

Parking and Abandoned Vehicles Policy

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Author(s): Head of Housing

1. What this policy aims to do

- 1.1. Sage Homes is committed to making sure your neighbourhood is well maintained, safe, and a community to be proud of.
- 1.2. Sensible use of the communal areas, including parking facilities, is important for the safety and enjoyment of all customers. This includes making sure that parking areas are used responsibly and in line with your tenancy or lease agreement which outlines how to correctly use both allocated and communal parking areas.
- 1.3. On most of our developments, parking facilities are provided for residents and their visitors to park their vehicles. Some customers may have parking bays demised to their property e.g. houses; others form a part of a communal car parking facility.
- 1.4. We are aware that parking can be a major factor when people consider where they choose to live. Parking arrangements for our new build developments is dependent on planning restrictions and may not always meet your preference.
- 1.5. Where parking is available, we will allocate bays as per the build plans (where applicable) and work with customers to make sure all parking areas are used considerately and respectfully.
- 1.6. Parking signage (where applicable) must always be followed. Sage Homes will not be responsible for parking fines issued to customers who have not followed the instructions on signage.
- 1.7. Where customers report that others are parking in their allocated spaces, it is important to note that parking enforcement can only be arranged by the legal owner of the land. If Sage is the legal landowner, we may explore introducing parking enforcement measures; however, this may require a full Section 20 consultation with all affected customers, including confirmation of associated cost implications for customers.
- 1.8. Parking on pavements, footpaths and obstructing driveways is not permitted.
- 1.9. We will maintain all garages and parking areas where we have that responsibility, this does not usually include driveways to individual properties.
- 1.10. Requests for disabled parking facilities will be reviewed on a case-by-case basis; this will depend on several factors including availability and planning permissions. Where parking is not available for disabled customers or those households who hold disabled badges, and require parking for their day-to-day support needs, customers are advised to approach their local authority for rehousing.
- 1.11. Visitor parking (where applicable) is available on a 'first come, first served' basis. It should not be used as additional parking where customers have more vehicles than demised parking bays.
- 1.12. Garages and parking areas are solely for the storage of motor vehicles. Garage sites and parking areas must not be used for repairing vehicles without our permission.
- 1.13. We do not permit large commercial vehicles to be parked on land owned by us, or a third-party managing agent. This includes Heavy Goods Vehicles (HGVs) and any vehicle over 2.1m, or a length that is greater than the applicable parking space.
 - This includes any non-standard vehicles such as boats, campervans, caravans,

horseboxes, food trucks, skips, and trailers.

- 1.14. All vehicles must be considered safe and in a good, roadworthy condition. All vehicles must be taxed, have relevant MOT (where appropriate), and have motor insurance.
- 1.15. We will not allow 'Statutory Off-Road Notification' (SORN) vehicles to be parked in areas owned by Sage or third parties, including car parks and driveways.
- 1.16. Suspected abandoned vehicles will be managed by a third party contractor; they will carry out all investigations (DVLA and ownership checks), in addition to placing notices and removal where appropriate.
- 1.17. If customers fail to meet the obligations of their tenancy or lease agreement we will take appropriate action, including the use of legal remedies, to make sure parking areas are used properly and safely.
- 1.18. This policy has been developed in line with the following good practice and legislation:
 - '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
 - Protection of Freedoms Act 2012
 - Clean Neighbourhoods and Environment Act 2005 – Part 2 Disability Discrimination Act 2005
 - Refuse Disposal (Amenity) Act 1978 S106 Parking Strategy.

2. Appeals and complaints

- 2.1. Appeals and complaints against Parking Charge Notices should be made directly to the relevant parking contractor.
- 2.2. If a customer is not satisfied with the outcome from the parking contractor, we will signpost them to appeal the parking contractor's decision through the Parking on Private Land Appeals (POPLA) [online process](#). In some exceptional cases, we may review the case and respond to the customer.
- 2.3. All other complaints will be responded to in line with Sage's Complaints Policy.

3. The scope of this policy

- 3.1. This policy sets out Sage's expectations and requirements with regards to parking management.
- 3.2. This policy applies to all Sage customers and visitors, regardless of tenure.

4. Equality and diversity

- 4.1. Sage is committed to making sure all services are accessible to all our residents. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.
- 4.2. This policy will be applied in a way which makes sure we treat all customers with

fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the [Equality Act 2010](#).

- 4.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print.

5. Delivery of this policy

- 5.1. This policy should be read alongside the Antisocial Behaviour Policy, any tenancy and/or lease agreements, and in addition to covenants/transfer agreements for which Sage are responsible for enforcing.
- 5.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Housing Team. They can be contacted at Housingservices@sagehomes.co.uk.

6. Review of the policy

- 6.1. We will review this policy at least every three years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
 - We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
2.1	Senior Service Quality Managers	Strategic review and update to corporate template	Head of Field Services	May 23	Head of Field Services	May 26
2.2	Head of Housing	Strategic review and update to corporate template	Head of Housing	March 2026	Head of Housing	March 2029