

Andium Homes Parking Policy

Purpose of the Policy

This policy outlines how Andium Homes manages car parking across all land it owns or oversees. Given the high demand for parking, the company aims to ensure fair and effective use of available spaces. The policy is designed to prioritise tenants, promote fairness among residents, support those providing care, monitor and address unauthorised or abandoned vehicles, and ensure that parking areas are safe and well-maintained. Additionally, it ensures compliance with the Motor Vehicles (Removal from Private Land) (Jersey) Regulations 2019 (the Regulations).

Here's what the policy aims to do:

- Put tenants first – giving priority to residents when it comes to parking.
- Be fair – making sure tenants on the same estate have equal access.
- Support carers – allowing reasonable parking for those providing medical or care support.
- Keep things in order – monitoring car parks to spot and remove abandoned or unauthorised vehicles.
- Make good use of space – using available parking to benefit residents and help fund upkeep.
- Keep everyone safe – ensuring car parks are safe for all users.
- Follow the law – complying with Jersey's regulations on removing vehicles from private land.

Introduction

Andium Homes is committed to supporting the wellbeing of its clients, recognising that convenient access to parking near their homes contributes significantly to quality of life. Tenancy agreements generally include the opportunity to park either on the estate or nearby, depending on the type of property, its location, and whether private parking facilities such as driveways or garages are available.

To manage parking effectively, Andium Homes may implement permit schemes or restrict parking to residents only. Regardless of the system in place, any vehicle parked on Andium Homes land must be authorised, roadworthy, insured, and in regular use. Vehicles must also meet specific size and weight requirements and must not pose a risk or nuisance to others.

Disabled parking spaces are provided on a first-come, first-served basis and are not allocated to individual tenants or properties. Vehicles using these spaces must display a valid disability badge issued by a Parish and, where applicable, a valid Andium Homes parking permit.

Please note:

- Parking permits give you the **right to park**, but **don't guarantee a space**
- Vehicles must display a valid permit and insurance disk, park in designated spaces, and meet all conditions

We actively manage our car parks to reduce nuisance and make sure parking works for everyone.

Parking Permits and Car Park Access Fobs

All parking permits, access fobs, and keys issued by Andium Homes remain the property of the company. We may deactivate or take them back at any time if needed.

Here's what you need to know:

- Don't copy or change your permit – If a permit is found to be copied, altered, or damaged, it will no longer be valid, and both the permit and access fob will be cancelled.
- Follow your tenancy agreement – Permits are given based on tenants keeping to the rules. If someone repeatedly breaks their tenancy agreement, which includes being in rent arrears, we may cancel their permit and access fob.
- Remote deactivation – Access fobs can be turned off remotely if needed.

Applying for a permit

Clients can request a permit, make any changes or cancel a permit on the Parking Page of our website

We will issue **one parking permit per household**

We **will not** issue a permit if the property has an individual driveway or garage.

The permit is only for a client or household member

You must have:

- A valid driving licence.
- A logbook showing vehicle ownership
- An up to date rent account

The car must be registered to someone who lives in the home.

Non-Permitted Parking

Estates located outside of town generally do not operate a formal permit scheme. However, parking on these estates is restricted to a maximum of two vehicles per household and reserved for residents only.

These areas are still subject to regular patrols to identify vehicles that are not in regular use, are unroadworthy, uninsured, or appear to be abandoned. Appropriate action, including removal, will be taken in line with the Regulations.

For the purposes of this policy, a resident is defined as either the Tenant of a home on the estate, or a household member registered with us. In all cases, the vehicle must be registered to the resident at the home address.

Parking Enforcement

Vehicles parked without proper authorisation may be removed under the Regulations. This includes vehicles parked outside designated spaces, those breaching estate-specific rules (such as lacking a valid permit or being registered to an address elsewhere), vehicles exceeding permitted time limits, and those parked in restricted areas such as disabled bays without displaying a valid Blue Badge.

Vehicles must also display a valid insurance disk and comply with all vehicle restrictions outlined in this policy. Unauthorised vehicles may be removed, and all costs associated with removal, storage, and disposal will be recovered from the vehicle owner. Andium Homes will pursue recovery of these costs, including through Court proceedings if necessary. The Parking Enforcement Service provider is responsible for managing payments and vehicle releases.

What's Allowed and What's Not

Vehicles must be:

- Insured
- Roadworthy
- Safe and secure
- In regular use

Permits will **not** be issued for:

- Large vehicles (over 4.9m long or 2.3m wide)
- Commercial vehicles unless:
 - They meet size limits
 - They are the household's sole vehicle
 - They don't carry hazardous materials
- Specialist vehicles like rally cars, boats, agricultural vehicles
- Vehicles causing a nuisance or leaking fluids
- Vehicles with a history of misuse
- Vehicles that don't fit available spaces

Parking Enforcement – What Happens If Rules Are Broken

Vehicles may be removed if they are:

- Not parked in a marked space
- Breaking estate rules (e.g. no permit, wrong address)

- Parked too long
- In a disabled space without a Blue Badge
- Failing to display a valid insurance disk
- Not meeting vehicle rules

Vehicles removed from Andium land will be impounded and will only be released on payment of the requisite fee.

The release fee will reflect all removal and storage costs. Storage costs increase on a daily basis.

Where vehicles are unclaimed and are ultimately disposed as permitted by the Regulations, the full costs of removal, storage and disposal will be charged to the vehicle owner. If unpaid, Court action will be taken. If a vehicle has been removed, remains unclaimed or has been disposed of; no new permits will be issued for any future vehicles until all outstanding fees have been paid.

Our Parking Enforcement Contractor handles payments and vehicle releases.

Liability and Variation

Parking on land owned or managed by Andium Homes is entirely at the vehicle owner's/drivers risk. The company accepts no liability for damage to vehicles, whether parked, or removed under the Regulations.

Andium Homes reserves the right to amend or update this policy at its discretion.

Complaints and Appeals

If you have a complaint about:

- Getting a parking permit – please follow Andium Homes' official complaints process, which is explained on our website.
- Parking enforcement – complaints should be sent directly to the Patrolling and Enforcement Contractor.

If you're not satisfied with the response from the contractor, you can escalate your complaint or appeal to Andium Homes for further review.