L&Q Parking Policy

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1 Purpose

1.1 This policy sets out how we (L&Q) manage parking on land owned or managed by us. It explains the types of parking available, how parking spaces may be accessed or allocated, and the rules residents, visitors and other users must follow.

1.2 Its purpose is to help ensure parking areas are used safely, fairly and consistently, while supporting access for residents and managing limited parking availability across our estates.

2 Scope and Exclusions

1.1 This policy applies to parking spaces, parking bays, car parks, associated land and designated parking facilities that we manage. We are responsible for managing parking on land that we own or manage. Some parking matters are the responsibility of other organisations, such as local authorities, enforcement providers, managing agents or the police. Where appropriate, we may signpost residents to the relevant organisation.

2.2 It covers our approach to the parking of SORN vehicles, motorcycles, electric bikes and scooters, caravans, trailers and oversized vehicles.

2.3 It applies to residents, members of their household, visitors, contractors and anyone else using parking on land managed by us.

2.4 This policy also covers unallocated/ shared EV charging bays. For information related to private EV charging, please see our Resident Home Improvements Policy.

2.5 Garages are managed separately and residents should refer to our Garages Policy, licence agreement or local arrangements where a garage is provided.

2.6 Parking arrangements vary by location or area and may be affected by tenancy agreements, leases, licences, planning conditions, local parking controls or legal requirements. Where these set out specific requirements, they will apply where they differ from this policy.

3 Legislation and Regulation

3.1 We always aim to meet our relevant legislative and regulatory obligations. Those relevant to this policy include, but are not limited to:

- **Torts (Interference with Goods) Act 1977**

  This Act sets out the legal process we must follow when dealing with abandoned or improperly stored vehicles, so we remove or dispose of vehicles lawfully.

- **Housing Act 2004**

  This Act underpins the management of housing and communal areas, including parking spaces, helping ensure they are maintained safely and do not create hazards for residents.

- **Clean Neighbourhoods and Environment Act 2005**

  This Act provides powers to address nuisance or abandoned vehicles and supports maintaining clean, safe, and well-managed parking areas.

- **Equality Act 2010**

  The Act requires fair and non-discriminatory treatment in all decisions and actions under this policy.

- **Blue Badge Scheme Guidance**

  This guidance helps us decide how to allocate and manage accessible parking spaces and supports mobility and access for disabled people.

- **Highways Act 1980 and Highway Code**

  These apply where parking affects roads, pavements, dropped kerbs, access routes or pedestrian safety. They support safe and responsible parking and help us identify when the local highway authority, rather than L&Q, is responsible.

4 Definitions

4.1 These definitions explain how certain words and phrases are used throughout this policy.

4.2 **Statutory Off-Road Notification (SORN):** This means a vehicle has been declared off-road to the DVLA and must not be used or kept on a public road.

4.3 **Parking licence:** A permission to use a parking space under agreed terms. It does not normally give ownership or permanent rights to the space.

4.4 **Parking permit:** An authorisation issued by us or a relevant authority that allows a resident or authorised user to park in a specific area or type of parking space, subject to the conditions attached to that permit.

4.5 **Permit scheme:** Local parking controls where a valid permit is needed to park in certain areas or bays.

4.6 **Parking enforcement scheme:** Arrangements used to manage parking rules, which may be operated by L&Q, a managing agent, local authority or external contractor.

4.7 **Enforcement provider:** The organisation authorised to manage or enforce parking rules in a particular area. This may be L&Q, a managing agent, local authority or external contractor, depending on the location.

4.8 **Designated parking area:** A marked or agreed area where parking is allowed.

4.9 **Obstruction:** Parking that blocks or restricts access, including roads, footpaths, driveways, emergency routes, entrances, exits or other parking spaces.

4.10 **Blue Badge:** A national parking badge for eligible disabled people, used to support access and mobility.

4.11 **Torts Notice:** a formal written notice under Torts (Interference with Goods) Act 1977, giving the owner a reasonable period to collect goods. It is used when items have been left behind or abandoned. The Notice informs the owner that their goods must be collected within a specified timeframe and explains that, if they are not collected, the landlord may sell or dispose of them.

4.12 **V5C vehicle registration certificate:** the logbook issued by the DVLA in the UK, serving as the vehicle registration certificate. It includes registered keeper of the vehicle and contains essential details about the vehicle.

