



# Parking



Our guide on car (and other vehicle)  
parking at Sandbourne sites and  
properties

Sandbourne Housing Association  
Registered Office: Beech House, 28-30 Wimborne Road, Poole, BH15 2BU  
Tel: 01202 671222  
Email: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)  
[www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

# Introduction

The parking of cars or other motor vehicles and/or other items, for example, boats, caravans, etc, are amongst the most common causes of bad feelings between neighbours, irrespective of whether you live on an estate, private road, blocks of flats or have to park on the public (not Sandbourne owned) highway (road).

This leaflet sets out the most common issues that have been brought to our attention, along with what you can reasonably expect of us and what we expect of you, your visitors and other people, eg those making deliveries, carers, medics, emergency vehicles and contractors etc, who may use the car parking facilities that we provide.

The 'golden rule' is that we would ask anyone who uses parking spaces, car ports and/or garages, or parks on the road/public highway, acts in a reasonable and responsible manner. Please be mindful of how your, or your visitor(s)', actions and activities might negatively impact on your neighbours and the people in the locality and their right to the quiet enjoyment of, and use of, their home and surroundings.

We have divided this leaflet into sections to try to deal with the specific matters that are the more common causes of complaint, taking into account the different schemes and types of parking provision that we have at Sandbourne:

- [Parking on the public highway](#)
- [Parking on your own property's driveway](#)
- [Use of garages and car ports that we provide](#)
- [Schemes or blocks of flats that have designated parking provision for residents/visitors](#)
- [Schemes or blocks of flats that do \*\*not\*\* have designated parking provision for residents/visitors](#)

- No residents' parking at all available on site (Craighleith, Bournemouth).

We also have frequent articles published in the quarterly Sandbourne newsletter '*Sandbourne News*' on this subject. We encourage you all to read the newsletter as it is our primary means of communication with everyone and ensures that everyone gets the same message. Back copies are available on our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)) or upon request from the registered office.

This leaflet cannot cover every single circumstance or situation that may arise and we reserve the right to change our advice over time or to use our discretion to vary this advice if we consider that it is reasonable in the circumstances to do so.

In this leaflet, the use of 'you' applies to all of our occupiers whether you are a tenant, leaseholder or a shared owner.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

## **Parking on the Public Highway**

If there are issues as a result of you or other people parking vehicles on the public highway, this is normally a matter which you would need to raise yourself with the Police or Highway Authority at the Council for them to deal with.

We have no power to do anything about issues on the public highway, other than possibly consider the matter as anti-social behaviour that may be a breach of the person's tenancy agreement or lease. However, we can only do what would be considered both 'reasonable and proportionate'. In these situations, the courts would not normally expect the matter to be dealt with by us but by you involving the Police or Highway Authority yourself in the first instance.

## **Parking on your own property's driveway**

We would normally expect you to only use your driveway to keep a taxed (unless exempt), insured and roadworthy motor vehicle (car) on it, unless you have sought and obtained our written permission in advance to keep, for example, a caravan or boat on it. Anything kept on the driveway should not be considered to be 'an eyesore', cause an obstruction, or have what we consider to be major repair works undertaken on it, or anything else that might give someone reasonable cause to complain.

## **Use of garages and car ports that we provide**

We have 'conditions of use' for garages and car ports and these are very similar to the guidelines above although they are more detailed. Further information is available on request from the registered office for those of you with garages and car ports.

It is very important to note that you must not keep gas cylinders or similar items in your garage or car port as they are considered by us to be a danger to you, to us, your property, your neighbours and other people in the locality.

Please note that in the case of car ports they are not secure and are normally open to public view. Therefore, what you do, what you use them for and how you keep them 'looking' (if unsightly) etc, may result in complaints being made to you or to us which we will investigate and you could find yourself in breach of your licence, tenancy or lease.

## Schemes or blocks of flats that have designated parking provision for residents/visitors

Some of our schemes and blocks of flats have specific designated parking and visitor parking. These spaces are normally marked out with the property number or a 'V' for visitor and there may also be designated disabled parking bays. These arrangements vary and will have been set up as part of the planning permission that was granted by the council at the time the properties were built.

You or your visitors should only normally park in a bay that is marked out for your property or in a designated visitor space, or someone else's space if they have agreed to you using it.

Visitor parking is on a 'first come first served' basis and only to be used if the driver is visiting a resident. It is not to be used by your visitor(s) as a convenient place to park up and go off site, eg shopping etc. No visitor parking is designated to individual properties, even if it might be in a convenient location for them or their visitors.

You and/or your visitors should:

- only park within the marked bays
- not cause an obstruction to anyone needing to access their own or other spaces or generally impede access to, from or on the site
- not sit in a motor vehicle with the engine running, particularly with the engine exhaust near doorways or people's windows
- accept that parking spaces are provided, and are normally only to be used, for cars (not commercial vehicles), that are taxed (unless exempt), roadworthy and registered to the tenant or leaseholder of the property for

the designated space in question or for their invited visitors.

We also normally consider that only residents and their invited guests should park on site in the designated spaces or in the visitor spaces.

