit rental charges also reviewed annually. Licence holders do not have to sign a new licence agreement on renewal. However, it is important that residents contact the Parking Contractor or Peabody if they have not received their new valid permit by the 1 April. If the new valid parking permit is not clearly displayed inside the vehicle by the 1 April, or the resident has not contacted the Parking Contractor or Peabody for a valid dispensation code, the vehicle will be viewed as being parked illegally.
- 3.32 If a resident is in rent arrears at the time of renewal, the parking permit will not be renewed and the licence agreement will be terminated. Neighbourhood Managers or the Revenues Team will check Household (Peabody's property management database) for this information, and will contact the Parking Contractor to tell them that the licence agreement has been terminated. The parking bay or space will be allocated to the next available resident on the waiting list.

Provision for Disabled Residents

- 3.33 Disabled residents who produce a valid badge, issued by the local authority, will be allowed a free parking bay or space from the date of notification to their Neighbourhood Manager. No rebate will be paid for back-dated periods where Peabody has not seen evidence of a valid disabled badge. The resident should sign a licence agreement in the usual way, with the charge being recorded as nil.
- 3.34 Disabled residents go to the top of the parking waiting list when they apply for a parking bay or space. If there are no parking spaces available, disabled residents will have priority on the waiting list and be allocated the next available parking bay or space for their estate. If two disabled residents have applied for a parking space then it will be allocated on first come first served basis.
- 3.35 If a vehicle that is clearly displaying a valid disabled badge, or a vehicle that can be clearly distinguished as adapted for a disabled persons use, is found to be parking in an unauthorised manner, on all Peabody property, a penalty charge notice will be served instead of the vehicle being clamped or removed. There will be a fixed cost if this is paid within 14 days that will increase after 14 days if left unpaid.
- 3.36 Disabled residents in rent arrears will still qualify for a free parking bay or space, but only if they have, and are sticking to, an arrangement to pay off their rent arrears, or if they are waiting for housing benefit and have done everything possible to progress their application. If disabled residents stop paying off the arrears as agreed, the Licence Agreement should be terminated in the normal way.
- 3.37 The vehicle must be registered in the name of a permanent member of the household, and driven by them. For example, a parking bay or space will not be given to a disabled person for their family to come and visit. Each household can only have one free parking bay or space. If a disabled badge has been wrongly obtained or used then the resident's licence agreement will be terminated and the exemption from clamping or removal found at 2.33 above will no longer apply.
- 3.38 Non-disabled residents who have already been allocated parking spaces or bays will not have their parking space or bay taken away and given to a disabled resident. If parking spaces are specifically allocated by number in locally agreed estate provisions, staff may ask other residents to move to a different number to allow disabled residents to have a space closer to their homes; however, the resident will not be under any obligation to do so. This should be done with discretion so that disabled residents do not know who has been asked to move in case of refusal.
- 3.39 If parking spaces or bays are not specifically allocated by number (i.e. residents with parking permits can park in any available parking space or bay), staff may select a parking space near to the disabled resident's home and mark it for their use only. The signage used should match the environmental scheme on the estate and not identify the name or address of the disabled driver.

- 3.40 Some estates may want to allocate a parking space for disabled visitors only. This can be decided locally following consultation. The Parking Contractor should be made aware of these designated bays by the Neighbourhood Manager.
- 3.41 Disabled residents do not receive concessions or priority for garages, stores or pram-sheds.
- 3.42 Peabody retains the discretion to make further reasonable adjustments to its policy and procedure in the event that a disabled resident makes a request to it. When considering such a request Peabody will assess:
- the effect of the disability on the individual disabled person;
 - the effectiveness of any proposed steps;
 - the extent to which it is practicable to take the steps; and
 - the financial and other costs of making the adjustment.
- 3.43 Any decision Peabody makes on a case by case basis is not binding in future cases.

Residents with Support Needs

- 3.44 Residents can contact their Neighbourhood Manager, or the Parking Contractor direct, to request dispensation codes for their carers who make short visits. Flexibility can then be made to local parking enforcement arrangements.
- 3.45 Neighbourhood Managers and the Parking Contractor will request to see evidence that the resident has a carer visiting them regularly, such as proof that they are in receipt of a carer's allowance or receive the higher level of disability living allowance.

Change of Vehicle

- 3.46 If the licence holder changes their vehicle and has a parking bay or space, they must notify the Parking Contractor and provide proof of valid documentation to the Neighbourhood Manager. Neighbourhood Managers will arrange for the licence holder to have a new valid parking permit with the relevant vehicle registration number.

Temporary Replacement Vehicle

- 3.47 If a licence holder has a replacement vehicle for a short period of time, they must contact the Parking Contractor to notify them of this change and provide the temporary vehicle registration number. The Parking Contractor will provide valid dispensation for the vehicle for the period that the vehicle will be on Peabody property, up to a maximum of 14 days.

