

## **OPERATIONAL POLICY: PARKING**

Property and Asset Management Lead

### **1. Purpose of the Policy**

To set out the arrangements for the management of car parking on all land owned or managed by Andium Homes.

We are mindful that parking is always in high demand and to manage parking effectively Andium Homes will, where necessary, establish parking restrictions to achieve a number of key outcomes:

1. to provide priority for tenants to be able to park;
2. to provide equity between tenants living on the same estate, particularly between those with private parking within the boundaries of their home, for instance on a driveway; and those who must rely on shared parking areas;
3. to provide an effective means of monitoring the use of car parks, identification of abandoned or unauthorised vehicles and their removal;
4. to ensure that where car parking capacity exists this is utilised to generate income for the maintenance and management of car parks generally;
5. Provide sustainable transport options such as bikes and car share as well as links to public service where feasible;
6. to ensure compliance with the Removal of Vehicles (Private Land) (Jersey) Regulations 2019 (the Regulations).

### **2. Introduction**

Andium Homes is committed to ensuring that its clients enjoy the best quality of life possible, and we recognise that the ability to be able to park as close to home as possible is of significant importance to many clients.

Encroachment on the available parking by non-residents can be a nuisance, especially when large, commercial or abandoned vehicles are involved. At the same time, the Company recognises that intensive enforcement of car parking schemes can be perceived as intrusive for residents and is expensive.

It is a general condition of every tenancy agreement entered into by Andium Homes that tenancy holders and their household members abide by rules established to manage car parking; specifically, all vehicles parked on Andium Homes land must be roadworthy; insured; and in regular use. Subject the exemptions set out later in the Policy, large vehicles are not permitted to be parked in shared car parks that are outside of the boundaries of a tenant's individual home.

The Company will seek, to ensure that there is adequate dedicated parking for disabled clients on its estates, although the spaces will not be allocated to a specific tenant or property and are on a first come first served

basis. To ensure that these spaces are used appropriately, vehicles will need to display a valid, in date disability parking badge, issued by the Parish, as well as a valid parking permit (where required).

The property portfolio managed by Andium Homes is diverse and spread across the Island and there can be a significant variance in the parking pressures estate to estate. Blanket guidelines, applying the same rules to all estates, is not appropriate.

### 3. Types of Parking and Permits

Different parking regimes are used by Andium Homes as appropriate to manage car parking.

	Type of Permit	Permit Required	General Locations	Time Restrictions
1.	Permitted Parking	Valid White Permit to be Clearly Displayed on Windscreen	St Helier and in other areas or within allocated permitted zone	None
2.	Resident Parking	No Permit Issued	Outside of St. Helier	None
3.	Allocated Parking	No Permit Issued	On Mixed Tenure Estates	None
4.	Contractor Permit	Valid Pink Permit to be Clearly Displayed on Windscreen	Selected Estates Dependant on Contract	Working hours unless otherwise agreed in writing
5.	Care Agency Permit	Valid Yellow Permit to be Clearly Displayed on Windscreen	Selected Estates Dependant on Customers	3hrs Maximum Stay
6.	Private Carer	Valid Yellow Permit to be Clearly Displayed on Windscreen	St Helier and in other areas or within allocated permitted zone	3hrs Maximum Stay
7.	Electric Car Permit	Valid Green Permit to be Clearly Displayed on Windscreen	St Helier and in other areas or within allocated permitted zone plus all dedicated electric car charging spaces	None, Electric Car must be actively plugged into charger whilst in electric car parking space
8	Paid Permit	Valid White Permit to be Clearly Displayed on Windscreen	St Helier and in other areas or within allocated permitted zone	None

Aside from mix tenure estates Andium do not allocate spaces to individuals and whilst a parking permit gives an entitlement to park, this is on a first come, first served basis, it does *not* give any guarantee of a parking space on the estate a client resides. Andium Homes will ensure parking is available within Parking Zones mainly in the town area to ensure they able to park on a nearby estate within an allocated zone. Allocation of permits is a right wholly reserved by Andium Homes.

Any vehicle parking on an estate where a permit system is in operation will be required to clearly display a valid parking permit for that estate in the vehicle windscreen. A valid Windscreen Insurance Disk must also be clearly displayed.

#### 4. Refusal or Deactivation of Permit

All parking permits issued always remain the property of Andium Homes and may be withdrawn, at our discretion and can be deactivated remotely.

Permits MUST not be copied, altered or defaced in any way. If any displayed permit is found to be copied or altered will be considered void and not valid for use on Andium Homes land and the permit and corresponding fob will be immediately deactivated for a period to be determined by Andium Homes.