However, as with everything, there are always exceptions and the following are the types of people residents might reasonably expect to see on site for short periods of time. These are people who are providing a service to Sandbourne's residents and include, but not exclusively:

- Any of the emergency services
- Hospital courtesy cars collecting or returning residents
- Doctors
- Home from hospital care teams
- District nurses
- Meal home delivery services
- Removal companies/families/friends moving residents in or out of their home
- People dropping off or collecting residents from their home
- Trades people unloading goods including, for example, carpet fitters, boiler replacement fitters, kitchen/bathroom fitters
- Deliveries including, for example, 'meals on wheels'
- Contractors unloading tools and machinery including, for example, gardeners, cleaners, etc
- Taxis
- Post office and parcel delivery services
- Car break down services.

We would normally require that no-one uses a designated disabled space unless they can display a current blue badge.

You should normally only undertake what we would consider to be minor repairs to your own registered car and not use the car parking bay/area for repairing anyone else's car etc. In a small number of locations even this has been banned by the council due to a planning condition applied to the land when permission was granted to build the homes.

You are also responsible, within your tenancy agreement or lease, for you, your household, and the conduct of any of your invited guests or visitors that may cause, is causing, or has caused, a nuisance in the locality.

If you, your household or your invited visitors cause damage to the car parking spaces including, for example, oil spillages, you will be liable for the cost of reinstating the area to a condition that is acceptable to us.

You should be aware that vehicles parked on Sandbourne property are at the owner's own risk. Sandbourne does not accept liability for any loss or damage to any vehicle or any individual's property. We normally consider that to be a matter for the individual's own insurers, or the police for criminal matters. Moreover, our land is not counted for insurance purposes as parking 'off road'. This means that cars must be taxed (unless exempt) and be insured.

## **Schemes or blocks of flats that do not have designated parking provision for residents/visitors**

This is the most complicated subject area of parking that we deal with as there are few hard and fast rules. Therefore, people have varying expectations of us and we have to take what is, in our opinion, a 'reasonable and proportionate' approach when dealing with you, your visitors and other visitors to the schemes/sites.

These arrangements (no designated parking) will have been set up as part of the planning permission that was granted by the council at the time the properties were built.

Resident parking is on a 'first come first served' basis as, with ever increasing car ownership, there may be more residents' cars than spaces. This is not something that we have any control over.

You and/or your visitors should:

- only park within the marked bays
- not cause an obstruction to anyone needing to access parking spaces generally or impede access to, from or on the site
- not sit in a motor vehicle, or leave it unattended, with the engine running, particularly with the engine exhaust near doorways or people's windows
- accept that parking spaces are provided, and are normally only to be used, for cars (not commercial vehicles) that are taxed (unless exempt), roadworthy and registered to the tenant or leaseholder of a Sandbourne property on the site.

In addition:

- We would normally require that no-one uses a designated disabled space unless they can display a current blue badge.
- All of the scheme's residents are equally able to park on site if general parking is provided by Sandbourne. Just because you normally park somewhere does not make it your space.
- Visitors and Sandbourne staff who expect to be there for more than a few minutes are normally expected to park off site.



- If there is any designated specific visitor parking it is not allocated to individual properties or their visitors, even if that might be a convenient location for someone, to use.
- If there is any specific or designated visitor parking including, for example, medics bays, they are not to be used as a convenient place to park up for a while and/or to be used to go off site, eg for shopping trips.

However, as with everything, there are always exceptions and the following are the types of people residents might reasonably expect to see on site for short periods of time. These are people who are providing a service to Sandbourne's residents and include but not exclusively:

- Any of the emergency services
- Hospital courtesy cars collecting or returning residents
- Doctors
- Home from hospital care teams
- District nurses
- Meal home delivery services
- Removal companies/families/friends moving residents in or out of their home
- People dropping off or collecting residents from their home
- Trades people unloading goods including, for example, carpet fitters, boiler replacement fitters, kitchen/bathroom fitters
- Deliveries including, for example, 'meals on wheels'
- Contractors unloading tools and machinery, for example, gardeners and cleaners, etc
- Taxis
- Post office and parcel delivery services
- Car break down services.

We also consider it may be reasonable for our contractors, when they are working, to park on site, the same for deliveries and others eg when someone is moving in or out, or is frail and needs to be collected or dropped off for short periods of time.

You should normally only undertake what we consider to be minor repairs to your own registered car and not use the parking space/area for repairing anyone else's car etc. In a small number of locations even this has been banned by the council due a planning condition applied to the land when permission was granted to build the homes.

You are also responsible within your tenancy agreement or lease for you, your household and the conduct of any of your invited guests or visitors that may cause, is causing, or has caused a nuisance in the locality.

If you, your household or your invited visitors cause damage to the car parking spaces including, for example, oil spillages, you will be liable for the cost of reinstating the area to a condition that is acceptable to us.

You should be aware that vehicles parked on Sandbourne's property are at the owner's own risk. Sandbourne does not accept liability for any loss or damage to any vehicles or individual's property. We normally consider that to be a matter for the vehicle/individual's own insurers or the police for criminal matters. Moreover, our land is not counted for insurance purposes as parking 'off road', which means cars must be taxed (unless exempt) and be insured.

## **No residents' parking at all available on site (Craigleith, Bournemouth)**

In some rare cases there may be car parking spaces on site but these have all been reserved for staff, carers, medics and/or drop off and/or pick up points for residents. You will

be advised if that is the case before you are made the offer of a tenancy.

## **Need more information?**

For further information:

You can write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email us on: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)

Use our website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

First Published September 2019