4.13 **Oversized vehicle**: A vehicle that is considered too large to fit safely within a standard parking bay or that causes obstruction because of its size.

5 Parking Types and Availability

5.1 Parking arrangements vary across location and depend on local layouts and agreements.

5.2 The main types of parking are:

- **Owned bays**

Parking spaces owned or leased as part of a leasehold or freehold interest. Lease or title documents set out the details.

- **Allocated bays**

Spaces assigned to a specific home as part of a tenancy or lease. These must be used in line with the agreement and location rules.

- **Rented bays (licence)**

Parking spaces rented under a licence agreement which sets out the location, terms and charges.

- **Unallocated/shared parking**

Spaces not assigned to individuals and used on a first-come, first-served basis. Availability is not guaranteed. This includes electric vehicle bays.

- **Disabled bays**

Bays intended to support eligible users, normally Blue Badge holders, and may be subject to local controls or application processes. For more detail see section 7.3.

- **Car-free or limited parking schemes**

Some developments have limited or no parking provision. In these cases, parking may not be available through us.

6 General Use of Parking Bays

6.1 Parking must be used safely, fairly and in line with any licence, permit, local signage or parking controls that apply. Parking availability and rules may vary by location.

6.2 Residents, visitors and other users must:

- park only in designated or permitted areas
- keep roads, footpaths, driveways, entrances, exits, emergency routes and other bays clear
- use bays only for their intended purpose
- keep any permit, licence or permission up to date
- only carry out minor vehicle maintenance where it is safe and does not cause nuisance, obstruction, damage or safety risks

6.3 We do not allow:

- parking on grassed areas, pavements, communal areas or other areas not intended for parking
- creating or changing parking areas, dropped kerbs, markings or signage without permission
- commercial vehicle repairs, vehicle trading or activities that cause nuisance, obstruction, damage or safety risks

6.4 Where parking is misused, we may take action as set out in section 15. More detail on specific parking types is set out in the relevant sections of this policy.

7 Eligibility and Allocation

7.1 Eligibility for parking

7.1.1 Access to parking depends on the type of space, local arrangements and availability. To be eligible, you must:

- use a vehicle that is taxed, insured and roadworthy (unless a specific exception applies)
- ensure the vehicle is suitable for the space and fits safely within the bay
- ensure the vehicle is registered to you (V5C vehicle registration certificate) or mainly used by your household (where required)
- have no parking-related arrears, significant housing-related arrears or serious breaches of an agreement with us

7.1.2 We will not apply the arrears and breach criteria automatically. We will consider the nature, seriousness and relevance of the arrears or breach, any repayment arrangement, and the applicant's individual circumstances. Where an applicant is disabled or has another identified access need, we will consider whether applying the criteria would place them at a substantial disadvantage and whether a reasonable adjustment, exception or temporary arrangement is appropriate.

7.1.3 We will require evidence to support an application, such as proof of residency, vehicle ownership or use insurance and MOT, a blue Badge or other supporting documents.

7.1.4 Full details on other vehicle types, including SORN vehicles, are set out in Section 13.

7.2 Allocation of spaces

7.2.1 Where parking is available, we will allocate spaces in line with local arrangements and demand.

7.2.2 Parking spaces will normally be limited to one per household unless surplus spaces are available.

7.2.3 Where demand is higher than supply, we may use a waiting list. Applications will normally be prioritised based on:

- Blue Badge holders, especially adapted properties
- residents with disabilities
- households with significant need, for example dependants
- residents requiring vehicles for employment

- general residents, by date of application

7.2.4 If you are on a waiting list, we may remove your application if you fall into arrears, breach your tenancy or other agreement with us, or no longer have a local connection to the area.

7.2.5 We will retain existing allocations unless the agreement allows changes or there are exceptional circumstances.

7.2.6 Parking spaces provided under a separate licence remain separate from the tenancy or lease and do not normally give permanent or transferable rights. However, we recognise that a parking space may be important to a disabled resident's ability to access and use their home. Where we know that a resident relies on a space because of a disability or mobility-related need, we will consider their individual circumstances and any reasonable adjustments before refusing, reallocating, relocating or ending the parking arrangement. This does not guarantee continued use of a particular space, but we will consider suitable alternatives where it is reasonable and possible to do so.