Vehicle Tax (Tax Discs)

- 3.48 Peabody's Parking Contractors regularly check Peabody estates for untaxed vehicles. The Parking Contractor will establish tax status via parking permit application checks before treating the vehicle as untaxed. Scooters, mopeds and motorbikes are not expected to display tax discs due to risk of theft (see Scooters, mopeds and motorbikes section of this policy)
- 3.49 In cases where the vehicle tax disc has recently expired, Peabody will allow a reasonable period (usually 7 days) before treating the vehicle as untaxed and unauthorised, and will also consider evidence of delays to issue if provided by the resident.
- 3.50 Peabody does not accept Statutory Off-Road Notifications (SORN). If vehicles that have declared a Statutory off Road Notification (SORN) are found on Peabody estates, they will be treated as unauthorised and may be clamped or removed.

Unauthorised Vehicle's Parked in Resident Specific Spaces

- 3.51 On some Peabody estates there are locally agreed arrangements and parking bays or spaces are specifically allocated to licence holders. If an unauthorised vehicle parks in a licence holders specific bay or space, then the licence holder whose bay or space has been occupied should notify the Parking Contractor as soon as possible. The unauthorised vehicle will then be clamped and/or removed.
- 3.52 It is the responsibility of the licence holder to park in their own specific bay on estates with a locally agreed arrangement or the Parking Contractor will serve a penalty notice. If a licence holder has a genuine reason for using an alternative bay, such as having bought a bigger vehicle and agreed to swap with another licence holder who has a bigger bay or space, then they must contact the Parking Contractor to update their information.
- 3.53 Any licence holder who cannot park in their own bay or space because another vehicle is occupying it must contact the Parking Contractor or Peabody immediately, to apply for a valid dispensation code to park somewhere sensible on the estate. This valid dispensation code must be clearly displayed or the vehicle may still be treated as unauthorised and may be clamped and removed.

Visitor Parking**Allocation of Parking Spaces for Visitors**

- 3.54 Any vehicle requiring access to Peabody's estates to visit a resident, for example, for deliveries or removals, will require a visitor's permit. The Parking Contractor will exercise local discretion in exceptional situations. Residents should contact their Neighbourhood Manager, Neighbourhood Client Team or the Parking Contractor for dispensation in these cases, for example, doctors and nurses called out in an emergency.
- 3.55 Residents are responsible for ensuring that their visitors' vehicles are roadworthy and that the vehicle has a valid vehicle tax disc and valid visitors parking permit clearly displayed, or the Parking Contractor may treat the vehicle as unauthorised and clamp and remove the vehicle.
- 3.56 Any parking bays or spaces that are available would normally be offered to residents. However, following consultation with residents, a percentage of the parking bays or spaces available may be allocated for visitors. Residents on estates must decide locally on the split between resident and visitor parking. The amount of parking spaces allocated to visitors will also depend on how much space is available on the estate.
- 3.57 In the case of a death of a resident, whoever is responsible for clearing the resident's property during the Notice to Quit and the Torts notice period will be given valid dispensation to park temporarily on Peabody estate. The Neighbourhood Manager, who will co-ordinate with the person responsible for clearing the property, is responsible for contacting the Parking Contractor to grant this dispensation. Neighbourhood Managers will be required to provide the vehicle registration number of the vehicle(s) that will be allowed the temporary dispensation. The dispensation will finish on the final date of the Notice to Quit or the Torts notice period, unless otherwise arranged. The Neighbourhood Client Team will be available to assist in the absence of the Neighbourhood Manager.

Requesting Visitors Permits and Locally Agreed Systems

- 3.58 Residents can apply to the Parking Contractor for visitor permits. These will be issued to residents in books of 10 one-day permits. There will be costs charged for a visitor permits.
- 3.59 There is a limit of 50 visitor permits per year for visitors, but if residents require more, application can be made to the Neighbourhood Client Team. The limit to visits is introduced to deter misuse of visitor

parking and to ensure that all residents have access to visitor parking as and when they need it. The limit will be monitored and reconsidered at the next policy review. Where Peabody finds that visitor parking is being abused and not used for the purpose of visiting, visitor permits will be withdrawn from the resident. The withdrawal will be at the discretion of the Neighbourhood Manager and will normally be for 6 months for a first infringement. Further infringements will incur a longer withdrawal.