All Tenancies that have an associated permits must be free of arrears. If a tenancy is found to be in arrears the Andium will provide the Tenancy holder with a minimum of 1 months' notice before any associated permit and fob is deactivated until the arrears on the tenancy is cleared, or if and at the discretion of Andium Homes, the arrears are deemed to be appropriately managed.

Tenancies, that have an associated permit, that have been subject to a breach of Andium Homes Tenancy Agreement or evidence of a household member being associated with misuse of the carparking or communal areas Andium will provide the Tenancy holder with a minimum of 1 months' notice before any associated permit and fob is deactivated for a period to be determined by Andium Homes.

#### 5. Information Required

To ensure the appropriate use and control of Andium Homes car parks and communal areas, Andium Homes and the appointed Patrolling and Enforcement service provider Andium will require information in order to issue the permit. The table below shows the minimum information required before a permit is issued:

Type of Permit	Licence	Logbook	OT or Doctors Note	J Number of Vehicle	Up To Date Contact details
Standard Parking Permit	•	•		•	•
Contractor Permit				•	•
Care Agency Permit			•	•	•
Private Carer			•	•	•
Electric Car Permit	•	•		•	•

Further information may be required at the discretion of Andium Homes, before the permit is issued. It is the responsibility for the permit holder to update Andium with any changes to avoid the vehicle being removed from the estate.

#### 6. Eligibility For Permitted Parking

##### 6.1. Primary Tenancy Holders

**A single parking permit only will be issued, free of charge, to each household on a given estate, on the following basis (Subject to capacity):**

- That the household does not have private parking already provided, such as a driveway or garage;
- We will only issue 1 permit per household;

- To the tenant or household member only, provided that the applicant holds a current valid driving license and corresponding logbook to prove ownership of the vehicle;
- The vehicle must be registered to a household member recorded on Andium Homes system (we reserve the right to seek appropriate evidence of this);
- That the applicant or household member does not already hold a parking permit for another vehicle;
- That the rent account for the property is not in arrears;
- That there have been no breaches of any Andium Homes Tenancy Agreement during the preceding 6 months.

Andium Homes reserve the right to withdraw a permit or otherwise limit access to car parking if the above are not adhered to.

Where Andium Homes tenants require another permit on a permitted estate, subject to there being capacity on a permitted estate, can apply to pay for an additional permit, at the absolute discretion of Andium Homes, where all of the above criteria apply and where there is capacity within the car park or nearby estate that additional permits can reasonably be issued.

This permit will be classed as a paid permit as detailed under item 5.5. The cost of additional permits will be at the average market rate for the area minus 20% discount for all existing Clients/Primary Tenancy Holders.

## **6.2. Electric Car Eligibility**

Where the Client can demonstrate that they own an electric or hybrid car they will be entitled to their usual one permit with their tenancy for the estate or particular zone but also able to park on any estate as long as they park in an electric car spot and are plugged in to the charge point receiving charge. This ensures that these spaces are kept free for anyone that needs to charge their vehicle.

## **6.3. Eligibility for a Private Carer Permit (Medical)**

Where a tenant does not drive themselves, does not have a permit for their household and has medical condition which means that they require regular assistance from a family member or friend, they are able to apply for one Parking Permit on medical grounds.

A single parking permit can be issued by Andium Homes, free of charge on receipt of a Doctor's letter or an OT's report stating the approximate period the Client requires medical assistance. If the application is approved the permit will be valid for 1 year or the period stated in the report/letter up to a maximum of 5 years before a Doctor's letter or an OT's report is required to be submitted again.

Andium understand that there will be scenarios that are unique and will be reviewed on a case by case basis.

Private Carer permits will be authorised will be based on capacity and not all car parks will have enough capacity to allow permits, however Andium will endeavour to issue a permit nearby to the Tenancy Holder.

The priority of permits are for Tenancy Holders, therefore any Private Carer permits are subject to reallocation at the discretion of Andium Homes.

Private Carer Permits are restricted to a maximum stay of 3 hours in any 24 hour period and must be displayed alongside a 'Parking Disk' which clearly shows the time of arrival. A handwritten note

showing time of arrival is not acceptable. Any evidence of non-compliance Andium will warn the permit holder once before deactivated permit and fob is for a period to be determined by Andium Homes.

Private Carer Permits are only to be used for visiting the household for which they have been issued.

Parking Disks are available to purchase from the Town Hall, Public Parking Control Office at Sand Street Car Park and Trading Standards office.

#### **6.4. Eligibility for a Professional Carer Permit (Medical)**

Where tenant(s) requires additional assistance from Professional Care organisation, the organisation can apply to obtain a permit for a single or multiple estates dependant on where they can evidence they are assisting Andium Homes tenants.

