

Royal Borough of Kensington and Chelsea
(RBKC) Housing Management

Policy for Parking on RBKC Estates

March 2023



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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2 Introduction

- 2.1 This policy sets out how the Royal Borough of Kensington and Chelsea (RBKC) Housing Management Services manages parking on RBKC estates.
- 2.2 The aim of the policy is to provide an accountable and transparent framework on parking management, termination, and enforcement across RBKC estates.
- 2.3 The purpose of this policy is to also provide information and guidance on:
- Permitted areas for parking on RBKC estates
 - Eligibility for all types of parking permits offered
 - Allocation of all types of parking permits offered
 - Permit charges
 - Termination of accounts
 - Parking enforcement and the handling of illegally parked and abandoned vehicles
 - Conditions relating to parking and garages

3 Related Documents

- 3.1 The policies, procedures and documents related to the Parking Policy are:
- Abandonment Policy
 - Anti-Social Behaviour Policy
 - Complaints Policy
 - Compensation Policy
 - Income and Arrears Policy
 - RBKC Tenancy Agreement
 - RBKC Housing Management Garage Agreement
 - Housing Sustainability and Fuel Poverty Strategy
 - RBKC Housing Management Residents' Parking Guide

4 Legal Context

- 4.1 This policy is in line with the following legislation:
- Parking Act 1989
 - Petroleum (Consolidation) Act 1928
 - Protection of Freedoms Act 2012
 - Road Traffic Act 1991
 - Road Traffic Regulation Act 1984
 - Torts (Interference with Goods) Act 1977

5 Policy Statement

5.1 The scope of this policy applies to:

- RBKC Housing Management residents
- RBKC employees
- RBKC contractors, including parking contractors
- Non-RBKC Housing Management residents
- Visitors temporarily using RBKC estates

5.2 RBKC Housing Management is committed to the management of parking on all estates owned by RBKC for the benefit of residents and its staff.

5.3 RBKC will only permit vehicles that are roadworthy, insured and taxed to be parked in our estates. For the purpose of this policy, a vehicle is any engine powered motorised transporter. This includes:

- Cars
- Vans
- Three-wheelers
- Motorcycles
- Mopeds
- Scooters

5.4 The Neighbourhood Services Team will manage the allocation of permits and ensure the Council maximise usage of all available parking facilities.

5.5 The Neighbourhood Services Team will provide support to applicants/residents with additional needs with their parking permit applications, if needed.

5.6 RBKC Housing Management will ensure that residents and authorised persons receive a fair parking management service that allows parking without nuisance or disruption.

5.7 RBKC Housing Management will ensure that parking management processes including abandonment, termination and enforcement are compliant with any terms of the lease, licence or tenancy, including regulatory and statutory requirements.

5.8 RBKC Housing Management will seek to maximise rental income and will consult with residents on the alternative use of any vacant spaces. In doing so the Council recognises its commitment to meeting the net zero carbon targets.

5.9 The Rent Income Team will manage rent arrears in a proactive, efficient and effective manner, providing a holistic service to those facing difficulty in paying their rent.

- 5.10 Any debts owed to the Council greatly reduces the level of service we can provide to our tenants.

6 Position Statement

- 6.1 RBKC Housing Management aims to improve the parking service provided to residents by working towards digital solutions, including the use of paperless permits, online services and digital self-serving options, where applicable. This work has now commenced.
- 6.2 RBKC Housing Management will review and consult on parking charges and on introducing carbon-based parking permits on its estates, to encourage the uptake of less polluting vehicles and move to greener practices.

Estate Parking services are considered ancillary to a RBKC tenancy or lease, and as such, any complaints regarding parking must follow the RBKC Housing Management Complaints Procedure. The Housing Management Complaints Policy indicates that the Housing Ombudsman Service resolves disputes involving the tenants and leaseholders of social landlords and its voluntary members (private landlords and letting agents).