7.2.7 The approach in this policy applies to decisions made after the policy takes effect and does not automatically reopen or invalidate earlier decisions. We may reconsider an earlier decision where there is new information, a material change in circumstances, or a request made through an applicable complaints or review process.

7.2.8 We cannot guarantee that additional parking spaces will be provided, including at locations where no suitable parking provision currently exists. Any additional provision will depend on the suitability of the location, land ownership, necessary permissions, operational feasibility, funding and available resources.

7.3 Disabled bays

7.3.1 Where a resident requires a disabled parking bay:

- We will consider requests for disabled parking bays where we own or manage the land. Applications for bays on local authority-controlled land must be made to the relevant council.
- A Blue Badge will be taken into account as evidence of parking and mobility needs, but it does not guarantee that a disabled parking bay will be available or allocated. We will consider each request individually, taking account of the resident's disability-related needs, the suitability and availability of parking, competing needs, local arrangements and any reasonable adjustments that may be appropriate.

- Residents who do not hold a Blue Badge may also request an accessible parking arrangement where they have a disability-related need. We may ask for relevant supporting information so that we can understand and assess the request.
- We may review disabled bay allocations if circumstances change or the bay is no longer required.

8 Parking Licences

8.1 Some parking spaces are provided under a licence agreement, usually where a space is rented separately from your home. A parking licence does not give ownership, tenancy rights or permanent rights to the parking space. It is separate from your home tenancy or lease unless your agreement says it is and may be ended in line with the licence agreement.

8.2 Where a parking space is provided under a separate licence, the licence is personal to the licence holder and will not automatically transfer when the associated home is sold, or through succession, mutual exchange, assignment or the death of the licence holder. Anyone wishing to continue using the space, including a person buying or moving into the associated home, must apply for parking. We will consider their application in line with the licence agreement, local arrangements, eligibility criteria, availability and any waiting list, unless the agreement or local arrangements expressly state otherwise.

8.3 You must pay all parking charges in line with your agreement and make payments when they are due. We will tell you about any changes to charges in advance, where required.

8.4 We may review charges from time to time and will tell you in writing if your charge changes, including when the new charge will start. Please see our Rent Setting Policy for more information on increases.

8.5 You can end your parking licence by giving notice in line with your agreement. Notice periods for parking licences tend to be 28 days.

8.6 We may end a parking licence where:

- there has been a breach of the licence or this policy, for example charges not paid or misuse of the space
- you no longer meet the eligibility criteria
- we need the space for management, safety or legal reasons, such as repairs, redevelopment, access requirements, or changes to parking arrangements.

9 Subletting and Private Arrangements

9.1 You must not sell, exchange, sublet, or give away a parking space provided under a tenancy, permit, lease or licence unless permitted. A parking space licence is personal to the licensee. If you no longer need the space, you must end the licence in line with your agreement.

9.2 If you own a space, you may be able to rent or sell it subject to your lease. We will not normally get involved in disputes relating to privately owned spaces

9.3 Where there is misuse of a parking space or unauthorised private arrangements, please see section 15.

10 Permits

10.1 Some areas operate permit schemes. A permit allows you to park in a controlled area or type of bay, subject to the local rules. It does not guarantee a space unless the local arrangements say this. Where permit schemes apply:

- permits must be used and displayed in line with local rules, signage and enforcement arrangements
- charges may apply
- you must only use a permit for the vehicle, address or parking area it has been issued for

10.2 We may withdraw a permit where it is misused, or permit conditions are breached. For action that may be taken, please see section 15.

10.3 Temporary Parking Arrangements

10.3.1 Temporary parking arrangements may be considered where needed and where they are reasonable, possible and appropriate for the location. Residents should contact us to discuss their circumstances.

10.3.2 Any temporary arrangement will normally be time limited and subject to local parking controls and availability. Previous temporary arrangements do not guarantee that the same or similar arrangement will be agreed in future.