Professional Carer permits are issued free of charge but will be authorised based on capacity and not all car parks will have enough capacity to allow permits, however Andium will endeavour to issue a permit nearby to the Tenancy Holder the agency is actively providing assistance to. Any Professional Carer permits are subject to reallocation at the discretion of Andium Homes.

If the application is approved the permit will be valid for 1 year or the period stated in the report/letter up to a maximum of 5 years.

Professional Carer Parking Permits are restricted to a maximum stay of 3 hours in any 24 hour period and must be displayed alongside a 'Parking Disk' which clearly shows the time of arrival. A handwritten note showing time of arrival is not acceptable. Any evidence of non-compliance Andium will warn the permit holder once before deactivated permit and fob is for a period to be determined by Andium Homes.

Professional Carer Parking Permits are only to be used for visiting the household for which they have been issued.

Parking Disks are available to purchase from the Town Hall, Public Parking Control Office at Sand Street Car Park and Trading Standards office.

#### **6.5. Eligibility for Contractors**

Contractors employed by Andium Homes will be provided with sufficient parking permits to allow them to park on our land to undertake work for Andium Only during working hours. Applications for sub-contractor permits will be made in the name of the Main contractor and limited to a specific duration of the sub-contractors contract.

For these purposes working hours are generally defined as being Monday – Friday 8am to 6pm and Saturdays 8am to 1pm. Unless specifically authorised Contractor's Permits are not valid for parking outside of working hours.

Contractor's permits will always be issued in the name of the contractor and not in the name of an individual employee.

Any evidence of the Contractor not using the parking appropriately or utilising parking without being able to evidence work being undertaken for Andium Homes during the full period in which the vehicle is parked the permit and fob will be deactivated is for a period to be determined by Andium Homes.

No contractor vehicles shall be allowed to park within the underground parking facilities at Hue Court Clos du Fort, Keith Baal Gardens or Les Jardin des Soleil. Contractors parking on these sites shall do so in the designated surface parking areas only. Failing this the car will be towed and the permit and fob will be deactivated.

#### **6.6. Eligibility for Private Paid Parkers**

Andium Homes uses additional car park capacity as a means of generating income from Private Paid Parkers to assisting in managing the overall service. Capacity of these permits are limited and subject to capacity and issue of each permit and the termination of the permit is a right reserved by Andium and can be undertaken at any time with 1 months' notice.

The priority of permits are for Tenancy Holders, therefore any Private Paid permits are subject to reallocation at the discretion of Andium Homes at any time.

These will be charged at average market rates for the area and are subject to review and RPI increase each year. Payment for paid permits is only accepted directly via the Andium parking portal.

#### **6.7. Eligibility for a Permit (Third Party Organisations and Partners)**

The Company will issue a limited number of permits upon application from Government Departments, Partner Agencies or Charities which are directly involved in the provision of services to our clients. This is at the absolute discretion of the Company and dependant of capacity and subject to bespoke terms and condition dependant on the scenario.

Permits will be issued in the name of the Organisation, Agency or Charity and not in the name of any individual.

All such permits will be for a specified estate or if 'All Estates' will be caveated to exclude 'Hue Court, The Limes & Cyril Le Marquand Court' and will be restricted to the maximum stay specified on the permit. Permits must be displayed alongside a 'Parking Disk' which clearly shows the time of arrival. A handwritten note showing time of arrival is not acceptable.

Parking Disks are available to purchase from the Town Hall, Public Parking Control Office at Sand Street Car Park and Trading Standards office.

### **7. Non-Permitted Parking**

With some exceptions, estates outside of town will not operate a parking permit scheme; however, parking on these areas will be limited to 2 cars and reserved for residents only.

These areas will still be actively visited by the parking patrols to ensure that vehicles not in regular use, un-roadworthy, uninsured or abandoned are identified and the appropriate action taken.

For the purpose of the Policy, "Resident" means:-

- The primary tenant of a home on the estate or in the acceptable area;
- The household member of a home on the estate or in the acceptable area.

In either circumstance, the vehicle concerned must be registered to the applicant at the address on the estate for which the permit is being requested.

Contractors, professional care providers and any other third-party organisations to ensure their permit is displayed at all times regardless of whether an estate is permitted on not. The terms and conditions of this permits still apply regards of whether the estate is permitted or not, i.e. 3-hour limits and working hours.

## **8. Vehicle Restrictions**

All vehicles must be insured and in a roadworthy condition at all times when parking on any Andium estate. Any vehicles that are deemed to be unsafe or are not secure will be removed from the estate immediately and will be subject to the towing charges detailed in the Policy.