7 Parking Sustainability

- 7.1 This policy will support the Council's *Housing Sustainability and Fuel Poverty Strategy* and seek ways to introduce more sustainable approaches to RBKC Housing Management parking services, where possible.
- 7.2 RBKC will consider, as part of its aim to improve parking services, ways to reduce vehicle emissions, where possible. This includes supporting the use of electric vehicles on our estates.
- 7.3 As part of its aim to improve housing sustainability, RBKC Housing Management will investigate the possibility of installing electric vehicle charging points on its estates and assess resident requests for new charging points.
- 7.4 RBKC Housing Management is committed to working jointly with residents on ways to become more sustainable to parking services in order to reduce vehicle emissions and environmental impact.
- 7.5 RBKC Housing Management will provide information to residents on any changes to their parking service and to their estate, including ways to achieve greener outcomes, where required.
- 7.6 Residents are encouraged to contact RBKC Housing Management if they have any queries on sustainability to parking services.

8 Permitted Parking Areas

- 8.1 Permit holders will only park within permitted marked bays and must display a valid permit or badge entitling them to park within that bay type, and not in any other area, unless they have a paperless permit.
- 8.2 Permit holders will ensure they display one of the following valid RBKC permits, given by RBKC Housing Management, in their vehicle for parking on its estates:
- **Annual Permit** – purchased parking permits, issued to applicants for an applicable estate and valid for a year.
 - **Disability Permit** – allocated bays issued to Housing Management tenants and leaseholders who hold a current purple disabled badge
 - **Visitors' Permit** – purchased temporary permits, issued to each property subject to availability.
 - **Contractors' Permit** – temporary permits, issued to RBKC contractors only.
 - **Multi-registration (Carer's) Permit** – issued to a vulnerable resident with carers, or other multiple regular visits. This permit is only issued to Royal Borough residents and not care agencies, and the need for a Multi-registration permit must be verified by an appropriate professional.
- 8.3 Permit holders will ensure they understand which parking space they can use for their permit. The three types of parking space are:
- Bays on external hardstanding;
 - Bays in enclosed car parks; and
 - Individual lock-up garages
- 8.4 RBKC Housing Management is responsible for indicating clear areas in which parking is permitted on each estate through signs and line-markings. This includes where vehicles can be legally parked, including motorcycles, mopeds and scooters.
- 8.5 RBKC Housing Management will issue Annual Permits on an estate-wide basis for parking on external hardstanding or in enclosed car parks. Annual permit holders are entitled to park in any available bay within the estate for which their permit is issued except for:
- Bays designated as disability parking;
 - Bays designated for motorcycle parking;
 - Bays designated for visitor parking
- 8.6 RBKC Housing Management may grant annual permit holders' permission for temporary use of parking areas on another estate if a parking area is withdrawn for works. Annual Permits only entitle the permit holder to park on the individual estate specified. They do not allow for parking on any other estate, except with written permission from RBKC Housing Management for a limited period.

- 8.7 Permit holders entitled to park in a lock-up garage will only park within a designated individual garage only and not in any other area.
- 8.8 RBKC Housing Management recognises the limited number of designated disability parking spaces available on external hardstanding. Permit holders parked in a designated disability space must display a valid permit and a disability parking purple badge issued by the Royal Borough of Kensington and Chelsea.
- 8.9 RBKC Housing Management will consider creating additional designated disabled parking spaces where a RBKC tenant or leaseholder (or other permanent member of their household) holds a valid disability parking purple badge, and a suitable location can be identified which meets their mobility needs. We reserve the right to remove any designated disabled space if it is no longer required.
- 8.10 Permit holders using motorcycles, scooters or mopeds are permitted to park in a designated motorcycle bay where one exists, without displaying a permit. Where there are no designated motorcycle bays, permit holders must use the standard vehicle bays and display an Annual Permit. RBKC Housing Management may consider reconfiguring parking spaces into designated motorcycle bays, where appropriate and according to need.
- 8.11 Permit holders using a designated visitor parking space must use a valid visitor scratch card or any online or digital platforms specific to that estate. The maximum dimensions listed in section 8.15, apply to visitor parking spaces.
- 8.12 This policy supersedes and overrides historic parking agreements from 2013 or earlier, which specify that an Annual Permit holder is entitled to exclusive use of an individual bay and not permitted to park elsewhere in the estate.
- 8.13 RBKC may undertake enforcement action against any vehicle parked on our estates that is in breach of any principles set in this policy.
- 8.14 Residents are encouraged to contact RBKC Housing Management if they think someone is using a parking permit they are not entitled to.
- 8.15 It is prohibited for commercial vehicles to park on RBKC Housing Management estates without our written permission. We would discourage but understand that some residents may use a van for work. Provided the vehicle complies to the maximum dimensions permitted currently, i.e. less than 565cm long, less than 232cm high and less than 220cm wide and commercial activity is not carried out on the estate, or associated plant is kept with the vehicle then we would consider giving permission. All four wheels need to be within the bay marking.
- 8.16 RBKC Housing Management may, in exceptional circumstances, allow its staff to use permitted and non-permitted parking areas, if required.

