



Parking Permits Policy



1. Policy Statement

- 1.1 Community Gateway Association (CGA) are committed to supporting tenants and leaseholders to park vehicles in their local community area where CGA has assigned land that it owns for parking.
- 1.2 Parking space is a high priority for our tenants and leaseholders, the parking permit scheme provides CGA with an effective monitoring service that ensures tenants and leaseholders have priority access to parking where it is available.
- 1.3 The permit scheme also enables CGA employees and contractors to park in areas that have limited parking to deliver CGA services.

2.0 Parking Permits

- 2.1 Spring Parking Limited are contracted to manage CGA's restricted parking zones.
- 2.2 Permits to park in the restricted zones are available to tenants and/or household members of a CGA property, leaseholders and tenants of CGA commercial units situated within or in close proximity to a designated zone.
- 2.3 Due to the number of parking spaces available permits will not be made available to non-CGA tenants located within or in close proximity to a designated zone.
- 2.4 Restricted parking zones will be clearly marked via Spring Parking Limited signs. Unregistered vehicles parking in these zones may receive a parking fine.

3.0 Applications for Parking

- 3.1 Applications for parking permits can be made online at:-

<https://www.communitygateway.co.uk/parking-permits>. Customers are also welcome to contact the Tenancy Services Team on 0800 953 0213 (option 5) for assistance or call into CGA Head Office, Harbour House, Port Way, Preston PR2 2DW.

- 3.2 In making an application for a parking permit the applicant will be required to provide CGA with personal data relating to the ownership of the vehicle including name, address and vehicle registration and this information will be shared with Spring Parking Limited.
- 3.3 Each tenant, household member or leaseholder will receive one parking permit subject to providing the necessary proof of vehicle registration and ownership. Tenants can also apply for one visitor permit per property, there is a £10 administration charge for the issue of each visitor permit. The maximum number of permits that will be issued per household is three.
- 3.4 Additional permits may be permitted at the discretion of CGA and will be based on individual circumstances. Requests can be made as above and will be referred to the Tenancy Services Team Leader.
- 3.5 Visitor permits should be used for the sole purpose of visiting the CGA property for which it has been issued. Any permit which is being used for any other purposes may be withdrawn.
- 3.6 Permits will only be issued for roadworthy vehicles. Where a vehicle is not taxed, or is not roadworthy, a parking ticket may be issued by Spring Parking Limited.
- 3.7 When a permit is issued information/guidance will be provided to the permit holder which is applicable to their parking zone.

- 3.8 It is the responsibility of the tenant, household member or leaseholder to ensure that any changes to their vehicle or vehicle registration number are updated immediately. Failure to do so may result in a parking ticket being issued by Spring Parking Limited. Changes can be made by via our website at <https://www.communitygateway.co.uk/parking-permits> or by contacting the Tenancy Services Team on 0800 953 0213 (option 5).
- 3.9 CGA will issue parking permits to contractors and staff members working in restricted zones. These permits are to be used for the sole purpose of undertaking work on behalf of CGA and should not be used at any other time.
- 3.10 Permits will be cancelled upon the termination of the tenancy or lease. Parking in a restricted parking zone after the ending of a tenancy or lease may result in a parking ticket being issued by Spring Parking Limited.
- 3.11 Complaints regarding unauthorised vehicle parking should be made directly to Spring Parking Limited via telephone on 0845 496 7275. Spring Parking Limited will visit the area more frequently to carry out checks and they will ticket vehicles found to be parking without permits.
- 3.12 Complaints regarding the receipt of a parking ticket should be directed to Spring Parking Limited following the guidance on the ticket received.
- 3.13 If a customer wishes to make a complaint about the services covered within this policy, they are invited to follow CGA's complaints process. Complaints can be made via telephone on 0800 953 0213 (option 6), via email at complaints@communitygateway.co.uk, in writing or in person to our Head Office or by completing the online form on our website.

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