

# Residents parking permit scheme



Information for Waltham Forest Council residents whose homes are managed by Ascham Homes

Working together to provide quality homes in a thriving community

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Dear Resident,

The resident's parking permit scheme is managed by Ascham Homes' Customer Services team. The scheme aims to prevent un-authorised use of the limited car parking facilities within the grounds of your council-owned home. Although there may not be sufficient parking spaces for all residents and visitors, this scheme does ensure that the available spaces will only be used by residents and their visitors.

Vehicles not displaying either a DVLA exemption certificate, a resident's parking permit or a visitor's parking permit will be towed away by the removal contractor working in partnership with Ascham Homes. The scheme operates between Monday to Friday, 7am to 7pm. (We are currently in discussion with residents about including week-end enforcement.) The resident's parking permit is valid for one year, after which time, you will be required to apply for a replacement.

Available parking spaces are limited, we ask that you park considerately. Please remember to display your permit clearly visible in the windscreen and the correct way around (facing outwards).

Vehicles parked in any hatched areas or blocking refuse areas will be removed. Vehicles parked in garage areas or access roads to the estates or blocks will be removed.

As stated in your tenancy agreement, Ascham Homes does not allow any form of repairs to vehicles on Waltham Forest Council land. Vehicles left jacked up or without wheels etc, will be removed.

Please be aware that the resident's parking permits are allocated an identity code for the estate that you live on, your permit is not valid on any other council estate or area. Please do not put your vehicle at risk of being removed.

Please be aware that you can only park on estates and areas controlled by Ascham Homes' parking scheme. Our parking scheme does not cover public streets, which are controlled by Waltham Forest Highways.

## How do I get a resident's parking permit?



Valid for one year

You will need to get your log book registered to your new address, only then will you be issued a parking permit. If you park your vehicle on your estate and it is removed due to failing to show a valid permit, you will not be refunded the contractor's removal costs. In the interim period, please use a visitor's parking permit or put in a request for a temporary parking permit (valid for one month only). There is an administrative cost of £5.00 for each temporary permit issued.

## How do I get a visitor's parking permit?



Valid for six months

Visitor's permits are available from Parking Control at Customer Services. To request an application form you can visit us at:

Customer Services

Willow House

869 Forest Road

Walthamstow

London

E17 4UH

or telephone Ascham Direct on 020 8496 4197 and we will send you an application form. Alternatively, you can download a form from our website [www.aschamhomes.org.uk](http://www.aschamhomes.org.uk).

If you are a new resident, we ask you to submit your tenancy agreement as proof of residency. Existing residents will be asked for two utility bills.

## **How do I get a resident's parking permit for a new vehicle?**

We will need to see your new vehicle log (V5) book, please bring it in to our Customer Services at Willow House, 869, Forest Road, Walthamstow, London E17 4UH. Please also provide evidence of your address, a utility bill or tenancy agreement is acceptable. You will not be issued with a permit until the vehicle has been registered in your name and at your address.

## **Can I park my untaxed vehicle in the car park, with a valid parking permit?**

No. It is a breach of your tenancy or lease conditions to park an untaxed vehicle on council-owned land. The vehicle removal contractor will remove all untaxed vehicles, whether displaying a valid permit or not.

You will not be allowed to retrieve your vehicle until you have provided a valid tax disc for that vehicle. Whilst the vehicle is in storage, you will be charged a storage cost of £15.00 per day plus the removal fee. If you require an MOT prior to taxing the vehicle, the vehicle will not be released by the contractor unless you provide a valid booking date for the MOT. Confirmation of the MOT date needs to be written by the testing station on their letter headed paper.

## **I have a company car that is not registered at my home address, how do I get a permit?**

Arrange for your company to write on their letter headed paper to Parking Control, Customer Services, (please see address opposite). State the vehicle registration number, your home address and that the car provided is for your use. We will also require proof of your home address, we shall confirm that you live where there is a resident's parking scheme in operation.

## **My vehicle was removed for not displaying a valid tax disc or resident's parking permit, how long have I got before my vehicle is disposed?**

Ascham Homes Ltd has the right to dispose of a vehicle after 14 days of removing from site. The vehicle may be sold or destroyed.

## Who do I tell if I lose my permit or it is stolen from my vehicle?

Report the theft or loss in person to Parking Control, Customer Services, Ascham Homes. Willow House, 869, Forest Road, Walthamstow, London E17 4UH, or by telephone on 020 8496 4197 or by email to [direct@aschamhomes.org.uk](mailto:direct@aschamhomes.org.uk).

There is a £10.00 charge to replace the permit.

Alternatively, you can report the theft or loss in writing. Please tell us your name, address and vehicle registration number in your letter and send it to the above address. All permits are numbered, therefore if a permit is stolen and used on a vehicle that is not registered, our removal contractor will have the vehicle removed.

## My vehicle was removed, how do I retrieve it?

The vehicle would have been taken to the removal contractor's secure storage facility, the address is:

Tilbury Garage  
Unit 29  
Uplands Business Park  
Blackhorse Lane  
Walthamstow  
London  
E17 5QJ  
Telephone hotline: 020 8531 4447

You can pay by cash or debit / credit card. If you pay with a card you will need to prove your identity with a passport or drivers licence.

You will also need to produce the DVLA V5 (log book) to prove ownership of the vehicle. To release your vehicle you will need to pay the relevant recovery costs as well as £15 per day storage charge, incurred from the date of the removal of your vehicle.

