



aschamhomes

[www.aschamhomes.org.uk](http://www.aschamhomes.org.uk)



Service Standard

Garages and  
parking

## Garages:

### We will:

- Acknowledge your garage application within seven working days
- Offer garages to applicants on top of the waiting list who have clear rent or service charge accounts
- Give you the key to the garage on the day you sign the garage licence
- Ensure that your garage is secure and weather tight
- Offer you an alternative garage if yours cannot be repaired
- Offer a range of payment methods – direct debit, paypoint, online, telephone, post, cash and debit card
- Repossess the garage if you fail to pay your rent/ service charge for either your home or garage

## Parking:

### We will:

- Remove untaxed, abandoned and illegally parked vehicles within 24 hours
- Operate parking schemes from Monday to Friday between 7.00am and 7.00pm
- Take action if you report a vehicle that breaks the rules
- Give residents a parking permit free of charge
- Provide additional permits for members of your household at a cost of £10 each
- Give you two temporary parking permits for visitors free of charge
- Provide you with a replacement permit if you lose yours for £10