- 3.60 Residents must apply for visitor's permits with the accompanying payment to the Parking Contractor. . Once an application and payment has been received, the Parking Contractor will issue the visitor's permits. The Parking Contractor requires no information about visitor's vehicles or the resident and will issue standard visitor permits.
- 3.61 Visitor parking permits are no longer free due to the demand for parking in London and the increased amount of unauthorised parking on Peabody estates due to the introduction of the [Congestion Charge](#). The charges for resident parking permits are set by the Finance Team and vary locally; however, the charges for visitors' permits are fixed across Peabody. Costs will be set and reviewed with the Parking Contractor to ensure value for money for both Peabody and the Peabody residents.
- 3.62 A valid dispensation code or valid visitors permit must be clearly displayed in the vehicle at all times. Failure to display a valid dispensation code or valid visitors permit may result in a penalty notice being issued. A valid vehicle tax disc must also be clearly displayed.
- 3.63 Provision for visitor's permits should be agreed locally. Resident's must be able to easily obtain visitor's permits through the Parking Contractor. The locally agreed system must be accessible to all residents.
- 3.64 In certain circumstances or where locally agreed, Peabody may consider providing an annual visitor's permit. There will be a charge for this. Staff should request information to ascertain why they need an annual permit, for example, they are visited every single day by a family member or carer, and should make checks as to the validity of this if there is not locally agreed provision on that estate. This is to ensure abuse of visitors' permits can be avoided and the maximum availability of visitor permits for all Peabody residents. If any discrepancy exists then the annual permit should be replaced by 10 one-day visitors' permits.
- 3.65 In order to offer choice, if residents on certain individual estates agree through consultation, for example, with the Tenants Association, that annual permits will be the preferred method on those estates, the Parking Contractor will issue annual permits. The resident should contact the Parking Contractor directly to request a visitor's permit. The Parking Contractor will check with the Neighbourhood Manager when the request is for an annual visitor permit to check that the request is valid. The visitor's permit will be sent out when the payment is received. Payment can be made to the Parking Contractor over the telephone or by post. If the resident hasn't received a visitor's permit within 7 days then they should contact the Parking Contractor directly.

Members of the Public Using Peabody Facilities

- 3.66 Peabody provides a number of additional facilities on its estates, for example, Youth Clubs and Digital Learning Ring Centres. Members of the public using these facilities will not be able to park on Peabody estates unless their vehicle is roadworthy, has a valid vehicle tax disc clearly displayed and has a valid visitor's permit clearly displayed. If not, the Parking Contractor may treat the vehicle as unauthorised and clamp and remove the vehicle.

Staff Parking

- 3.67 Assistant Directors will decide which job titles qualify for a staff parking permit. They should only authorise permits for staff that need to visit estates on a regular basis to carry out their job.
- 3.68 Car bays will be allocated to non office based staff only. Car bays will be allocated to staff in these circumstances in areas of low demand only. Staff are not permitted to use resident car bays other than where allocated.

3.69 Staff who have to park in metered bays, in car parks, or pay congestion charges when travelling on Peabody business can reclaim the costs via a Business Expenses Claim Form. Parking fines or any other fines incurred in connection with traffic offences will not be paid for. Staff members or contractors are responsible for ensuring that their vehicle documents are valid and up to date, the vehicle is roadworthy, that a valid vehicle tax disc and a valid staff or contractor parking permit is clearly displayed. Otherwise, the Parking Contractor may treat the vehicle as unauthorised and clamp and remove the vehicle.

Contractor Parking

3.70 Contractors are not required to sign a licence agreement and will be allocated a specific parking permit.

3.71 Contractors are provided with a contractors permit by the Neighbourhood Client Team and the member of staff responsible for the contractor should arrange for a permit to be issued prior to the contractor starting work. In emergencies, dispensation codes can be provided by the Neighbourhood Client Team, through their staff sponsor.

3.72 The Parking Contractor will provide valid dispensation to contractors who park considerately on Peabody estates. The member of staff responsible for the contractor whilst on the estate should contact the Neighbourhood Client Team to gain a valid dispensation code. The valid dispensation code must be clearly displayed or the Parking Contractor may treat the vehicle as unauthorised and clamp and remove the vehicle.

3.73 All contractors vehicles parked on Peabody estates must clearly display:

- a valid parking permit – this must be either a valid resident parking permit, valid visitor parking permit or valid dispensation code;
- a valid vehicle tax disc; and
- if applicable, a valid disabled badge.

3.74 Peabody does not accept Statutory Off-Road Notifications (SORN). If contractor's vehicles that have declared a Statutory off Road Notification (SORN) are found on Peabody estates, they will be treated as unauthorised and may be clamped and removed.

3.75 On some Peabody estates there are locally agreed arrangements and parking bays or spaces are specifically allocated to licence holders. If an unauthorised vehicle parks in a licence holders specific bay or space then the licence holder whose bay or space has been occupied in an unauthorised manner should notify the Parking Contractor as soon as possible, so that the unauthorised vehicle can be clamped and removed.

3.76 Contractors do not qualify for a sub unit (garage, store or pram-shed).

3.77 Vehicles parked on Peabody estates must meet the following criteria:

- be able to move independently without a tow, for example, not trailers, caravans or boats;
- be able to be driven legally on public roads, for example, have a valid M.O.T, a valid tax disc clearly displayed (except for scooters, mopeds and motorbikes) and have insurance;
- be roadworthy and not causing a health and safety risk or public nuisance; and
- be within Peabody's maximum vehicle size of 6 metres long, 3 metres high and 2.5 metres wide.

