

# Parking enforcement Policy



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## 1. Policy Scope

- 1.1 This policy sets out Peabody's approach to parking management and enforcement on our estates.
- 1.2 This policy applies to all Peabody Group residents and where a parking contractor is employed to undertake parking enforcement. Locally agreed measures and parking bays owned as part of a lease may take precedence over this policy.

## 2. Policy

### General parking management on estates

- 2.1 We will require that only vehicles (including cars, vans or motorbikes) which are roadworthy, insured and are either taxed or have a SORN declaration are parked within our parking areas. We will take appropriate action to deal with any abandoned and untaxed vehicles on our land.
- 2.2 We will investigate reports of dangerous or anti-social driving in line with our Antisocial Behaviour (ASB) policy and procedures.
- 2.3 We may move vehicles to a nearby location if they are obstructing emergency entrances or exits.
- 2.4 The introduction of parking enforcement may be triggered by resident requests and/or parking management issues including, but not limited to, non-resident use of resident parking, misuse of disabled parking bays and reoccurring vehicle-related ASB.
- 2.5 We will consult with residents on parking issues experienced on their estate and how parking enforcement could resolve them.
- 2.6 The decision to introduce parking enforcement will be made by the Peabody Group and approved by the Head of Neighbourhoods. We will inform residents when parking enforcement will take place on their estate.

## **Parking enforcement on an estate**

- 2.7 We will hire a parking contractor and install signs to display parking information where enforcement is in place.
- 2.8 We will require a licence agreement to be signed before allowing someone to park and expect the terms and conditions of the agreement to be adhered to. Failure to do so will result in the termination of the agreement with 28 days' notice.
- 2.9 We will accept applications for parking permits from permanent adult household members. We will accept applications from household members under the age of 18 years old if their parent or legal guardian signs the licence agreement on their behalf, and is responsible for any unpaid charges.
- 2.10 We will not accept applications for permits if the applicant's household is in rent arrears, except where these arrears are due to housing benefit payments and evidence can be provided to show this is the case.
- 2.11 The parking contractor may serve a Parking Charge Notice where there is non-compliance to parking enforcement on the estate.
- 2.12 We will allocate one annual permit per household on a first come, first serve basis. The permit is for the permit holder and specific vehicle that is registered at the Peabody estate. When changing vehicles, we may issue a dispensation for up to 14 days, allowing the permit holder to continue parking on the estate.
- 2.13 We will give priority to disabled residents that hold a valid Blue Badge to have one parking bay free of charge.
- 2.14 We may rent parking bays to non-residents and allow residents to have a second parking bay where there are spaces available and no waiting list.
- 2.15 We may terminate additional parking bays allocated to residents and any bays allocated to non-residents when a waiting list develops.
- 2.16 We may allocate a parking bay to a full-time carer (where a space is available) and dispensation to a temporary carer. Other support services that vulnerable residents are dependent on (e.g. meals on wheels) may receive a visitor permit or dispensation.
- 2.17 We will issue up to five visitor permit booklets per household per year and reject requests if the resident is in more than four weeks rent arrears and has not maintained a payment plan for at least 12 weeks.

- 2.18 We will set parking charges annually and issue increase notices to residents if they increase. Charges are calculated on a weekly basis and vary according to location.
- 2.19 We will terminate a licence agreement when arrears in a main rent account or parking account go unpaid in accordance to our rent collection procedure.
- 2.20 We will terminate a licence agreement for a parking space 28 days after receiving a written notice requesting termination from the licence holder.
- 2.21 We will terminate a licence agreement when a resident moves out of the estate.
- 2.22 Staff and contractors who are allocated a parking permit or dispensation for official business can park in visitor parking bays or non-designated bays where available.

### **Parking Charge Notice complaints and appeals**

- 2.23 Complaints regarding Parking Charge Notices should be made directly to the parking contractor.
- 2.24 If someone is not satisfied with the appeal outcome from the parking contractor, we may respond to the complaint and / or signpost them to appeal about the parking contractor's decision through the Parking on Private Land Appeals (POPLA) online process ([www.popla.org.uk](http://www.popla.org.uk)).

### **3. Monitoring and continuous improvement**

This policy will be reviewed every three years, unless legislation, business or sector developments require otherwise, ensuring that it continues to meet its objectives and take account of good practice developments.

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<b>Policy owner</b>	Joe Joseph, Director Resident Services
<b>Policy author</b>	Olivia Drury, Policy Officer
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<b>Staff consultation</b>	HPG, Chi Voong Parking Enforcement Administrator, Chris Savva Technical Officer, Hayley Fowler Neighbourhood Manager, Jessica Robinson Neighbourhood Manager, Dania Fitzgerald Assistant Head of Neighbourhoods, Patrice Etriata Assistant Head of Neighbourhoods, Vatel Ntankeu Mbami Head of Neighbourhoods
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