11 Visitors

11.1 Visitor parking is not guaranteed and may be very limited at most locations. Where visitor parking is available:

- visitor permits may be required and must be used in line with local arrangements

- visitors must follow this policy and any local parking rules
- residents are responsible for making sure their visitors understand and follow the parking rules

11.2 Special arrangements may apply in some locations for carers, support workers and medical visitors.

12 Electric Vehicles Bays

12.1 Use of EV bays

12.1.1 In some areas, a limited number of unallocated electric vehicle (EV) charging bays are provided to support residents who own electric or plug-in hybrid vehicles. These bays are a shared resource and are for charging only. Charging fees will apply, and those using the bays are responsible for paying any costs. Details will be provided at the location or through the charging provider. In order to ensure EV bays are used fairly, the following applies to all:

- EV bays are available on a first come, first served basis unless local rules say otherwise.
- Having an electric or plug-in hybrid vehicle does not guarantee access to a charging bay.
- You must only use an EV bay while your vehicle is plugged in and actively charging.
- Once your vehicle is charged, you should move it as soon as possible so other residents can use the bay.
- You must follow any instructions on the charging equipment or signage and use charging cables safely, so they do not cause a trip hazard or block paths.

12.2 Misuse of EV bays

12.2.1 Misuse of EV bays includes:

- parking in an EV bay when the vehicle is not charging
- using bays to charge e-bikes and e-scooters
- using an EV bay for a petrol or diesel vehicle
- blocking access to charging equipment
- leaving charging cables in an unsafe way
- not following local signage or time limits

12.2.2 Misuse of EV bays may be dealt with in line with section 15 and any local parking enforcement arrangements.

13 Other Vehicle Types and Storage

13.1 This section explains how additional vehicle types must be stored or parked on land we manage. This includes motorcycles, mopeds, electric bikes and scooters, SORN vehicles, mobility scooters, caravans, trailers, boats and oversized or specialist vehicles.

13.2 All vehicles kept on land we manage must be suitable for the space, stored safely and comply with any local parking controls. Where these requirements are not met, we may take action in line with section 15.

13.3 Motorcycles, mopeds, electric bikes and scooters

13.3.1 Motorcycles, mopeds, electric bikes and scooters must be parked in designated or appropriate external areas. They must not be stored in internal communal areas, escape routes or any area where they could create a fire risk or obstruct access.

13.4 SORN vehicles

13.4.1 SORN vehicles may only be kept on land we manage with our prior written permission and where the tenancy, lease, property title, local arrangements and applicable legal requirements allow. Permission may be refused or withdrawn where the vehicle is not kept in a reasonable condition, creates a nuisance or safety risk, or the location is no longer suitable.

13.5 Caravans, trailers and oversized vehicles

13.5.1 Caravans, trailers, boats and oversized or specialist vehicles must not be parked on land we manage without our prior written permission. We may refuse permission where the vehicle is not suitable for the space, location, a residential environment or where local arrangements do not allow.

13.6 Mobility scooters

13.6.1 Mobility scooters must be stored and used in line with our Mobility Scooters Policy, which sets out requirements for safe storage, charging and fire safety.

14 Abandoned, Nuisance and Hazardous Vehicles

14.1 Hazardous Vehicles

14.1.1 Where we believe a vehicle presents an immediate hazard, we may contact the police, local authority, emergency services or another relevant agency and take

urgent action where lawful and necessary. If we later assess the vehicle as not hazardous, we may treat it as a nuisance or abandoned vehicle instead.

14.2 Abandoned Vehicles

14.2.1 Where a vehicle is suspected to be abandoned, we will make reasonable attempts to establish and contact the owner. Where we identify an owner, we may explain why we believe the vehicle is abandoned or causing a problem and what action is required to remedy the issue.

14.2.2 Where necessary, we may:

- notify the local authority or another agency
- issue or attach a Torts notice to the vehicle
- send notice to the registered keeper where details are available
- keep a photographic and dated record of the vehicle's condition
- remove the vehicle from land we control after the relevant notice period or procedures have been completed.

14.2.3 If the vehicle appears to have little or no value, we may dispose of it in line with the law after completing the required steps. If we sell the vehicle, we may use the proceeds to offset costs where permitted.

14.3 Nuisance Vehicles

14.3.1 If a vehicle is not abandoned but is causing a nuisance, we may take action by using any parking controls in place, reporting untaxed or uninsured vehicles to the relevant authority, contacting the owner, or taking other appropriate action where local rules or the law allows.