## **My car has been unreasonably removed, how do I appeal against these charges?**

You can write to the Parking Control Officer at:

Customer Services  
Ascham Homes  
Willow House  
869 Forest Road  
Walthamstow  
London  
E17 4UH

or visit customer services at Willow House reception, at the address above. You must submit your appeal within 14 days of your vehicle being towed away. If your appeal is upheld, Ascham Homes Ltd will refund the charges in a cheque made payable to the registered keeper.

## **My appeal has been turned down, do I have a further right to appeal?**

Yes. Please write to Ascham Homes, Customer Services at the above address. Please state the reasons for your appeal to the Parking Control Supervisor. We shall investigate your appeal and respond within 10 working days. If this appeal is refused, we will state why and no further action will be taken.

## **I have applied for my resident's parking permit but not received it yet?**

In the interim, please continue to use your visitor's permit until you receive the resident's permit.

## **I drive a motorcycle, do I need a parking permit?**

No. The scheme applies only to motorcars and vans. Motorcycle users are exempt from this scheme. However, motorcycles are not allowed to be parked in lobbies or entrance halls, and if not displaying a current tax disc will be removed.

## **If I lose my parking permit, will I be charged?**

Yes. If you lose your parking permit you will be charged an administration fee of £10.00.

## **I have more than one vehicle, can I get an additional resident's parking permit?**

Yes. The cost for each additional permit is £10.00.

## **Can I park in a disabled bay without a disabled badge?**

No. Your vehicle will be towed away, regardless of whether your vehicle displays a valid visitor's or resident's parking permit.

## Can I park my caravan or mobile home in the car park?

Yes. You may park your caravan in the marked parking areas, as long as it does not cause a nuisance to anyone else and does not stop any vehicles or people from passing easily and safely.

## Can I apply for a parking control scheme on my estate?

Yes. Please write to:

Parking Control

Customer Services

Ascham Homes

Willow House

869 Forest Road

Walthamstow

London

E17 4UH

## Can I get the scheme removed once it has been established?

Yes. If there is a majority vote against the scheme, then it can be removed.

# Terms and Conditions of Tenancy

## Car parking, other vehicles and repairs

You and any person living in your home, even if they are only living there temporarily, and any visitor to your home, must not:

1.63.1 park any vehicle (including a caravan) anywhere except areas marked as parking areas on the forecourt of your home, or if you live on an estate, anywhere else on the estate. Vehicles parked in marked parking areas or forecourts or on an estate, must not cause anyone else a nuisance and must not stop any other vehicles or people from passing easily and safely. The Council reserves the right to remove any vehicle on Council property that is causing an obstruction and may charge you the costs of its removal.

1.63.2 unless the Council tells you otherwise in writing, an estate road is not a place marked for parking. However, you will be allowed to park on an estate road so long as your vehicle does not cause anyone else a nuisance and does not stop any other vehicles (including emergency vehicle) or people walking or using a wheelchair from passing easily and safely. The Council reserves the right to remove any vehicle on Council property that is causing an obstruction. The Council may charge you the costs of its removal.

1.63.3 park in excess of one hour or more than three hours in total in any one day, any heavy, trade or commercial vehicles in your garden, or anywhere else on the estate where your home is, including the areas marked as parking areas or on any other Council property.

1.63.4 park without a valid permit, either for residents or their visitors, where there is a parking scheme in operation. The Council reserves the right to remove any vehicle parked on Council property in contravention of a parking scheme.

1.63.5 keep untaxed (including any Statutory Off Road Notification [SORN] vehicles) or unroadworthy vehicles on your forecourt, in your garden, on your parking space or anywhere else on the estate where your home is or any other Council property. The Council reserves the right to remove any vehicle parked in contravention of this clause. The Council may charge you the costs of its removal.

1.63.6 keep or park motorcycle(s) in your home, or, if your home is in a block, in any areas that you share with your neighbours in communal areas if you live in a flat or maisonette.

1.63.7 carry out major motor vehicle repairs or run any form of motor vehicle repair business either from your home (including any garage, garden or forecourt) or the highway (including your allocated parking space if any) or on any Council property.

1.63.8 keep any damaged, unsightly or dangerous motor vehicles or parts of motor vehicles in your forecourt, your garden, your parking space or anywhere else on the estate where your home is or on any Council property. The Council reserves the right to remove any such vehicle or parts of vehicles and may charge you the costs of its removal.

1.63.9 park in a designated disabled parking bay unless the parking bay has been designated for your own use.

1.63.10 abandon any unwanted motor vehicle, caravan or boats on any Council property. The Council reserves the right to remove any such vehicle and may charge you the costs of its removal.

Ascham Homes Ltd  
Parking Control  
Customer Services  
Willow House  
869 Forest Road  
Walthamstow  
London  
E17 4UH

Telephone: 020 8496 4197

email: [direct@aschamhomes.org.uk](mailto:direct@aschamhomes.org.uk)

## Important notice

Ascham Homes will not tolerate any verbal or physical abuse towards members of staff or contractors. Incidents will be reported to the police and may result in you losing your tenancy.

Ascham Homes reserves the right to withdraw any parking permit, due to offensive or abusive behaviour. We will write to you giving you seven days notice to find alternative parking arrangements.



## Useful telephone numbers

Ascham Direct Customer Services 020 8496 4197

Office hours:  
Mondays 8am to 6pm

Tuesdays to Fridays 9am to 5pm

Tilbury Motors 020 8531 4447

Office hours:  
Monday to Friday 9am to 5pm