

GARAGE ALLOCATIONS AND MANAGEMENT POLICY



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:	GARAGE ALLOCATION & MANAGEMENT POLICY
DATE APPROVED:	OCTOBER 2024
EXPIRY DATE:	OCTOBER 2027
OWNER:	CUSTOMER FIRST TEAM LEADER
APPROVAL ROUTE:	EXECUTIVE MANAGEMENT TEAM

Garage Allocations and Management Policy

INTRODUCTION:

Teign Housing owns and manages approximately 600 garages. We are committed to maximising the availability of our garages as a safe, secure and well-maintained resource at a cost that is affordable to a broad range of customers.

AIMS OF THIS POLICY:

The aims of this policy and the underlying procedure are:

- To reduce pressures on parking by allocating garages to tenants and local residents.
- To let garages in a timely manner to minimise rental loss.
- To prevent garage arrears from escalating through early management and intervention.
- To minimise the cost of repairs over the life of the garage through planned maintenance.
- To ensure we are making the best use of our garage sites through options appraisals.

ALLOCATIONS:

Applications will be accepted from persons over the age of 18 years (including tenants of other Registered Social Landlords (RSLs), private tenants and owner-occupiers).

A database of applicants will be kept and garages will be let according to the following priorities:

- 1st - Teign Housing tenancy holders with a disability restricting their mobility who are living within the vicinity of the garage. Proof of disability that restricts mobility must be provided (evidence of benefit entitlement or Blue badge documents).
- 2nd - Teign Housing tenancy holders.
- 3rd - Teign Housing tenancy holders who require a second garage. No more than two garages per tenancy holder will be allocated.
- 4th - All other applicants (including current/former employee and or board member, non-tenancy holder).

- Garages will not be offered to people who have any outstanding debt to Teign Housing, including arrears of rent, service charges, former tenant rent debts or other sundry debt. An account must have remained clear for 3 consecutive months prior to being offered a garage.
- Teign Housing have the right to issue a Notice to Quit to end the licence if the licensee has rent arrears of over £500.00, and/or recharges. Rent is the priority debt.
- Not more than two garage Licences will normally be offered to residents of any one address. Exceptions could include where demand is particularly low.
- A Licence of a garage may only be granted to an employee, former employee, Board member, former Board member or someone with a close connection who meets the above allocations criteria. In addition, the applicant must have no influence or involvement in the allocation process and the allocation will comply with our Code of Conduct.

MANAGEMENT:

In the management of our garages, we will:

- Work across departments, with our partners and external agencies to ensure we are providing safe and secure garage sites.
- Take a flexible approach to garage usage allowing the use for storage as well as for motor vehicles.
- Take a tough stance on Licensees not complying with their Licence Agreement whereby a maximum of 3 Notice to Quits (NTQs) or where they are causing a nuisance or annoyance.
- Complete repairs in a timely manner during void and licenced periods to reduce re-let times and to provide a high level of customer care prioritising works where health and safety is affected.
- Undertake planned maintenance where possible to minimise repairs costs.
- Ensure we are making best use of our garage sites by completing options appraisals which take account of demand, local pressures on parking, costs of repairs and on-going maintenance, anti-social behaviour and development opportunities.
- Take a flexible approach to charging where garages are beyond repair or where demolition is to be considered.

- Take an early identification and intervention approach to rent arrears on garage Licences.
- Undertake marketing of garages where void numbers are high to minimise void loss.

PERFORMANCE STANDARDS:

- We will set an annual target for garage void loss which will be monitored monthly through the balanced scorecard.
- We will promote continuous improvements of the service.