3.78 Contractors, delivery vehicles and other types of vehicle which exceed this limit will be allowed access to visit Peabody's estates for a limited time in order to carry out the required works and make deliveries and will require a dispensation code and should contact the Neighbourhood Client Team to arrange this.

Parking Enforcement

- 3.79 Peabody has enlisted parking and sub-units contractors to manage the clamping of unauthorised vehicles parking in Peabody's parking bays and spaces. The Parking Contractor will work alongside Peabody staff to enforce parking regulations, charges, clamping and the removal of unauthorised vehicles on Peabody Estates.
- 3.80 Peabody will provide up to date information on the parking and sub-unit arrangements for each licence holder by providing parking information which sets out how the Parking Contractor and Peabody will control the parking services. This may be done by, for example:
- including information in the Peabody Newsletter;
 - updating the residents website;
 - presenting information at resident association meetings or forums;
 - sending a copy of the current parking policy or summary of the main changes to all licence holders.
- 3.81 Peabody will agree clear signage with the contractor for estates to set out parking information.
- 3.82 Parking enforcement operates on Peabody property where it has been requested, or where Peabody believes it is needed. If a majority of residents feel strongly that either they do or do not want or need parking enforcement on the estates where they live, and Peabody feel it is the correct business decision, Peabody can activate or suspend parking enforcement in that area.
- 3.83 The decision will be taken by Peabody once all residents have been consulted on that estate or area and a majority of residents have voted. This decision must be signed off by the Assistant Director of Neighbourhood Services.
- 3.84 The final decision on suspending or starting parking enforcement will be made by Peabody. If Peabody feels that parking enforcement is, or isn't needed, where the majority of residents have voted the other way, Peabody's decision will be final. For example, if parking enforcement has been voted to be suspended, but disabled residents are unable to park in disabled bays due to unauthorised parking, Peabody could re-introduce parking enforcement.
- 3.85 On some Peabody estates, residents can choose to pay for a parking bay or space even though parking enforcement doesn't operate on that estate. Residents who choose to pay for a parking bay or space where there is no parking enforcement in operation will sign a licence agreement in the normal way and are entitled to park in that parking bay or space. Where there is no parking enforcement in place, Peabody will not be able to take action against unauthorised parking.

Unauthorised Parking and Charges

Charges

- 3.86 If there has been no activity with an unauthorised vehicle within 20 minutes on all Peabody property, the Parking Contractor will clamp the vehicle and charge a removal of clamp fee. A clamping notice detailing why the vehicle has been clamped will be clearly attached to the vehicle. If the vehicle has not been returned to within 2 hours they will remove the vehicle and charge a removal fee on top of the clamping removal fee. If the vehicle is kept in storage then there will also be a daily storage fee on top of this.
- 3.87 The Parking Contractors hold vehicle data centrally and have mobile access to this whilst out on Peabody's estates to determine which vehicles are parking in an authorised manner or place. They also monitor patterns of activity to see if there are any clear patterns of unauthorised parking.
- 3.88 If the owner or driver of an unauthorised vehicle that has been removed and stored does not contact the Parking Contractor within 14 days, the Parking Contractor will legally dispose of, destroy or sell the vehicle if it has any value. The Parking Contractor is responsible for notifying the owner that the

vehicle has been disposed of, destroyed or sold. Pursuant to the Torts (interference with Goods) Act 1977 the Parking Contractor will attempt to contact the owner before disposal where we know their whereabouts. They will therefore check whether it is possible to trace the owner from the number plate licence or other means and serve a Torts notice on the owner via recorded delivery before the vehicle is disposed of.

- 3.89 If the vehicle is sold, any proceeds remaining from the sale, minus the Parking Contractor's expenses, will be sent to the owner or held by the Parking Contractor or Peabody if they cannot be established. If the costs of the enforcement, removal, destruction, disposal or sale are greater than the value of the vehicle, any proceeds made from any sale of the vehicle will be put towards the Parking Contractor's costs of administration and enforcement. No further charges will be made to the vehicle owner or driver.
- 3.90 If the licence holder breaches the terms of their licence agreement, by not paying the charge due, parking in unauthorised places, driving on the estate in an anti-social or unsafe manner and continues to do so, despite a written warning, staff will take legal action to end the licence agreement by serving a valid Notice to Quit.

Dealing with Anti-Social Behaviour associated with driving

- 3.91 Penalty notices will be served on residents who persistent park in an unauthorised manner. If, after reasonable efforts have been made to resolve matters and unauthorised parking continues, the Neighbourhood Manager will terminate the licence agreement and offer the parking bays, spaces, garages, stores or pram-sheds to the next qualifying resident on the waiting list.
- 3.92 Residents can report incidents of dangerous or aggressive driving anywhere on Peabody land. We will investigate complaints in line with our anti-social behaviour policy. We expect all residents to comply with their tenancy or lease agreements, which prohibit anti-social behaviour.
- 3.93 Examples of vehicle nuisance can include persistent and nuisance car repairs in communal area/street, joy riding, racing cars/scooters/motorbikes, off road motorcycling and abandoned vehicles (Please note that if this occurs on local authority land, the local authority should be contacted).