9 Distinction from Street Parking

- 9.1 The Neighbourhood Services Team will only issue valid parking permits for parking on housing estates. The permits listed in 8.2 do not allow parking on the public highway.
- 9.2 Permits issued by the Royal Borough of Kensington and Chelsea for parking on the public highway are not valid on our housing estates.
- 9.3 RBKC Housing Management does not exercise any control over parking on the public highways. This is separately managed by RBKC Parking and Transport services.

10 Annual Permits

10.1 Eligibility

- 10.1.1 RBKC Housing Management will offer Annual Permits subject to availability. The Neighbourhood Services Team will provide information on request on available parking spaces. Information is also displayed on our website, www.rbkc.gov.uk.

Please refer to the *Housing Management Residents' Parking Guide* for information on parking terms and conditions, available from Neighbourhood Services.

- 10.1.2 A maximum of three permits can be applied for per household. No permit is sold, transferrable or automatically allocated with any RBKC Housing Management property (regardless of whether the property is bought, rented or swapped through a mutual exchange programme).
- 10.1.3 Residents are required to complete a Parking Application Form when applying for a permit. The Neighbourhood Services Team will also require the correct vehicle registration and insurance documents stating the applicant's name and address within the borough before any application can be made and processed.

Residents applying for a multi-registration permit will also need to include a signed letter (on headed paper) from a relevant healthcare professional or Royal Borough social services officer, stating that they have a regular/ongoing need for visitors to provide support in their home.

- 10.1.4 RBKC Housing Management will give priority to applicants in the following order:

- i. RBKC Housing Management tenants and leaseholders who hold disability parking purple badges;
- ii. Other RBKC Housing Management tenants and leaseholders – only a person named on the tenancy agreement and lease agreement will be eligible for RBKC Housing Management rates. Proof of residency will be required for sub-tenants or, family members who live at the property as their permanent address. A copy of a Housing Benefit letter, Council Tax

- statement, BT telephone letter, bank statement or letter by the named person on the lease will be acceptable as proof of residency; and
- iii. Non-RBKC Housing Management residents, owners or tenants of freehold properties, private tenants of leasehold properties managed by another housing organisation, and businesses.

10.1.5 The Neighbourhood Services Team will change any details we receive from permit holders, such as name, address and vehicle registration details. Permit holders will notify the RBKC Housing Management Neighbourhood Services Team, in person, by calling, or by email or letter.

10.1.6 The Neighbourhood Services Team will not issue a permit to an applicant if they have three or more unpaid and uncontested penalty charge notices as issued by enforcement officers on behalf of RBKC Housing Management, unless all outstanding charges are paid in full.

10.2 Allocation / Applying for a Permit

10.2.1 RBKC Housing Management will offer permits in order of priority from the receipt date of an application form and will allocate in accordance to the priorities listed in 10.1.4.

10.2.2 The Neighbourhood Services Team will process application forms in 10 working days from receipt of the application. They will aim to offer a permit in the applicant's preferred area, or an alternative estate as close as possible to the preferred area.