Parking permits will not be issued;

- Large vehicles longer than 4,900mm and wider than 2,300mm including wing mirrors);
- Tall vehicles that cannot fit in allocated parking;
- Commercial/company vehicle of any size, unless all of the following are adhered to;
  - It does not constitute as a larger vehicle;
  - The vehicle is the tenant's only primary vehicle and does not already hold a permit for a privately owned vehicle;
  - The vehicle is necessary for that person to work;
  - Does not contain, gas, chemicals or any other substance that could create additional risk or be harmful to others;
- Vehicles which are manufactured other than for normal social and domestic use (e.g. a rally car) other than in the most exceptional circumstances;
- Where the Vehicle creates or causes a nuisance to any other person;
- The vehicle is found to be leaking any kind of fluid;
- Records of previous misuse issues with either the vehicle or vehicle owner;
- Where there is no capacity or there is no suitable space for the type of vehicle.

## **9. Car Park Access Fobs**

Where barriers, roller shutter doors or gates control access to parking areas a fob will be required to operate the barrier, roller shutter door or gate in order to enter the car park.

Car park barrier fobs will be issued on a one fob per permit only (Additional fobs for visitors or family members not holding a parking permit will not be issued).

Fobs remain the property of Andium Homes at all times and must be returned to Andium Homes when the permit expires, or upon demand.

Any deposit paid will be refunded in full only on production of a valid receipt. Any person that cannot produce the receipt that Andium can relate on the fob system to the tenant, £12.00 will be payable to the Tenant via City Pay only. Fobs that were issued free of charge after 7<sup>th</sup> June 2025 should be returned with no payment.

A charge will be imposed for the replacement of a lost or stolen fob and must be paid prior to the fob being issued via City Pay.

Copying of permits or fobs by any means is prohibited and any copied permit found in use will immediately be revoked.

## 10. Parking Enforcement

A vehicle will be considered as being parked without authority, and therefore subject to removal under the provisions of the Removal of Vehicles (Private Land) (Jersey) Regulations 2019, if:

- it is parked other than in a properly designated parking space;
- it is parked on Andium Homes land in breach of any rules established by the Company, for instance if the vehicle is parked without displaying a valid permit, or in the case of an estate reserved for residents only, the vehicle is registered to an address elsewhere;
- it is parked for a period in excess of any maximum period of time as specified by any signage on the land or as detail on the permit terms and conditions;
- it is parked in any restricted area, such as a marked disabled parking area, without displaying a 'Disabled Parking Permit' "Blue Badge" issued by the appropriate Parish;
- it is failing to display a valid Windscreen Insurance Disc;
- in the opinion of either the patrolling service provider or Andium Homes, the vehicle is not in regular use, (this could be that the vehicle has been observed not to have moved for a period of at least 28 days);
- in the opinion of either the patrolling service provider or Andium Homes the vehicle is in an un-roadworthy condition, whether or not the vehicle is subsequently found to be un-roadworthy;
- any vehicle that does not comply with section 7 "Vehicle Restrictions" of this document.

When identified, unauthorised vehicles may be removed from land in accordance with the powers granted to Andium Homes by the Regulations and which allow the removal and impounding of vehicles without notice or warning.

All costs incurred with the removal, impounding and storage of vehicles removed in accordance with the Regulations, are recoverable as a civil debt from the owner of the vehicle or other such person as is specified in the Regulations. Andium Homes will generally seek to recover its costs associated with the removal, storage and disposal of vehicles in all but the most exceptional circumstances.

Any payment and organisation for the release is to be undertaken directly with the Patrolling and Enforcement Service provider.

## 11. Complaints and Appeals

Any complaints that are regarding the issuing of permits is to come under the Andium's complaints process as detailed on the website.

Any complaints regarding a tow or patrol are to be lodged with Andium Patrolling and Enforcement service provider. Once the complaint has been determined by the Patrolling and Enforcement service provider, the complainant can lodge a further complaint or appeal with Andium. For Andium to review the appeal or



complaint, the complainant must have the written determination and all the information/evidence for Andium to review before the review can take place. Following this the complaint or appeal will come under the Andium's complaints process as detailed on the website.

## **12. Liability**

All parking is at the owners risk. Andium Homes will NOT accept liability for any damage, however caused to vehicles on or being removed from land under its administration. This includes any damage to paintwork caused as a result of any discharge of water or any other fluids from pipes or drainage systems or other parts of a building or car parks situated beneath ground level.

## **13. Variation**

Variations to this policy are at the discretion of Andium Homes.

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