Staff Roles in Parking

Person/Department	Responsibility
Peabody Direct	<ul style="list-style-type: none"> ▪ Updating and maintaining the waiting lists
Assistant Director of Neighbourhood Services	<ul style="list-style-type: none"> ▪ Sign –off of contracts
Neighbourhood Client Team	<ul style="list-style-type: none"> ▪ Negotiating and monitoring parking enforcement contracts ▪ Handling contractor complaints ▪ Issuing contractor and staff permits for parking bays and spaces ▪ Monitor waiting lists for sub-units ▪ Provide Neighbourhood Manager with administration support for signing up Licence Agreements
Parking Contractor	<ul style="list-style-type: none"> ▪ Issuing and renewing parking permits ▪ Handling appeals and general enquiries about enforcement ▪ Ensuring that signs about parking enforcement rules on Peabody property are up to date
Lettings	<ul style="list-style-type: none"> ▪ Closing sub unit accounts with end of tenancy rent accounts and informing Neighbourhood Services of each case.
Revenues Team	<ul style="list-style-type: none"> ▪ Monitoring sub-unit arrears ▪ Terminating licence agreements for arrears ▪ Contacting Neighbourhood Managers and Neighbourhood Client Team when sub-units are available to let
Finance	<ul style="list-style-type: none"> ▪ Setting and notifying licence holders of charges for parking bays and spaces, garages, stores or pram-sheds
Neighbourhood Manager	<ul style="list-style-type: none"> ▪ Checking proof of relevant documents ▪ Signing up licence agreements ▪ Letting parking bays or spaces, garages, stores and pram-sheds ▪ Issuing keys for garages, stores and pram-sheds. ▪ Serving NtQ to end licence agreements or serving Injunctions for anti-social behaviour and consider taking action against the tenancy for parking breaches ▪ Checking sub-units are cleared and keys are handed in when licence agreements are terminated
Neighbourhood Manager & Tenant or Resident Association	<ul style="list-style-type: none"> ▪ Removing, or reducing significantly, the number of parking spaces available for residents or visitors when necessary ▪ Keeping gates permanently locked and agreeing opening and closing times of estate gates where appropriate ▪ Applying for and making small scale improvements on estates, for example, adding bicycle racks, sleeping policeman and bollards

Abandoned Vehicles

3.94 Where parking enforcement exists on estates, the Parking Contractor regularly checks Peabody estates for abandoned vehicles. Where abandoned vehicles are identified as belonging to a former tenant, a Tort notice will be served as per the Torts (Interference with Goods) Act 1977. Peabody

will contact the tenant to move the vehicle. We may take steps to remove the vehicle, if the former tenant cannot be traced. (See our [Abandoned Goods Policy](#)).

- 3.95 We will contact relevant partner agencies, for example, the Local Authority, police or traffic wardens, to seek advice where vehicles block emergency exits.
- 3.96 Where parking enforcement does not exist, the Neighbourhood Manager will follow the abandoned goods policy and process, serve Torts notices and contact the Parking Contractor to arrange removal of the vehicle.

Establish Ownership

- 3.97 If Peabody staff identify abandoned vehicles but do not know, or cannot establish, who the vehicle belongs to, they should contact the Parking Contractors immediately. The Parking Contractor will attempt to establish ownership by making enquiries with adjacent residents, contacting the Police, contacting hire companies and also contacting the [Driver and Vehicle Licensing Agency](#) (DVLA).

Sub Units - Garages, Stores and Pram-sheds

Waiting Lists for Sub Units

- 3.98 All permanent household members are eligible to apply for a garage, store or pram-shed provided there are no arrears, except for housing benefit paid in arrears where the resident can provide the relevant documents. Second sub-units will only be offered to the next resident on the waiting list if all residents on the list have at least one parking bay or space, garage, pram-shed or store.
- 3.99 Garages, stores and pram-sheds will be allocated strictly according to the waiting list, which is held by application date by Peabody Direct. The Neighbourhood Manager, the Neighbourhood Client Officer, the Parking Contractor and the Revenues Team will work together and are responsible for highlighting available garages, stores and pram-sheds through estate inspections, patterns of inactivity or termination of licence agreements. The Neighbourhood Client Officer will monitor the waiting list and write to the next person on the list when there is a void sub-unit.
- 3.100 The Revenues Team should monitor sub-unit income and arrears to highlight where garages, stores and pram-sheds are falling into arrears. They will contact the Neighbourhood Manager, the Neighbourhood Client Team and Peabody Direct when they become available in order to maintain their efficient turnaround for other residents. If the main tenancy which is linked to a garage, store or pram-shed is ended, then Revenues should contact the Neighbourhood Manager to alert them to the available sub-unit. The Neighbourhood Manager will then inspect the sub-unit to make sure it has been cleared and arrange to offer it to another resident.