14.3.2 Where action is needed, we may recover reasonable removal, storage, disposal or other related costs where local rules or the law allows.

15 Parking Enforcement, Reviews and Concerns

15.1 Parking enforcement

15.1.1 Parking enforcement on land we manage may be carried out by us, a managing agent, a local authority or an external contractor, depending on the location.

15.1.2 Where an enforcement scheme is in place, residents, visitors and other users must follow the local rules, including permit requirements, signage, parking restrictions and bay conditions.

15.1.3 If enforcement action is taken by an enforcement provider, residents should use the provider's challenge or appeal process. Independent appeals may also be available where applicable.

15.2 Reporting concerns

15.2.1 Residents should report persistent parking concerns on land we manage, particularly where parking causes obstruction, safety risks, misuse of parking bays or repeated nuisance.

15.2.2 Where an enforcement scheme operates, residents should normally report unauthorised parking or misuse directly to the enforcement provider. If they are unhappy with the response or have wider concerns about how the scheme is operating, they should contact their Neighbourhood Housing Lead.

15.3 When we may take action

15.3.1 We may take action where parking rules, licences, lease terms permits or local controls are breached, or where parking causes obstruction, safety risks, unauthorised use, nuisance or repeated problems.

15.3.2 Action may include warnings, enforcement through an enforcement provider, withdrawal of permits or parking rights, ending a parking licence, recovering costs where permitted, or taking action under tenancy, lease, licence or legal provisions.

15.3.3 We will not intervene where a third-party enforcement provider has acted correctly. Our ability to act may also be limited where we do not control the land or parking enforcement arrangements.

16 Monitoring and Controls

16.1 We will monitor parking applications, waiting lists, allocations, offers and refusals, and periodically review waiting lists, to help ensure parking spaces are allocated fairly, consistently and in line with this policy.

16.2 We will maintain appropriate records of parking licences, permits, charges, arrears, terminations and vacant spaces, and monitor licence arrears, to support effective management, income recovery and effective use of parking spaces.

16.3 We will monitor reports of parking misuse, unauthorised use, abandoned vehicles, obstruction, EV bay use, disabled bay requests, complaints and reviews of parking decisions to identify recurring issues, accessibility concerns and opportunities for improvement.

16.4 We may carry out periodic reviews or audits of parking allocations, waiting lists, disabled parking provision and licence management to ensure this policy is applied fairly and consistently.

17 Equality, Diversity and Inclusion

17.1 We will apply this policy fairly and consistently, and in accordance with the Equality Act 2010. An Equality Impact Assessment has been completed as part of developing this policy.

17.2 We recognise that some residents may be affected differently depending on their individual circumstances. For example, disabled residents may rely on parking close to their home to support their independence and mobility. Where demand exceeds supply, Blue Badge holders and residents with disabilities will be prioritised in line with the allocation criteria in this policy. Requests for disabled parking bays will be considered based on individual need, availability and local arrangements.

17.3 We will consider individual circumstances and make reasonable adjustments where appropriate, in line with our Supporting Residents with Additional Needs Policy. This may include considering temporary parking arrangements where reasonable, possible and appropriate.

17.4 We will monitor the application of this policy to help identify and address any unintended barriers or adverse impacts.

18 Communication

18.1 We will publish this policy on the L&Q website.

18.2 We will publish this policy internally for our colleagues to access, along with associated procedures, processes and guidance.

18.3 Complaints about the application of this policy will be managed through our Complaints Policy.

19 Policy controls sheet

Date of approval: 01/10/2026

Approved by: Customer Group

Effective date: 29/10/2026

Next Review date: 01/10/2029

Policy owned by: Director of Housing Management

Associated documents: Garages Policy, Resident Home Improvement Policy, Parking Allocation and Abandoned and Nuisance Standard Operating Procedure, 03.08 Parking Bays Arrears Management Standard Operating Procedure, 03.08 Parking Bays Arrears Management Process Map, Car Parking on New Build Schemes Standard Operating Procedure,

Main change	Key points
Introduction of a new Parking Policy	• Clarified parking eligibility, allocation and management arrangements. • Updated approach to disabled parking, EV bays and parking enforcement.
Reviewed by: The Policy Team	
Approved by: Customer Group	