

Langstane Housing Association Limited

Motor Vehicle Parking Policy

1. Aim

To maximise tenants equitable use of planned restricted motor vehicle parking facilities available within their home scheme.

2. Objectives

- To make tenants aware of the motor vehicle parking facilities available to them.
- To provide cost free motor vehicle parking to Association authorised users. (excluding Stevenson Court enclosed area)
- To provide a proportionate number of motor vehicle parking spaces for use by Disabled persons on each of the Association's scheme motor vehicle parking areas.
- To make tenants and other authorised users aware of their responsibilities as authorised users of the motor vehicle parking facilities provided by the Association.
- To prevent as far as practicable the unauthorised use of the Association's motor vehicle parking facilities.

3. Procedures

The Association will ensure that procedures are in place to facilitate a tenant's request for a permit to use the motor vehicle parking facilities within their 'home scheme'. Due consideration will be given to the matter of tenants' carers or other accredited requests.

Procedures to be followed by staff are available on paper and computer format. In addition other formats can be provided in compliance with the Disability Discrimination Act 2005.

The tenant's responsibilities and rights in relation to motor vehicle parking facilities will be included in future editions of the Tenant's Handbook.

4. Staff Resources & Training

The Policy is implemented by the Association's Customer Services Team

Training includes :

- Appropriate IT skills
- Dealing with difficult situations

5. Monitoring & Review

Motor Vehicle Parking processes and issues will be monitored by the Neighbourhood Services Team and will include :-

- The maintenance of a Authorised user Data Base.
- The number and nature of complaints received.

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Committee of Management: 31/03/08

Review Date Every 3 years

If you would like this document sent to you in large print, please contact Support Services on 01224 423000