You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, băng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]

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INVESTOR IN PEOPLE

North River Alliance


Gateway Housing Association
409-403 Mile End Road, London, E3 4PB
**Residents:** 020 8709 4300
**General enquiries:** 020 8909 4409
**Fax:** 020 8709 4400
**Email:** enquiries@gatewayhousing.org.uk
www.gatewayhousing.org.uk


This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.

RECYCLED PAPER

Corporate member of Plain English Campaign 401
Committed to clearer communication

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# Estate parking

Crystal Mark 15732
Clarity approved by Plain English Campaign

gateway housing association

## Parking on our estates

**Car parking often causes problems between neighbours on estates. Please be considerate when you park your car.**

We aim to:

- provide clean and safe parking areas;
- prevent people using parking spaces when they do not have our permission; and
- remove abandoned cars quickly from our estates.

**You can help reduce any problems by doing the following.**

- Only park on your drive or in your particular parking space.
- Make sure you and your visitors do not park in anyone else's parking space.
- Do not park anywhere that could block the way for emergency vehicles, pedestrians, wheelchairs or children's buggies.
- Always lock your car.
- Do not park a caravan, motor home or any other vehicle in your garden, in the parking areas or on the street without getting our permission in writing.
- Do not keep an unroadworthy or untaxed vehicle on your estate.
- Do not carry out major car repairs on your estate.
- Do not play loud music from your car stereo.
- Do not slam your car doors.
- Be considerate to your neighbours.

Please remember that bad parking can cause a nuisance, annoy your neighbours and can also block the way for the police, fire brigade or an ambulance.

**We will do the following.**

- We will make sure that parking on our estates is only used by our residents and people who have our permission (such as maintenance workers).
- We will carry out regular inspections to make sure the parking area is not being used for the wrong things (for example, for repairing cars).
- We will introduce car clamping or other parking controls if most of our residents want this, or if we think it is necessary for health and safety reasons.
- We will remove dumped rubbish from parking areas and keep them clean.
- We will make sure parking areas are well lit and we will carry out any repairs that are needed as quickly as possible.
- We will keep parking service charges as low as possible, while continuing to provide a good-quality service.
- We will remove abandoned vehicles within 20 working days (if we are legally allowed to remove them).

## Abandoned vehicles

If you think a vehicle has been abandoned, contact your housing officer who will investigate and try to find out who it belongs to. They will then apply to the council for a notice to remove it.

The council will remove the vehicle as soon as possible. If it has been reported stolen the police will remove it.

## Applying for a parking permit

If you live in an area with parking controls (for example, clamping), you can apply for a parking permit by contacting your housing officer. This permit will allow you to park in a particular parking space.

However, there are often more cars than parking spaces and we will provide parking permits as and when spaces become available.

You must let your housing officer know if you change your car so we can send you a new parking permit.

You can also get a visitors' parking permit from your housing officer.

## 'Car-free' agreements

A 'car-free' agreement may apply to your home, especially if it was built after 1990. This will have been part of the planning agreement when the homes were built and it means that you will not be able to get a council parking permit for parking on the street close to your home. However, if you already have a parking permit and you are moved to a home which has a car-free agreement because your home is being demolished or you have an 'orange badge' for disabled parking, you can keep your parking permit. Some 'car-free' blocks will have parking on the estate or private parking, but probably not enough for every household.

## Disabled parking

If you have a blue badge (which allows you to park in spaces set aside for disabled people), you must also apply for a valid parking permit from us when parking on our estates.

## What happens if I park without a permit?

If you park on one of our estates with parking controls and you do not have a valid permit, you will get a parking fine and your vehicle could be clamped and towed away.

For more information, please call your housing officer on 020 8709 4300.