

Chapter 11: Parking and garages



Parking

Parking has become a problem in Haringey and on council estates. To try and improve the situation for all residents and visitors, Haringey Council introduced two parking schemes that might affect where you live.

The **estate controlled parking scheme** is managed by Homes for Haringey and the **controlled parking zones** are managed by Haringey Council Parking Service.

Controlled parking zones

There are a number of controlled parking zones in the borough. Some properties we manage are in controlled parking zones, and in these cases you must follow the controlled parking zone's parking restrictions.

Special street signs show you when you are entering or leaving a controlled parking zone and the times that parking restrictions apply (see the example below). You will need a residential or visitor parking permit or a valid pay-and-display ticket to park in the marked bays.

To get a permit, you will need to fill in a parking permit application form, provide proof of where you live and proof that you own or are hiring or leasing the vehicle. There is a charge for the permit.

Permits for controlled parking zones are **not** valid within estate controlled parking schemes. You can apply for a controlled parking zone resident's permit in the following ways.

- **By visiting** Haringey Council's parking service office at:
Parking Customer Centre
247 High Road
Wood Green N22 8NZ.
Opening hours:
Monday to Friday: 9am to 4.30pm
Saturday: 9.30am to 12.30pm

- **By writing to:**
Haringey Council Parking Service
PO Box 26311
London N22 8XA.
E-mail: parking@haringey.gov.uk
- **By visiting** the council's website at www.haringey.gov.uk
- **Or, you can phone** Customer Services' parking helpline on 0845 073 1234.
Opening hours:
Mondays and Fridays from 8am to 6pm; and
Tuesdays, Wednesdays and Thursdays from 8am to 8pm.

People with disabilities (controlled parking zones)

If you are a disabled driver, you do not need a parking permit as your **disabled person's badge** (blue or orange) allows you to park your vehicle in any type of parking bay except business bays.

You must make sure that:

- you display a valid blue or orange disabled person's badge; and
- the vehicle is being used to carry the owner of the disabled person's badge.

You are also entitled to apply for a companion badge which you can use in place of your disabled person's badge. The companion badge is meant to help stop people from stealing and misusing disabled persons' badges.

If you want a disabled person's badge, or need more information about controlled parking zones, contact your local Customer Services Centre.

Estate controlled parking scheme

The estate controlled parking scheme is completely separate from the controlled parking zones.

Controlled parking zone permits are **not** valid on estate controlled parking schemes, and vice versa. Permits for the estate controlled parking scheme are free for people who live on the estate.

A permit does not guarantee a parking place. It only allows you to park in the approved areas. The estate controlled parking schemes operate at flexible times between Monday and Saturday. There are extra restrictions for estates near White Hart Lane when Tottenham Hotspur Football Stadium is being used for any event.

If you live on an estate covered by the scheme, you **must** display a valid resident's parking permit and valid tax disc on the vehicle windscreen. We will clamp or remove vehicles not displaying a valid permit and tax disc. **If you do not have a valid tax disc, the permit will not be valid.**

Each resident vehicle owner is entitled to one permit for each vehicle. To be eligible for a permit, you **must**:

- be living on the estate for which you want a permit;
- have your vehicle registered to an address on that estate; and
- have a valid tax disc (also known as an excise licence) for the vehicle.

If you rent a garage on an estate with an estate controlled parking scheme, you are entitled to apply for a parking permit. To be eligible for a permit, you **must**:

- have the vehicle identified on the garage tenancy agreement;
- have evidence that you own the vehicle; and
- have a valid tax disc (also known as an excise licence) for the vehicle.

Permits are only valid on the estate for which they are issued and you cannot transfer them between vehicles. You can get an estate controlled parking scheme permit from your local Customer Services Centre. Permits are valid for one year from the date they were issued.

Short-stay visitors' parking scheme

Residents living on estate controlled parking scheme estates can buy short-stay visitors' parking permits. Visitors' permits will not guarantee a parking place. They will allow visitors to park in approved parking areas on the estate. Visitors who park illegally will be clamped or towed away.

There are three types of short-stay visitors' permits available.

- Short-stay visitors' parking permits
- Weekend visitors' parking permits
- Two-week visitors' parking permits

You can use this type of permit if, for example, you do not own a vehicle but have hired one for a particular period. You can find out about charges on our website at www.homesforharingey.org.

Prohibited areas

You are not allowed to park on forecourts and garage areas if parking is forbidden by street signs, notices or road markings. You are not allowed to park on pavements or footpaths, or grassed, cultivated or shared areas at any time.

These areas where you are not allowed to park are known as **prohibited areas**. If you park in a prohibited area, your vehicle will be clamped and towed away. Similarly, if your vehicle is causing an obstruction of any kind, it will be towed away immediately.

What to do if your vehicle is clamped or towed away

If your vehicle is clamped, the contractor will place an information sticker on the vehicle giving details of how you can get the clamp removed. Do not try to drive the clamped vehicle or remove the clamp yourself.

