



North Devon Homes

Garage Management Policy

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1. Purpose

This policy sets out the principles for the allocation, letting, management and income recovery pertaining to garages owned or managed by NDH.

2. Principles

The following principles will apply to this policy:

- It will be open, reasonable and consistently applied
- It will comply with data protection legislation and best practice
- It will promote consistency in the approach for all customers
- It will be realistic, achievable and provide value for money
- It will support the corporate plan, vision, values, objectives and service standards.

3. Review

We will review this policy and the associated procedures once every three years to ensure that it continues to operate within best practice, achieve measurable results, and achieve continuous service improvement.

Alternatively, the policy and all associated procedures will be reviewed immediately following any relevant change to government policy, regulation or legislation.

The Head of Customer and Housing Services will be responsible for ensuring that policy reviews are undertaken, that appropriate consultation takes place and that revisions are reported to the Board for its approval.

4. Responsibilities

The Executive Team will approve this policy under delegated authority from the Board. The Head of Customer and Housing Services / Customer Services Manager will be responsible for ensuring that this policy is communicated and implemented.

Detailed procedures will be developed and maintained by the Customer Services Manager in line with this policy to provide further guidance during delivery of this policy.

The garage waiting list will be maintained by the Customer Care Team.

5. Scope

This policy covers the allocation, letting, management and income recovery pertaining to garages owned or managed by NDH.

6. Policy Statement

6.1 Garage waiting list

Where customers express an interest in leasing a garage but none are available, we will offer to place the applicant on our garage waiting list. The data collected will be proportionate and appropriate for this purpose and will include the applicant's name, address and contact details. We will also capture details of preferred areas on the application. This information will be held securely within our housing management IT system.

We will not accept applications from customers who reside outside the North Devon administrative area.

6.2 Allocations

Vacant garages will be allocated to waiting list applicants on the following basis:

- Existing NDH customers within the immediate locale (site, estate, street) of the vacant garage
- Non-NDH customers within the immediate locale of the vacant garage
- Existing NDH customers outside the immediate locale of the vacant garage
- Non- NDH customers outside the immediate locale of the vacant garage

NDH reserves the right to prioritise disabled customers (those in possession of a blue badge) where there is a specific need for parking to assist someone with a disability.

Where a customer already leases a garage, priority will be given to other applicants on the waiting list before offering them another garage.

If an existing NDH customer is in rent arrears for their home or has any breaches of tenancy, they will not be considered for a garage until their account is up to date and maintained.

NDH reserves the right to refuse to allocate a garage to a customer who has previously breached terms of a licence or tenancy.

All offers of garages are valid for 7 days after which time the garage will be offered to the next applicant on the waiting list. Non responders will be removed from the waiting list.

Where a current garage licence holder needs to move from their existing garage due to Health & Safety reasons relating to the structure or integrity of their current garage, they may be prioritised over those customers on the waiting list.

6.3 Sign up requirements

Where an offer is made and accepted, the customer will be required to provide the following at sign up (where appropriate)

- Proof of identification and address
- 4 weeks rent in advance
- Deposit
- Complete a Direct Debit mandate or set up a Recurring Card Payment for future payments
- Proof of vehicle ownership (eg V5 document)
- Proof of blue badge.

6.4 Income recovery

Where we identify potential arrears or failed payments we will contact customers and clarify the situation, our expectations and their options as soon as possible.

Where a Direct Debit or Recurring Card Payment was previously set up, we will look to reinstate this for future payments. Where it is appropriate, we may consider alternative payment methods together with an agreed payment plan. Failure to keep to an agreed payment plan may result in notice being served.

6.5 Rent Review

Garage rent is subject to review every December, with proposals going to our Executive Team for implementation the following April.

6.6 Repairs and Maintenance

NDH Licence Holders are required to comply with the terms and conditions of the licence.

NDH has a legal duty to carry out certain repairs whenever these are needed and is obliged to keep the structure and exterior of properties in a reasonable and safe state of repair. Repairs to garages will be carried out in line with NDH's Responsive Repairs Policy.

Repairs that fall beyond the scope of normal wear or tear or that are as a result of vandalism, neglect or misuse will be recharged to the Licence Holder in line with NDH's Recharge Policy. This will also apply where access to carry out repairs is refused.

Where major repairs need to be carried out, NDH will provide Licence Holders with a minimum of one week's notice for access. If the garage cannot be used for the duration of any works NDH will endeavour to offer an alternative garage for the duration of the works. Where it is not deemed to be financially viable to carry out repairs, customers will be offered the opportunity to move to an alternative garage, or be placed on the waiting list. Where appropriate, a Discretionary Rent Free Period (DRFP) or reduction in weekly charge may be offered.

Garages owned or managed by NDH do not have any electricity or water supplies to them. Licence holders are expected to keep them secure at all times. NDH is unable to guarantee the garages to be watertight.

6.7 Notice to Quit

A Notice to Quit (NTQ) may be served in the following situations:

- Arrears on either a Garage agreement or NDH tenancy
- Breach of the terms and conditions of the licence
- Garage not being used for the purpose of storing a motor vehicle
- Sub-letting

7. Consultation

The following have been consulted in developing the policy:

Date	Consultation methodology	Challenge / impact / result
15/01/2020	Staff Forum	To seek feedback on the Policy
23/01/2020	C90 Meeting	Customer Review of the Policy

8. Equality Impact Assessment (EIA)

8.1 Potential impact on each of the diversity “groups”.

Strand	No impact	Negative impact	Positive impact	Comments / evidence
Race	✓			There may be a need to reprioritise allocations or repairs based on any issues of disability, age or vulnerability. As above
Disability			✓	
Gender	✓			
Gender Reassignment	✓			
Sexual orientation	✓			
Religion or belief	✓			
Age			✓	
Rural issues	✓			
Social Inclusion issues	✓			
Pregnancy and maternity	✓			
Marriage and civil partnership	✓			

8.2 Does the Policy promote equality of opportunity?

This policy promotes equality of opportunity. All customers are entitled to the same service and have ample opportunity to provide feedback on the development of this policy and the service we provide.

Next review date:	Responsible Officer
October 2024	Customer Service Manager
Author	Related Documents

Diane Larter Customer Service Manager diane.larter@ndh-ltd.co.uk 01271 313371	Garage Licence Agreement Responsive Repairs Policy Recharge Policy
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