



We're changing our Parking Policy and Procedure

**Here's everything you need
to know at the moment**

September 2023

We're changing our Parking Policy and Procedure...

For the first time in over 10 years, we are updating our parking policy.

Why are we changing the policy?

- To make the permit and visitor permit process easier for our residents.
- To allow our Customer Service Team to dedicate more time to other matters that concern residents.
- Rising costs for the Housing sector and industry have meant that we've had to make some difficult decisions regarding prices.

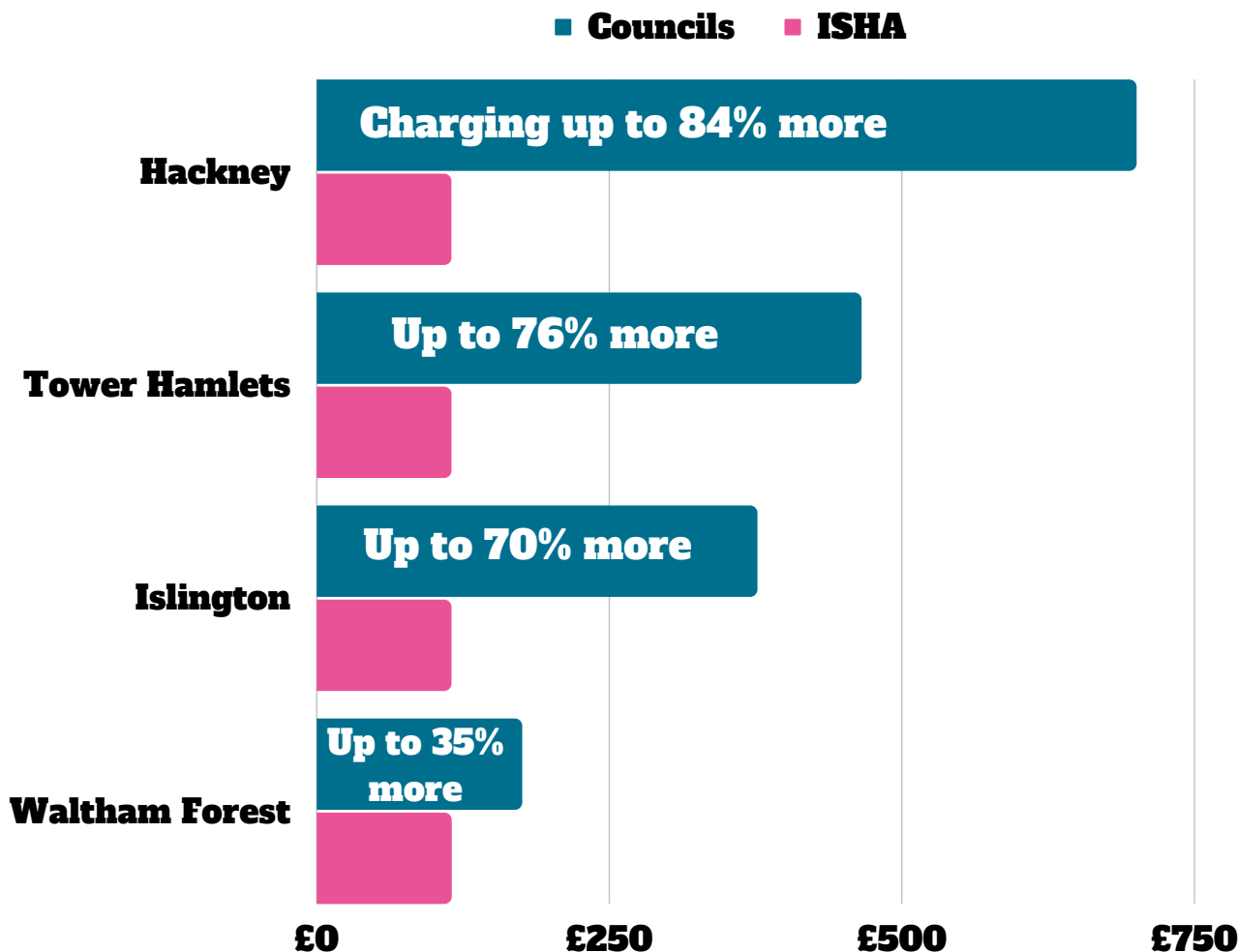
What are the changes?

Please be reminded that, as of September 2023, these are proposed changes, and are subject to review by the ISHA Leadership Team.

Element of policy	Proposed change	How does this compare?
The price of a permit per year	Increase to £115, up from £100	Remains below average compared to London (see next page)
The price of a visitors' permit	£4.50 per 4-hourly slot (which also applies to residents with a blue badge*)	Average for London
The length of time you can book a visitors' permit	Increased from 4 hours a day to 8 hours a day, in the form of 2x two-hour slots	As a result of our resident consultations; considerate
The way you can book a permit, visitors' permit, or renew your space	Via an online portal, managed by UKPC, instead of calling ISHA Customer Services	This is much more convenient for residents, as they don't have to call between Mon-Fri, 9-5 to discuss parking. The new portal works for you, when you want it to.

*Residents with a Blue Badge that receive care will not have to pay for their Carers to visit; ISHA issues Carer permits. If you need to set one up, please contact Customer Services. Under the new policy, Blue Badge holders will need to pay for all other visitors to park.

How do our change in prices compare to London Councils?



The size and age of your vehicle doesn't matter to ISHA...

Local councils typically charge for parking based on vehicle type (emissions/engine size and age) but we have decided to apply a flat rate across the board and make it fair for everyone.

How have we come to these decisions?

Staff at ISHA have been working hard to make sure the new policy and procedure is fair for all.

- 1. Our Customer Service Team and Neighbourhoods team discussed our current policy to identify challenges.**
- 2. They identified solutions through changing the current policy...**
- 3...And worked with our parking contractor, UKPC, to develop a new online portal for residents.**

Then, we engaged ISHA residents to get their views on the proposed changes in 2 key stages.

Stage One

10 residents were invited to review our new policy. They were trained in policy-review skills, and then met with ISHA and UKPC for one hour to discuss their views. You can read more about a residents' experience here.

Stage Two

Residents across ISHA were invited to speak to our Customer Service Team or fill out an online survey about our new policy. The opportunity was shared in our most recent newsletter and closed on 21st September.

What are the next steps for ISHA?

Feedback from residents is being shared with Leadership Team, along with the proposed new policy.

Leadership will review the policy and make any necessary changes before it is approved and implemented.



When will the policy come into effect?

We cannot guarantee a set date when the policy will come into effect at this current time, as the policy is still subject to review by ISHA Leadership Team.

We recognise that communication is key in this process, and we will ensure that when a date is announced, we will communicate it to you via:

1. Email
2. Our website
3. Social Media
4. Our Resident newsletter

Thank you for your patience.

Get in touch

If you have any other questions around parking, or indeed anything else that we can help with, please get in touch with our team.

Call us

0300 131 7300

Mon-Fri, 9am-5pm

Email us

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Follow us

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Read the ISHA Residents' Newsletter on our website

isha.co.uk