Low Demand for Sub Units

- 3.101 If there are no residents on the waiting list for a garage, store or pram-shed, the vacancies should be made available to non-residents, for example, members of the public at the higher, market level. If non-residents contact Peabody and request garages, stores or pram-sheds then Peabody Direct and Neighbourhood Managers or the Neighbourhood Client Officer should check that there are no residents on the waiting list for that estate or nearby estates.

No availability of Sub Units

- 3.102 If a resident lives on an estate where there are no facilities, but lives within a short walking distance from another Peabody estate with garage, store or pram-shed facilities, they can go onto the waiting list for the nearby estate. Neighbourhood Managers should also check their estate for available sub-units as an alternative.

Setting and Increasing Charges for Sub-units

3.103 Charges for garages, stores and pram-sheds vary according to the location and size and Neighbourhood Managers, Neighbourhood Client Officers or the Revenues Team will provide residents with the charges for various estates. The Finance Team will set charges annually and issue increase notices to licence holders. The amount charged will not usually be less than the cost of supplying the service to licence holders and provide sufficient income for Peabody to meet its Business Plan objectives.

Payment arrears for Sub Units

3.104 Garage, store or pram-shed arrears will be collected in line with the Rent Arrears Policy and Procedure. If a resident is in rent arrears, the request for a garage, store or pram-shed will be refused. Existing licence agreements will be terminated if the resident has arrears on their main rent account and has failed to respond to the second arrears letter.

3.105 If the resident is waiting for housing benefit that is paid four-weeks in arrears, then they are entitled to a garage, store or pram-shed but the Revenues Team and Neighbourhood Managers should monitor this regularly, ending the licence agreement if the arrears increase.

3.106 The Revenues Team are responsible for serving a Notice to Quit to end a licence agreement for the sub-unit where there are arrears.

3.107 If a licence holder refuses to remove their vehicle once a valid Notice to Quit has expired for a garage, store or pram-shed licence agreement, the Neighbourhood Manager should serve a valid Torts notice on the vehicle before arranging for removal. Once the Torts notice expires, the vehicle can be removed from the garage, store or pram-shed in line with the Abandoned Goods Policy.

Offering and Letting Sub Units

3.108 When a garage, store or pram-shed is available to let, the waiting list will be referred to by the Neighbourhood Manager or Neighbourhood Client Officer, a licence agreement must be issued and Household updated. Neighbourhood Managers will copy the licence agreement to the tenancy file and issue a key for the garage, store or pram-shed. The Revenues Team will monitor the rent account on both the main tenancy and the sub-unit to highlight any arrears and take any necessary action.

3.109 The licence holder must not part with possession of any sub unit licensed to them to another person or body. The licence will be terminated if this happens.

Unauthorised Vehicles Parked in Resident Specific Sub-units

3.110 It is the resident's responsibility to keep their garage, store or pram-shed secured or locked when it is not in use. If the resident leaves the garage, store or pram-shed unlocked and an unauthorised vehicle parks in a resident specific sub-unit, or uses the storage space, it is the resident's responsibility to resolve the matter.

Staff Entitlement to Garages or Stores**Non-resident staff**

3.111 Non-resident staff do not qualify for a garage, store or pram-shed.

Health and Safety Criteria

- 3.112 Before permission is given for a licence holder to store a vehicle in a garage, store or pram-shed, staff must be satisfied that the garage, store or pram-shed can be entered and left safely, so that it does not represent a danger to others in the locality.
- 3.113 If garages, stores or pram-shed's are in pedestrian areas, specific motor vehicles such as mopeds, scooters and motorbikes as well as bicycles must be pushed to the edge of the pedestrian area before being ridden.

Complaints and Appeals

- 3.114 Any complaints related to this policy and the Parking Contractor will be handled by the Neighbourhood Client Team.
- 3.115 Appeals against parking enforcement, including clamping and vehicle removal, can be made direct to the Parking Contractor. If the customer is not satisfied with the appeal outcome, it will be considered by the Neighbourhood Client Manager.
- 3.116 Complaints following an appeal will join Peabody's Complaint Policy at Stage 2.

4. Other Information**Stock Transfer**

- 4.1 Where Peabody acquires estates through stock transfer, local arrangements will be in place. Each individual offer document and Tenancy Agreement(s) must be referred to, to establish the individual parking and consultation arrangements for the estate.

Vehicles Permitted on Peabody Estates

- 4.2 Vehicles parked on Peabody estates must meet the following criteria:
- be able to move independently without a tow, for example, not trailers, caravans or boats;
 - be able to be driven legally on public roads, for example, have a valid M.O.T, a valid tax disc clearly displayed and have insurance;
 - be roadworthy and not causing a health and safety risk or public nuisance; and
 - be within Peabody's maximum vehicle size of 6 metres long, 3 metres high and 2.5 metres wide.
- 4.3 Contractors' vehicles, removal vans, delivery vehicles and other types of vehicle which exceed this limit will be allowed access to visit Peabody's estates for a limited time in order to carry out the required works and/or make deliveries. Drivers will require a dispensation code and should contact the Neighbourhood Client Team to arrange this.

