

POLICY

Parking

Purpose

The purpose of this policy is to outline Housing Trust's approach to properties without designated parking spaces for tenants.

The majority of Housing Trust's parking spaces will not be allocated to individual tenants and will be available to all tenants within the complex for registered and roadworthy vehicles only. Housing Trust acknowledges that not all complexes have enough parking for tenants therefore tenants may be required to find alternative parking i.e. on street parking.

In exceptional circumstances, with Team Leader approval, Housing Trust may allocate parking spaces to tenants within a complex. If Housing Trust applies this process, we will ensure it is done so in a transparent and fair manner. This will be done by ensuring Housing Trust:

- applies a needs based eligibility criteria
- allocates vacant car parking spaces appropriately
- identifies how a car park space becomes available

Policy

Wherever possible, when making allocation of parking spaces, Housing Trust will take into account the needs of the tenants or household members and the supportive evidence to substantiate their needs. Due to the limitations of available car spaces, it is not always possible to meet the needs of all residents. Housing Trust will require residents who are applying for a parking space to provide evidence from qualified independent persons such as medical professionals. This will enable Housing Trust to ensure the parking space allocation is adopted as per the described purpose.

Vehicles including motor bikes, unregistered motorised scooters etc must be operated in a safe manner and road rules must be obeyed at all times.

Parking Space Vacancies

Parking spaces become available when:

- an existing tenant who has a parking space allocated to them ends their tenancy with Housing Trust.
- the household member for whom the car space was allocated no longer resides in the property or requires the use of the parking space.
- an existing tenant who has a parking space relinquishes their motor vehicle and subsequently their parking space.



Housing Trust will inform tenants of any upcoming vacancies and will accept all applications for the allocation of parking for consideration. Parking applications:

- must be submitted to Housing Trust within a ten (10) day period from the date of advice.
- be supported by documentation from qualified independent persons such as medical professionals (where relevant).

Housing Trust will not accept applications for a parking space for residents who wish to park their unregistered vehicles including unregistered motorised scooters. Housing Trust:

- will assess all applications received to determine allocation in line with eligibility criteria as outlined above.
- may engage a qualified independent person(s) to assess the documentation to ensure transparency where multiple applications are received.
will make a decision within twenty eight (28) days after the closing date of applications.
- will notify the approved tenant or household member in writing.
- will then notify unsuccessful applicants of the outcome of their application in writing.

Tenants whom are successful in their application:

- must identify the registered vehicle that will utilise the parking spot
- Allow Housing Trust to sight the following documents:
 - registration papers in the tenants or household member's name
 - drivers licence in the tenants or household member's name
 - Note: Should the tenant provide Housing Trust with a copy of these documents then Housing Trust will dispose of the documents in a secure manner in line with our Privacy Policy. These documents will not be retained on the successful tenant's file.

Visitor Parking

Where a complex does not have designated visitor parking, visitors are not permitted to park in complex parking. If a resident has an allocated parking space as specified above, they are not permitted to allow access to visitors to use their parking space in their absence. If visitor parking is time restricted, these restrictions must be adhered to.

Motorised Scooters and Bicycles

Housing Trust will not allocate a parking space to residents requesting to park their unregistered motorised scooter or bicycle in a parking space. Parking spaces are designated areas for registered vehicles only. Tenants are required to source alternative appropriate storage of their unregistered motorised scooters and/or bicycles. They are not permitted to keep them in common areas unless approved in writing by Housing Trust.



Meeting Tenancy Obligations, Parking Signage and Consideration of Other Tenants

- Tenancy agreements will outline if tenants have an allocated parking space for a registered vehicle.
- All parking spaces must be used as per tenancy agreements and/or complex signage/notifications.
- All parking signage must be abided by.
- All tenants and household members must act in consideration of all tenant of the complex when using complex parking spaces.

Reporting of Ongoing Issues

Tenants are encouraged to report to the Housing Trust ongoing parking issues such as, but not limited to:

- repeated misuse of complex parking spaces.
- repeated misuse of complex short-termed and/or timed parking spaces which are clearly signed
- unregistered vehicles parked in a complex parking space.

Illegal or any other issues are to be reported to the appropriate authorities.

Right of Appeal

If a tenant believes Housing Trust has made a wrong decision, a formal review of the decision should be requested. To do this, the tenant is required to complete a Housing Trust Appeals Form stating why they disagree with the decision. Housing Trust's Appeals Policy and form are available by contacting the Housing Trust office or alternatively, may be downloaded from our website www.housingtrust.org.au

If the appellant is not satisfied with the outcome of the internal appeal they can make an appeal to the Independent Housing Appeals Committee (HAC). HAC is an independent appeals agency for all NSW Social Housing clients.

Housing Trust will advise the appellant on how to lodge an appeal with HAC. Alternatively HAC may be contacted directly by visiting www.hac.nsw.gov.au or by calling 1800 629 794.



Reference or Related Documents

Internal

1. Privacy Policy
2. Appeals Policy
3. 106001 Review of Decision and 1st Tier Appeal Form
4. 107038 Notification to Tenants re Complex Car Park Complaints Letter
5. 108000 Unallocated Car Park Space - Market Street
6. 108003 Successful for Car Park Space - Market Street
7. 108004 Unsuccessful for Car Park Space - Market Street

External

1. <https://www.service.nsw.gov.au/transaction/road-user-handbook>

Policy Version Control

Version	Details of Improvements	Release Date	Approval/Release Details
V 1.0	New policy – modelled from single complex policy to apply to all HT properties where common parking exists. Following feedback received from the Tenancy Action Group (TAG) meeting on 15.08.2018 clarification added that vehicles must be registered, added reporting of ongoing issues and timed parking must be abided by.	19.10.2018	Approved for release by Amanda Winks Chief Housing Officer
V 2.0	Policy & associated documents reviewed in line with HT's policy review schedule. The updated policy was not presented to the Tenant Advisory Group (TAG) as there were no material changes.	03.03.2022	Approved for release by Miranda Serkinic EM: PP&C