

Parking

Frequently Asked Questions



I have been told parking is on a first come first served basis – what does this mean?

There is no allocation of spaces and you can park in any free parking bay. This parking arrangement relies on residents being considerate of their neighbours.

We have been told we have ‘allocated’ parking – what does this mean?

Space(s) are allocated to your property for use of anyone in your household and/or visitors. This arrangement does not form part of your tenancy. The allocated spaces can be changed but you will be consulted first.

If you are a leaseholder and the space is demised to you, you own that piece of land and therefore any changes to parking arrangements at the scheme would not apply to you.

I have been given a permit to display in my car and told we have controlled parking – what does this mean?

It means we may employ an enforcement company to patrol the car park. You need to clearly display your permit at all times (preferably stuck to your windscreen). You must park in the relevant marked bays as per the arrangements of your block/estate.

If there is a management company at your block, they may oversee the parking enforcement and you will be informed if this is the case.

There are some cases where other companies manage the parking arrangements, again you will be informed in these cases of any particular arrangements.

My scheme has zoned parking – what does this mean?

There will be different marked zones and you must park in the zone identified for your specific property. Any of the above rules may also apply depending on the parking arrangements in your block/estate. Speak to your Neighbourhood Officer if you are not sure where your zone is.

I am disabled and have a blue badge – does this mean I can be allocated a disabled parking space?

A disabled bay is not always allocated and may be used by any individual living in or visiting the block who has a valid blue badge. If there is enforced parking, a permit must also be displayed.

There is a disabled bay that no one ever seems to use. I don't have a blue badge, can I still use the space if it's free?

Only people displaying a valid blue badge can park in a marked disabled bay in most cases. In some schemes where no one living at the scheme has a blue badge, the space may be used by people without a badge, but if someone moves in with a badge they will be given reasonable preference. If you are not sure which rule applies in your block, please ask your Neighbourhood/Leasehold Officer.

A tradesman's van is parked in my space – can I get it moved?

Spaces in the car park, including allocated spaces can be used by Radian vehicles if needed (i.e. tradesmen carrying out work). If they are in your allocated space you can call us and we can ask them to move if it is reasonable to do so. Please also contact us if a van is parked inconsiderately or is blocking any sort of access.

Other Radian staff and contractors can also use scheme car parks when visiting the block or customers as part of their role. Again they should be considerate as to where they park - please let us know if you have any concerns.

What if there is no Radian car park where I live, where should I park?

Vehicles will need to be parked on the road, following the highway rules. Any issues with parking need to be reported to the relevant local authority.

My neighbour is parking inconsiderately, they are using mine and other people's spaces, what should I do?

Allocation of spaces does not form part of the tenancy so we cannot take enforcement action. However, if you have discussed it with your neighbour and nothing has changed, or there is a reason you do not want to talk to your neighbour about it, you can let us know, because if there is repeated parking problems we may consider consulting with all residents about introducing controlled parking.

If you are a leaseholder and the space is demised to you, you can do things such as put your own lockable poles in the space to prevent others being able to use it. Please contact your Leasehold Officer before doing this.

What action will Radian take if there is an untaxed or abandoned car in a Radian car park?

If you tell us about it (or we find it when we visit) we will contact the DVLA to find out who the registered owner is so we can contact them and ask for it to be removed. If they fail to do so we can ask the local authority to remove the vehicle. This whole process can take a long time.

In some cases, where leaseholders live within one of our blocks, they may own their car parking space and in these cases, we cannot get vehicles removed.

People just don't follow the parking rules at our scheme and everyone is getting angry and upset about it – what should we do?

As above, if there are repeated issues, we may consult with residents about introducing controlled parking.

Non-residents are using our car park, how can this be stopped?

Ultimately we cannot take enforcement action or remove cars, but we can put up signs or consult residents about the possibility of introducing controlled parking.

I have been given a parking ticket and I want to dispute it – what do I do?

Any disputes about fines need to be raised directly with the enforcement company to investigate. You will be given the details of the company when you move in or when parking enforcement is introduced. Their details can be found on the signs in the parking areas they manage.

What if my household has more than one car?

It depends on the parking arrangement at your scheme. If you have a first-come, first-served arrangement, please be considerate of your neighbours and the amount of parking available to everyone. It might be a good idea to park one of your vehicles on a nearby public highway. If your scheme has allocated or enforced parking it will depend on how many spaces and/or permits have been allocated to you. If you don't have enough spaces/permits provided for your vehicles, you will not be able to park them all in the car park.

Can I have more than one permit?

You will be told when you move in, or when controlled parking is introduced, how many spaces each household can use and allocated the relevant number of permits. Visitors will be required to park in visitors spaces if these are available.

I have lost my permit, what do I need to do?

There is a charge for a replacement permit (depending on the scheme) which must be paid before a replacement can be issued. You will not be able to park your vehicle until a new permit has been issued.

We have visitor's spaces at our block, who can use these?

These are not to be used by people who live in the properties and need to be left free for visitors to those who live there. This includes visiting Radian staff and tradesmen.

Can our parking arrangements be changed?

Yes, but you will be informed and also consulted if there is a proposal to change arrangements (for example to controlled parking). If you are a leaseholder and the space is demised to you, we cannot change the parking arrangements relating to your space.

Can there be more than one parking rule at one site – i.e. first come first served but also controlled parking?

Yes, for example you may have allocated parking spaces, but also controlled parking where you must display a permit. Or you may have controlled parking, but there is no allocation of spaces, so you can park in any space, as long as you display your permit.

I have a van I use for work – can I park this in the car park?

It depends on where you live, what the local parking restrictions are and any covenants that may be in place. Rules may also differ if there is a management company in place. You will need to check with your Neighbourhood Officer if you have a commercial vehicle. If you are a leaseholder you will need to check the terms of your lease relating to commercial vehicles.

If there are no spaces left to park in, can I park on other parts of the land if I can find room?

You must not park in areas of the car park, or Radian land, where there are no marked spaces. You may block access for refuse vehicles or the emergency services, or cause problems for your neighbours. If you cannot park in the car park itself (i.e. if its first come first served and all spaces have been used) you will need to park on the public highway. If you have controlled parking, you are likely to receive a fine even if you display your permit.