10.2.3 Residents can apply for a permit via email to hm-parking@rbkc.gov.uk, or by post, or in person from one of our Housing Management offices:

Network Hub

292a Kensal Road, London, W10 5BE

Opening hours: Monday to Friday 9am to 5pm.

World's End Estate Office

Blantyre Street, London, SW10 0DS

Opening hours: Monday to Friday 9am to 5pm.

10.3 Vehicle Registration

10.3.1 The Neighbourhood Services Team will issue one Annual Permit for use with a single vehicle. The permit is for the permit holder and the specific vehicle registered at the RBKC estate. The permit will state the vehicle registration number, proof of which must be supplied with the parking application form and on annual renewal thereafter.

RBKC Housing Management may, in exceptional circumstances, issue an Annual Permit for use with multiple vehicles. Where an Annual Permit is granted for use with multiple vehicles, the applicant must provide a reasonable need for the permit on the

condition that an independent professional verifies this need. The Annual Permit will be issued free of charge and 'Multi-Reg' will be displayed on the permit.

10.4 Lost / Stolen Permits

10.4.1 Residents that have had their vehicle stolen and require a new permit for a new vehicle must report the theft to the Police and provide us with the crime report number.

10.4.2 Residents that have lost their permit should inform Neighbourhood Services Team on 0800 137 111 or email HM-Parking@rbkc.gov.uk. Any permits that have been damaged or destroyed will be replaced, free of charge by RBKC Housing Management.

11 Disability Parking (Purple Badges)

11.1 RBKC Housing Management will allocate one permit to park on hardstand or enclosed car parks free of charge for RBKC Housing Management residents who hold a disability parking purple badge.

11.2 Purple badges are only valid from the date of receipt and any charges applied before RBKC Housing Management receives a copy of the badge will still apply. It is the responsibility of the purple badge holder to ensure that RBKC Housing Management has a valid and up to date copy of the purple badge. The permit holder must display the permit and the purple badge in the vehicle at all times in order to prevent charges being applied to their permit account.

11.3 Permit holders who hold a blue disabled parking badge will not be entitled to free parking on RBKC Housing Management estates. Blue disability parking badges are not valid for any parking bay on RBKC Housing Management estates.

12 Visitor Parking

12.1 Visitor parking will be managed via scratch cards and in some cases an online or digital platform and may be subject to charges or admin fees. Visitor permits can only be used in a specific parking space marked or signed 'visitor parking only' on a first come, first served basis. RBKC may resort to enforcement action if a vehicle displaying an Annual Permit is parked in a designated visitor space

12.2 RBKC Housing Management can supply scratch cards to a household, including three individual days for visitor parking per month, upon request. Visitor scratch cards are only available to RBKC Housing Management tenants and leaseholders and can be requested through the RBKC Housing Management Neighbourhood Services team on 0800 137 111 or 0203 617 7080, or from any RBKC Housing Management reception where proof of residency will be required. Please note that not all HM parking areas have visitor parking provision, but

residents and their visitors are still eligible to utilise the visitor permits on any other HM estate with visitor parking facilities.

- 12.3 Where there is a demonstrable need for regular and on-going visitor parking (for example, if used for the vehicles of carers visiting the resident to provide personal support), an application for an annual 'Multi-Reg' Permit must be submitted.
- 12.4 Where a visitor permit is misused or tampered, a household will not be entitled to apply for any further visitor permits.