Resident Consultation

- 4.4 Resident consultation must take place with all residents on Peabody estates. If residents decide overall that annual permits should be the preferred permit on that estate then the Parking Contractor will issue annual permits. If a Peabody-wide policy decision is to be altered, for example disabled parking provision changed, then Peabody-wide consultation will take place.
- 4.5 If Peabody carries out work to improve parking or storage arrangements to an estate or block of flats where there are leaseholders, Peabody has a statutory duty to serve a Section 20 notice on each leaseholder informing them of the proposed works, if costs will be recovered through the service charge. Consultation is also required when setting up contracts if leaseholders are required to contribute to the cost of a contract, for example clamping contracts, through the service charge.

- 4.6 If Peabody does not comply with the statutory requirement to consult leaseholders, we will not be able to recover service charges from them. Therefore it is essential that leasehold management staff are made aware as early as possible if improvements to parking or storage arrangements, or setting up contracts to manage parking, are being considered on an estate that has leaseholders. This will ensure that adequate time is available to meet our legal obligations to consult leaseholders, and allow Peabody to recover any service charges due.
- 4.7 On mixed estates where leaseholders live in conjunction with other tenure types, for example, shared ownership, cost and market rent residents, and where the Parking Contractor manages the parking provision for that estate, mixed tenure residents can agree locally agreed parking provision and will be required to abide by the same parking regulations as any other resident. However, mixed tenure residents can decide to opt out of the parking provision provided on the estate but will not be able to use the parking facilities.
- 4.8 Sheltered housing schemes will have locally agreed provision and the Parking Contractor will enforce parking provision in-line with the locally agreed system agreed by resident and staff consultation.

New Estate Acquisitions and Development

- 4.9 During the consultation period Peabody staff should identify any local undertakings, arrangements, informal agreements and legal obligations concerning parking that are currently in place. Peabody staff should encourage new residents to adopt this policy, with adaptations to reflect local circumstances if necessary.

5. Legal and Regulatory Information

Housing Act 2004 – s56

- 5.1 This Act sets out the designation of areas subject to additional licensing. A local housing authority may designate either- (a) the area of their district, or (b) an area in their district, as subject to additional licensing.
- 5.2 Torts (interference with Goods Act) 1977. This Act governs the disposal of unclaimed goods left on private land or premises.

Clean Neighbourhoods and Environment Act 2005 - Part 2

- 5.3 This Part introduces two new offences relating to nuisance parking and amends the law relating to abandoned and illegally parked vehicles. The Act sets out the removal, disposal and penalty sanctions of illegally parked and abandoned vehicles.
- 5.4 Other Acts that provide guidance and regulation on the provision of parking and sub-units are:
- The Crime and Security Act 2010 (This updates the Private Security Industry Act 2001 and directs on vehicle clamping and removal.)
 - The Traffic Management Act 2004. (This Act places a duty on local traffic authorities to ensure the expeditious movement of traffic on their road network and those networks of surrounding authorities. The Act gives authorities additional tools to better manage parking policies, moving traffic, enforcement and the coordination of street works. Parking Attendants are known as Civil Enforcement Officers and Penalty Charge Notices can be posted to the registered keeper of the vehicle).
 - The Road Traffic Act 1991 s31(35c)
 - The Parking Act 1989 (c.16) 35A. - (1)
 - The Traffic Signs Regulations and General Directions 2002 - 3. - (1)
 - Anti-Social Behaviour Act 2003 – part 2. s.12
 - Single Equality Act 2010

- 5.5 Peabody complies with this Act through its Single Equality policy and action plan. Peabody carries out Equality Impact Assessments (EQIA's) on policy and procedure changes.
- 5.6 EQIAs are designed to make sure that our policies, procedures and services reflect the needs of the entire Peabody community. By carrying out EQIAs, Peabody can make sure that the services that are provided meet the requirements of anti-discrimination and equalities legislation.
- 5.7 Peabody will ensure that contractors working on our behalf have a compatible Equality and Diversity Policy in place, and fully understand and/or adopt our policies in this regard.

Planning Permission

- 5.8 Parking arrangements on new build estates, and the refurbishment of current estates, will require Local Authority planning permission. The removal of parking provision on estates may also require planning permission, and this should be checked at an early stage before proposals are discussed in detail with residents. It is the responsibility of the Project Manager to obtain planning permission.

