

# Parking Policy

## General Terms applicable to underground parking and on-street parking

1. Definition: "vehicle" means a motor vehicle such as, but not limited to, cars / motorcycles / mopeds.
2. Vehicles will be parked at entirely the bay user's own risk. The owners and managers of Brentford Lock West will not be held responsible for any theft or damage caused to the vehicle(s).
3. Only **authorised vehicles** (meaning with a valid *Permanent* or *Visitor* parking permit) can park on the Estate.
  - a. Parking users must display an official permit that can only be issued by Estate Management.
  - b. If you change your vehicle or hire a temporary replacement it is your responsibility to inform Estate Management.
  - c. Exceptions will be made for house moves but Residents must contact Estate Management in advance (minimum of 24h on working days) to make special arrangements for parking.
4. All vehicles must clearly display (on the dashboard for cars/vans) a valid parking permit for the vehicle and space being used.
5. There is a **5mph speed limit** restriction across the Estate for the safety of all Residents and their visitors.
6. Vehicles must not be left idling and/or play loud music on the Estate.
7. Vehicles must be road-worthy, insured and taxed, in operating condition and presentable (no major body rust or damage, no parts missing, reasonable cleanliness.)
8. There is no stopping and/or parking anywhere which is not marked as a parking bay for cars or motorbikes.
9. Vehicles must be fully contained within the boundaries of their parking bay and parked in the middle of the bay.
10. Except for emergency situations (broken down vehicles with the Resident attending), no repairs, no maintenance or servicing of vehicles is permitted within underground parking or on any other areas on our Estate.
11. Residents are responsible for the cost of cleaning any discharge (oil / fluid) on the ground, especially in our underground parking.
12. Vehicles using a "disabled bay" must display a government-issued blue badge and a valid and visible parking permit.
13. Parking bays with an electric charge point:
  - a. They may be used by any vehicle which meets the other criteria in this section and has a valid visible permit. Only electric vehicles licensed for use on the road by the DVLA can use the electric power supply. The electric vehicle must be plugged into the charge point and the charge started using a Charge Your Car (CYC) RFID card.
  - b. It is strictly forbidden to run electrical leads from power sockets (underground parking) or from the charger to other vehicles as it is a fire and trip hazard.
14. Parking outside of or adjacent to a designated bay is not permitted.
15. Parking rules apply to all visiting trades, utilities and contractors. Residents are responsible for issuing visitor parking permits and showing where to park. Contractor's parking permits are also available at the Estate Office.
16. This Parking Policy can be amended by Estate Management after consultation with Phase Management Companies and following a 30-day notice.

## Parking permits and applications for permits

17. Permits are only issued by Estate Management and applications for permits should be directed to us.
18. Two types of parking permits are available:
  - a. Permanent permits are only issued to bay owners and display information specific to the vehicle / apartment / bay and can only be used with registered vehicles. Bay owners can have several Permanent permits.
  - b. Visitor permits are issued to all leaseholders. They only display information related to the bay and apartment and can be handed over to any vehicle but must be returned to the Resident otherwise a replacement fee will apply (see below.) Two Visitor Parking Permits are issued per apartment.
19. Processing applications may take up to 2 working days or more under exceptional circumstances. Residents must come and collect their permits at Estate Management Office where they will be asked to sign for them.
20. It is the user's responsibility to ensure the details shown on the permits are correct and up to date as otherwise they may be issued a *Penalty Charge Notice*.
21. Cost of issuing Parking permits:
  - a. For new permits when new Residents are moving in, or when a Resident is replacing their vehicle: **free**
  - b. For the replacement of existing permits for any other reason (lost, damaged...): **£10.00 (ten)**
  - c. Payment can be made through Service Charges, by cheque or in cash (a receipt will immediately be given.)

## Underground parking

22. All parking bays are allocated, so only users with an allocated parking bay may access and use the underground parking.
23. Parking bays may be sublet to Residents to Brentford Lock West only and must be relinquished at the end of tenancy.
24. At any time (subject to the terms of the lease) Estate Management may ask bay users to change bay and allocate them a different bay, and this change may be temporary or permanent. A 14-day notice must be given to the bay user except in case of emergencies, and failure to comply may result in a *Penalty Charge Notice* being issued and/or your vehicle being towed away.
25. Access to the underground parking is controlled to help ensure the security of vehicles.
  - a. Bay users accept responsibility for devices needed to access the underground parking and accept the obligation to pay reasonable costs of £44.00 (transmitter) or £20.00 (barcode) for any replacement thereof in the event this is lost or damaged during the period of this permit and will contact Estate Management confirming same as soon as possible.
  - b. In case of a faulty transmitter / barcode, replacement will be free of charge.
  - c. Depending on operational requirements, there can be a replacement delay of maximum 24hours. Collection of the new device will take place at our Estate Office between 9am and 4pm from Monday to Friday.
  - d. Residents should source extra batteries for transmitters at their own cost, but in case of emergency Estate Management has spare batteries available for a £2.00 cost each.
26. Parking is for private vehicles only and is non-transferrable.
27. Vehicles must be fully contained within the boundaries of their parking bay and must be parked in the middle of their bay. Vehicles encroaching into or preventing normal access/use of neighbouring bays may be issued a *Penalty Charge Notice* and/or be towed away.
28. Parking bays are for the use of one vehicle only. No other property will be allowed and will be removed.
  - a. Notices will be left where the belongings were removed to inform the owner of the situation and how to collect the property; please note that Estate Management is under no obligation to contact the supposed owner of the property in any other way but through the written notice left where the property was removed.
  - b. It is the property owner's responsibility to contact Estate Management to claim within 14 days.
  - c. Any removed property that is not claimed will be retained for a maximum of 8 weeks. Beyond that period, they will be handled in any way deemed suitable by Estate Management which includes but is not limited to being donated to charity, given to individuals, sold, disposed of, auctioned off etc.

## On-street parking bays

29. These parking bays are identifiable by four oak posts in each corner and with a sign designating them as either a "visitor bay", a "disabled bay" or "electric bay."
30. When using these spaces, a Resident permit must be clearly displayed.
31. Parking is limited by the conditions on nearby signage on walls or on oak posts.
32. **Dorey House:**
  - a. The 20 parking bays in Dorey House do NOT fall under the remit of Brentford Lock West companies.
  - b. Queries about these bays should be directed to the concierge at Dorey House – 0208 569 9061.
33. **Commerce Road:**
  - a. Parking on Commerce Road is under the control of London Borough of Hounslow.
  - b. Brentford Lock West presently has no jurisdiction over parking or parking violations on Commerce Road. Complaints about *Penalty Charge Notices* received or queries about parking on Commerce Road should be directed to Hounslow Borough Council – 020 8583 2000.

## On-street loading bays

34. Loading bays are identifiable by the sign designating them as "loading bays."
35. Whilst a permit is not required, a vehicle must not occupy any part of a loading bay for longer than 20 minutes. These areas are for loading / unloading to take place.

## Parking enforcement

36. Parking enforcement is operated by a service provider: *Private Parking Solutions* (PPS.)
37. A *Penalty Charge Notice* will be levied for breaches of the parking rules contained herein.
38. **PPS should be contacted directly if you want to contest a Penalty Charge Notice** (see their details on the notice.)
39. Repeated breaches of our Parking Policy may result in withdrawal of privileges for a period of time determined by Estate Management and ranging from 2 weeks to 4 weeks.