13 Charges

- 13.1 Permit holders will ensure they pay all charges relating to permits and parking spaces.
- 13.2 Annual Permits will be charged on a weekly basis. All charges must be paid three months in advance. This also applies to parking spaces that have been let before 2005, which have parking agreements that state weekly or monthly payment.
- 13.3 If the person making an application is a Council tenant and has significant rent arrears the parking team may charge up to six months upfront instead of three months, to avoid them falling into arrears on their parking permit as well.
- 13.4 RBKC reserve the right to amend our parking charges. We will set parking charges annually and will notify households in advance of any annual increase. Annual increases will be set in accordance with the rent charges on residential properties managed by RBKC Housing Management. A full list of charges is available on request from the Customer Service Centre and online at www.rbkc.gov.uk.
- 13.5 RBKC reserves the right to set charges based on vehicle engine size or on a vehicle's CO2 emissions when deciding parking charges. A lower charge will apply to electric vehicles.
- 13.6 Non-RBKC Housing Management residents (as defined in 10.1.4) will be charged at a different rate from RBKC Housing Management tenants and leaseholders. This higher rate will also apply to former RBKC Housing Management residents who vacated their property but continue to rent a parking space. RBKC will apply VAT to all permits rented by Non-RBKC Housing Management residents.
- 13.7 RBKC will charge private tenants of leaseholder properties on RBKC Housing Management estates at the resident rate.
- 13.8 It is the responsibility of the applicant to return garages to a lettable standard. RBKC Housing Management reserve the right to recharge the cost of clearing a garage in these circumstances. Photographs of garages will be taken before they are let.

14 Termination of Accounts

- 14.1 RBKC Housing Management may terminate a permit account if the applicant has any arrears on their parking account, misuses their permit or is in breach of their lease, tenancy or licence agreement in place. This also includes but not limited to providing RBKC with false/misleading (or withheld) information or antisocial behaviour relating to parking/vehicles.
- 14.2 It is the responsibility of the user to use individual lock-up garages for the sole purpose of storing vehicles. RBKC Housing Management will terminate the permit account if dangerous items such as petrol, bottled gas or other flammable/illegal items are stored in a vehicle, car parking area or garage.
- 14.3 RBKC Housing Management reserve the right to terminate an existing permit in order to create a designated disabled bay required.
- 14.4 There are occasions where RBKC Housing Management may need to re-designate bays for Electric Vehicle Charging or Infrastructure, or other environmental projects, such as those funded by the Estate Improvement Budget, in line with the Council's Commitment for our operations and buildings to be net zero carbon by 2030.
- 14.5 Parking facilities on RBKC owned estates are primarily intended for RBKC HM residents who live on the estate. RBKC HM will let a parking space to category iii non-RBKC HM residents only if RBKC HM residents are not registered on the waiting list.
- 14.6 If a RBKC HM resident applies for parking facilities where there are currently no vacancies, RBKC HM will terminate the permit account of category iii non-RBKC HM residents on a last-in/first out basis by giving seven days' notice in writing.
- 14.7 A permit account may be terminated by either party by giving seven days' notice in writing. The permit account holder must return the parking permit and keys and/or fobs to the RBKC Housing Management Neighbourhood Services Team.
- 14.8 RBKC reserves the right to amend these conditions by providing written notice to the permit holder.
- 14.9 If a permit holder is found to be involved in abuse of the Council's permit system and/or not abiding by the terms and conditions outlined in this policy, agreement or related guidance, RBKC Housing Management may seek to withdraw the permit from a resident.

15 Parking Enforcement

- 15.1 RBKC will ensure parking controls are displayed where parking enforcements are in place. Parking controls will be administered in accordance with traffic management orders as defined by the Road Traffic Regulation Act 1984 *or via private enforcement where it is not possible to create TMOs under the RTRA 1984 (Subject to local HM residents consultation)*. Parking areas are reserved for use by residents, legitimate visitors to the estate, to ensure access for emergency and service vehicles, and to keep estate roads safe for pedestrians and cyclists.
- 15.2 RBKC's Parking Enforcement Contractors will conduct daily patrols and carry out enforcement actions to any vehicle parked in contravention on RBKC Housing Management estates.
- 15.3 It is the responsibility of all parking users to not idle their vehicles and leave vehicle engines running unnecessarily when they are stationary. RBKC are authorised to ask idling drivers to switch off their engines. We may issue a fine if any drivers refuse to switch off their engine.
- 15.4 It is the responsibility of the permit holder to clearly display a valid permit in the front windscreen of the required vehicle at all times. RBKC may issue a penalty charge notice if a permit is considered invalid and has been photocopied, damaged or tampered.
- 15.5 Vehicles must be parked within a demarcated bay. RBKC may issue a penalty charge notice for any vehicle parked outside of a defined area, regardless of whether they have a valid permit.
- 15.6 There may be occasions where RBKC has to temporarily suspend residents' parking bays for road works, house moving or events. We will aim to provide up to 28 days' notice, where possible (up to 7 days' notice if there is an emergency) by erecting yellow parking suspension warning signs as near as we can to the area that will be suspended and providing appropriate notices (in advance), advising of the bay suspension. The start and end times of the suspension will be printed on the sign.
- 15.7 The Neighbourhood Services Team will not provide a parking permit for any untaxed or un-roadworthy vehicle, or commercial vehicle, caravan, boat, trailer etc. RBKC may issue such vehicles with a penalty charge notice.
- 15.8 Vehicle owners have a right to appeal against any penalty charge notice issued by RBKC Housing Management through its enforcement contractor. Details of how to do so are available online at www.rbkc.gov.uk.