To **release** the vehicle, you will have to pay a release fee. We may

take clamped vehicles which are not claimed within 48 hours to the vehicle pound.

If your vehicle is taken to the vehicle pound, you must contact the contractor who will tell you how to reclaim it. You will have to pay a release fee before it is returned to you. The contractor's phone number is displayed on signs around the estate.

If you have a dispute about clamping, removal, impoundment or paying release fees, contact the contractor direct. You will find contact details on notice boards at the entrance to the estates.

If you cut off wheel clamps, we will take enforcement action against you, which could include removing the vehicle and not returning it until you have paid any clamping fees.

People with disabilities (estate controlled parking schemes)

Your disabled person's badge (blue or orange) entitles you to park in the estate controlled parking scheme.

You are also entitled to apply for a disabled resident's permit or a companion badge (or both) if you want to. Displaying either of these badges would mean you would not need to display your disabled person's badge, and would reduce the risk of someone stealing and misusing it.

If the person in charge of the vehicle commits an offence (for example, misuses a disabled person's badge), we may take legal action against them.

If you would like a disabled person's badge, a companion badge, a disabled resident's permit or more information about the estate controlled parking scheme, you should contact your local Customer Services Centre.

Other parking responsibilities

Whether your estate is part of the estate controlled parking scheme or not, you also have the following responsibilities.

- You must not park any private, heavy-trade or commercial motor vehicle or caravan unless there is a suitable garage or hardstanding and you have our permission.
- You must not park any vehicle so it could block emergency access, exit points, bin chambers or access to other parking spaces or garages, or could cause a problem.
- You must remove any unroadworthy vehicle you own from shared-access roads or other shared areas when we ask in writing. We consider an unroadworthy vehicle to be one that has no valid tax disc, insurance or MOT, or is in a dangerous condition or unlocked. This applies even if you have a Statutory Off Road Notification (SORN) for your vehicle. You must not park any untaxed vehicle on council land.
- You, or anyone staying in or visiting your home, must not carry out major repairs to vehicles on the land around your home or on the road without our permission in writing.

Untaxed and abandoned cars

Untaxed or abandoned vehicles and vehicles causing an obstruction will be removed **immediately**. If your car has been removed, you will need to contact the contractor, and they will return your vehicle once you have paid the relevant fees for removing and storing it. The contractor will get rid of any vehicles which are not claimed by their owners. The contractor's phone number is displayed on signs around the estate.

If a car is abandoned outside your home, you should contact the council's parking service on **0845 073 6904**. Please tell them:

- where the vehicle is;
- the registration number (if possible); and
- the make and colour.

You can report an abandoned vehicle using the on-line form on www.haringey.gov.uk. The parking service will arrange to have the vehicle removed as quickly as possible on our behalf.

If an estate controlled parking scheme covers your estate, our contractors will regularly check for abandoned vehicles. If you want to report a vehicle in an estate controlled parking scheme, please call the number on the notice boards in the area or call your Customer Services Centre.

Parking contractors

All contractor staff working on our estates wear a uniform and display an identify card showing their name, a colour photograph, the name of the contractor, and phone number.

The contractor will patrol estates where the parking scheme is in operation. The patrolling will depend on the specific vehicle problems and parking needs of each estate.

Setting up an estate controlled parking scheme

We can set up an estate controlled parking scheme if residents ask for one. To begin the process, you can use our on-line form on our website at www.homesforharingey.org or contact your tenancy management officer.

Garages

If you need somewhere to keep your car or van, you may be able to rent a garage near you. Your local Customer Services Centre can give you information about garages in your area and the number of people on the waiting list.

When we offer garages, we will give priority to council tenants and leaseholders living on the estate. If no council tenant or leaseholder is on the list, we will offer the garage to the next person on the list.

Most garages are designed for a standard car and measure 4.88 metres by 2.44 metres (16 feet by 8 feet), but a few are larger, with room for a van. Rents are based on size and facilities, for example, whether there is lighting inside.

Points to consider

- You can only rent a garage for motor vehicles.
- You must not use a garage for any other purpose, such as storage.
- You must not store materials that catch fire easily in a garage.
- You cannot keep petrol or gas bottles in a garage.

Reduced garage rents

We may be able to reduce the garage rent if you are:

- 60 or over; or
- disabled and receiving Mobility Allowance or Disability Living Allowance.

Where there is low demand for garages

If it is difficult to let a garage or block of garages, we will consider reducing the rent. We will not normally agree this reduction if we have let more than 50% of the garages already. If we do agree to a reduction, it will apply to all garages, including those we have already let.

You cannot receive more than one discount on any single garage. If we have already reduced your garage rent because of your age or disability, we will replace the reduction with the low-demand reduction.

Renting a garage

To rent a garage, phone your local housing office or contact your local Customer Services Centre. They will send you a form and put you on the waiting list. Or you can fill in the on-line form on our website at www.homesforharingey.org.

When you sign the tenancy agreement for the garage, we will ask you to produce a valid vehicle registration document (V5) and other proof of your identity.