Unitary Development Plan

- 5.9 A Unitary Development Plan (UDP) is produced by each Local Authority and includes information on the number of properties in an authority and future planning requirements, transport routes, parking provision and parking levels for that authority, etc. Compliance with the UDP is not a legal requirement; however failure to comply would be taken into consideration by the Local Authority when considering the granting of planning permission.
- 5.10 When considering alterations to existing car parking arrangements, including refurbishing communal areas and/or removing parking provision, Peabody should meet the minimum requirements of the Unitary Development Plan for each local authority. However a lower level of parking provision may be negotiated if good reasons for this approach can be demonstrated. The Development and Technical Services Directorate will organise with this.
- 5.11 The Department for Transport has no power to regulate parking enforcement, including the immobilisation and removal of vehicles on land that is in private ownership. The Department's legislation covers parking on the street, in car parks that are owned by local authorities, and in car parks owned by the private sector that are regulated by an order made under Section 35 of the Road Traffic Regulation Act 1984.
- 5.12 Legislation introduced by the Department for Trade and Industry (DTI), the Office of Fair Trading (OFT) and the Security Industry Authority (SIA) does provide general guidance on the running of businesses on privately owned land.
- 5.13 The Security Industry Authority is the organisation responsible for regulating the private security industry in the UK. It is an independent body reporting to the Home Secretary, established in 2003 under the terms of the Private Security Industry Act 2001. Its mission is to be an effective, fair and efficient regulator and it has published an Enforcement Policy Code of Practice (December 2009) in accordance with section 20 of the Private Security Industry Act.
- 5.14 The Road Traffic Regulation Act 1984 and the Removal and Disposal of Vehicle Regulations 1986, police and traffic wardens can authorise immediate removal of vehicles under three instances: (1) it is in a potentially dangerous position; (2) the vehicle is causing obstruction; and (3) it is contravening a parking restriction.

Tenancy Agreements and Licence Agreements

- 5.15 Parking Contractors will enforce the clamping and the removal of vehicles in the first instance, to manage unauthorised parking for licence and non-licence agreement holders.

- 5.16 All residents are required to comply with the obligations of their tenancy agreement. Peabody tenancy agreements contain clauses referring to acceptable behaviour when driving or parking on Peabody estates and carrying out repairs. Staff should refer to the resident's individual tenancy agreement or lease.
- 5.17 Residents must comply with the terms of the licence agreement. Peabody will take action to end the licence if any of the terms are broken.

6. Related Procedures

Annual renewal of a parking bay or space
Application for a staff or contractor's permit
Application for a visitors permit
New request from a resident for a licence agreement
Terminating a licence agreement

7. Related Policies

Single Equality Policy
Vulnerable Residents Policy
Anti-Social Behaviour Policy
Health and Safety Policy
Fire Risk Policy
Privacy and Confidentiality Policy
Rent Arrears Policy
Communication Needs Policy
Complaints Policy

8. Letters/Forms

Licence Agreement - Garage
Licence Agreement - Parking Bay or Space
Licence Agreement - Store
Notice to Quit

9. Strategies

Sustainability Strategy
Customer Involvement Strategy

10. Monitoring and Performance Information

- 10.1 Peabody will monitor the effectiveness of this policy on a regular basis in order to continually improve the quality of the service.
- 10.2 There are currently no statutory or regulatory performance indicators for sub units or parking arrangements. The Neighbourhood Client Team review the effectiveness of the Parking Contractor and parking provision overall. Performance indicators for Parking Contractors will be contained within the negotiated contract and will be monitored via regular review meetings with the Neighbourhood Client Team, the contractor and where possible, resident attendees.
- 10.3 Peabody monitors the performance on key areas of service including:

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- the performance of the Parking Contractor on enforcing parking restrictions in relation to unauthorised vehicles on estates, for example, the number of vehicles clamped and removed and the number of designated patrols on estates
 - administering new and annual renewal permits for residents and visitors, for example, the number of permits issued and what percentage of bays are let compared to available
 - re-issuing offers of parking bays to residents;
 - permit costs and enforcement costs are in line with other housing associations and local authorities' statutory guidance for London parking charges; and
 - that fairness and equal opportunities are demonstrated in all aspects of service provision.
- 10.4 Resident services and Revenues monitor parking bay or space, garage, store and pram-shed income, charges and arrears to maintain the effective and efficient turnaround of sub-units, so that all Peabody residents have a fair and equitable chance of occupying a parking bay, space, garage, store or pram-shed.
- 10.5 We will offer refresher training on this policy to ensure that new staff, and current staff, are clear about our responsibilities and how we manage parking.
- 10.6 We will meet the TSA regulatory standard on Tenant Involvement and empowerment (involving tenants in the formulation of housing related policies and the delivery of housing related services) by using consultation methods from our Customer Involvement Strategy. All Peabody policies are considered and approved by the Diversity Forum which comprises of residents.
- 10.7 We will consider adverse effects of major policies by completing an Equality Impact Assessment. Action plans will be developed to mitigate any adverse effects.

Information for Residents

- 10.8 Information will be issued by the Neighbourhood Manager, Peabody Direct, the Neighbourhood Client Team, the Policy Team or the Parking Contractor summarising Peabody's overall parking and sub-unit policy and procedure and local arrangements with licence agreement applications. The information will be re-issued whenever any major changes are made to parking arrangements.