Challenges can be made in writing to:

Royal Borough of Kensington and Chelsea
PO Box 4294
Worthing
BN13 1WW

15.9 RBKC may remove and relocate vehicles with multiple unpaid penalty charge notices or if a vehicle is parked in a suspended bay to The Royal Borough of Kensington and Chelsea's vehicle pound. Vehicles will be returned to the owner once they have provided proof that they own the vehicle, paid the release fee and the applicable penalty charge notice fees.

15.10 RBKC Housing Management will terminate a permit account immediately if parking spaces and garages are sub-let.

15.11 Parking users must request permission in writing to have their vehicle registered as SORN on RBKC Housing Management estates. If permission is granted, the declaration must be clearly displayed on the dashboard of the vehicle. This does not apply to garage account holders.

A SORN is a 'Statutory Off Road Notification' when you take a vehicle off the road and stop taxing and insuring it.

15.12 Any untaxed or SORN vehicle on an estate without the written permission of RBKC Housing Management will be issued with a removal notice and subsequently removed.

15.13 RBKC will serve a 15-day warning notice to any vehicle that appears to be abandoned, in obvious disrepair and without valid road tax. We will conduct checks to confirm whether the vehicle is abandoned, including, checking the DVLA database for the last known registered keeper and whether the vehicle has road tax. We will contact the last registered keeper, where known, to remove the vehicle. The Council's Environmental Services Team may remove and destroy the vehicle if no contact is received within the 15-day period. We will not allow vehicles that are visibly abandoned to be stored on our land.

15.14 RBKC will only dispose or arrange the disposal of abandoned vehicles if any of the following apply:

- The vehicle is fit to be destroyed;
- The vehicle has no number plates;
- The vehicle is not taxed or insured;
- The vehicle is damaged beyond repair; and/or
- We are unable to find the owner, or the owner fails to comply with the notice to collect the vehicle.

16 Conditions Specific to Garages

16.1 Garage users must use the premises as a garage only. Garages must only accommodate one vehicle or the reasonable storage of items.

16.2 Garage users should familiarise themselves with the conditions of their garage agreement.

- 16.3 RBKC Housing Management will enter and inspect a garage without notice at all reasonable hours of the day including in the case of an emergency.
- 16.4 Garage users will be responsible for taking all reasonable and appropriate precautions against fire occurring in the garage.
- 16.5 Garage users will not carry out major repairs to any vehicle in the garage.
- 16.6 RBKC Housing Management will cancel electronic fob keys and change garage locks within seven working days if a permit account is terminated due to arrears. We may resort to enforcement action if an invalid permit is used or displayed.
- 16.7 RBKC Housing Management will terminate a garage account if the garage is found to be deliberately damaged, affected by antisocial behaviour, used as a full/general storage area or used for any purpose of trade, business or as a workshop without written permission obtained from the Council.
- 16.8 RBKC Housing Management may terminate a garage account if motor fuel or lubricating oil is stored in the garage (except in the fuel tank of the vehicle) without written permission obtained from the Council.
- 16.9 Garage users will comply with the provisions of the Petroleum Consolidation Act 1928 by not storing and using petroleum, inflammatory oils, substances and other explosives.
- 16.10 RBKC Housing Management may terminate a garage account if the garage is assigned, sublet or part with the possession of the garage. Garage users will not affix or exhibit on the garage any notices, nameplate or advertisement without written permission obtained from Council.
- 16.11 RBKC Housing Management may dispose any goods or property left in the garage after expiry of the notice without further notice. Garage users must, on or before the expiry of the notice, remove the vehicle and any other property from the garage. We will charge the user for the cost of forced entry to the garage and for the disposal of any items therein, if the garage is repossessed. RBKC will not be liable for any loss or damage to property following expiry of the notice.

