

## Parking

June 2015

### Introduction

We recognise that parking is an important issue for many of our residents. That's why we will manage our parking areas effectively and enforce parking restrictions where they exist. In return we ask that you don't park on access roads or block other residents' driveways and keep to local parking arrangements.

This summary applies to all residents.

### Renting a parking space

On some of our schemes you can rent a parking space and receive a permit for a small charge. However, to do this you will need to have a clear rent account. There may also be a waiting list in areas where there is a shortage of spaces.

To find out more about renting a parking space or getting a parking permit, please call the Service Centre.

If you are a leaseholder who owns your parking space and you would like to rent it out to someone else, you should let us know who you are renting it to and what vehicle they have. If there are any problems with this arrangement, we may take action.

### Parking restrictions

Parking restrictions do vary from scheme to scheme so you should contact the Service Centre for more information about your local area. In general, parking bays, driveways and garages are for parking permitted vehicles only.

The types of vehicles which aren't allowed include:

- untaxed vehicles;
- unroadworthy vehicles
- commercial vehicles or caravans (unless you have our written permission);
- vehicles for sale (unless you have our written permission); and
- vehicles that you are repairing, unless they are minor repairs to your **own** vehicle.

Whatever the parking restrictions, you should always keep to them or you risk having your vehicle, removed or legal action being taken against you.

### Dealing with abandoned vehicles

Generally, an abandoned vehicle is a vehicle that's not wanted by its owner. It may also be in a poor condition, untaxed, vandalised, or left in the same place for several weeks.

Abandoned vehicles can make estates look unsightly, lead to crime and vandalism, pose a danger to your health and safety and even take up valuable parking spaces. Therefore whenever we are informed of an abandoned vehicle we will take swift action to have it removed from our land.

We will work with local authorities and the police to remove abandoned vehicles. In some circumstances, they are allowed to remove them immediately. If your vehicle is removed by either the local authority or the police, you will need to contact them directly to make enquiries.

## Reporting abandoned vehicles

To report a vehicle that has been abandoned on the Group's land, please contact the Service Centre and provide them with:

- the location of the vehicle;
- the make and colour of the vehicle; and
- the registration number.

To report an abandoned vehicle on a public road, please contact your local Environmental Services Department directly.

## Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website [www.shgroup.org.uk](http://www.shgroup.org.uk). Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

## Feedback and Complaints

If you have something to say about the Group's policies and procedures or the information we provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to [servicecentre@shgroup.org.uk](mailto:servicecentre@shgroup.org.uk) marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

<b>Arabic</b>	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة <b>Service Centre</b> .
<b>Bengali</b>	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
<b>French</b>	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
<b>Somali</b>	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xirii Xarunta Adeegga.
<b>Spanish</b>	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
<b>Turkish</b>	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.