17 Liability

- 17.1 RBKC will not be liable for any loss, damage or injury caused by the vehicle or by its driver or caused to the vehicle or to its driver while the vehicle is parked or driven within RBKC housing estate grounds.
- 17.2 RBKC will not be liable for any damage (however occasioned) caused to any property brought on to any garage or shed of the Council under the terms of the licence.
- 17.3 RBKC will not be liable for any loss or damage caused to the garage or shed by any unauthorised persons.

- 17.4 RBKC will not be liable for any items lost or stolen from the garage if the premise has been broken and entered into by any unauthorised persons.
- 17.5 RBKC will not be liable for any loss, damage or injury sustained in connection with the use of the garage or shed by the licensee or in respect of any damage caused to the RBKC Housing Management property.

18 Complaints

- 18.1 If a motorist is dissatisfied with the service they have received from RBKC Housing Management or its contractors carrying out work or services on behalf of RBKC Housing Management, they need to refer to the RBKC Housing Management Complaints Policy which can be found on our website www.rbkc.gov.uk.
- 18.2 All complaints will be responded to in line with RBKC Housing Management's Complaints Procedure with recourse to the Housing Ombudsman.

19 Resident Involvement & Consultation

- 19.1 In order to achieve good governance and fulfil the principles of, and commitment to a collaborative and meaningful decision-making process, we will consult and/or engage with relevant stakeholders, including residents and Resident Association representatives, as well as the Tenants' Consultative Committee (TCC).
- 19.2 We will consult with residents on parking issues experienced on their estate and how parking enforcement can help resolve them.

20 Equalities Statement

The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.

Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability and age is not acceptable: the Council will take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

The legal framework for the Council's approach is provided by the Equality Act 2010 and specifically by the Public Sector Equality Duty, under which a public authority must work consciously to eliminate discrimination, harassment, victimisation and to advance equality of opportunity and foster good relations between people with differing characteristics.

Further detail on the Duty, and the Council's approach to fulfilling its requirements, can be found at www.rbkc.gov.uk.

We have considered equalities issues when developing this policy, by carrying out an Equality Impact Assessment. The policy has considered all residents and suitable resident consultation has been carried out.

21 GDPR & Data Protection

As a directorate of RBKC, Housing Management shares the commitment to ensure that all data is:

- processed lawfully, fairly and in a transparent manner
- collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices
- relevant and limited to whatever the requirements are for which the data is processed
- accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay
- stored for as long as required, as specified within RBKC's Records Retention policy
- secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction or damage.
- For further information about the Council's commitment to the General Data Protection Regulations (GDPR), visit the Council's website at www.rbkc.gov.uk.

22 Compliance, Monitoring and Review

22.1 We will measure and monitor our performance against our objectives and make changes and improvements where required.

22.2 The overall responsibility for the approval of this policy sits with the Housing Management Team (HMT).

22.3 The effective implementation of the policy and management of the service will be the responsibility of the Head of Repairs and appropriate local managers and

team leaders. They will be responsible for checking that officers are taking appropriate action in accordance with the policy.

22.4 The Assistant Director of Property Services will be responsible for reviewing this policy. This will enable RBKC to reflect any future legislative changes and demonstrate our aim of delivering a service that is based around continuous improvement.

22.5 This policy will be reviewed every 3 years, or when legislative, regulatory or business process changes take place that could affect it. The next review will take place by:

September 2025