



# **We've updated our Parking Policy**

What you need to know

# Why have we changed our parking policy?

We've updated our parking policy for the first time since it was introduced. Over that ten year period we have been proud to maintain the same low price for all parking permits.

Due to rising costs, we now need to raise our prices slightly. We have kept them as low as possible and our parking permits are still more affordable than most parking providers, including your local council.

We have also updated our policy to:

- make the parking process easier for our residents
- increase fair access to visitor parking
- introduce Carers' permits for residents with care needs.

## What has changed?

<b>Price</b>	<b>Prices are increasing to £115 per year.</b> This is the first increase in 10 years and is less than inflation rises over that time. The increase is needed to help cover management costs.
<b>Visitor parking</b>	<b>Visitor parking fees will be reinstated. A four-hour slot may be booked for £4.50 per slot.</b>  Before the pandemic, visitor parking required physical parking vouchers, purchased in booklets from our Customer Service Team. We are moving to an online system, which you can manage yourself via the new online portal.
<b>Increased visitor parking allowance</b>	<b>We have taken on your feedback about the length of time available for visitor parking.</b> Via the new online portal, you will now be able to book up to 2 4-hourly slots per day, making the total daily time for visitors' parking up to 8 hours.
<b>Parking portal</b>	<b>We're introducing a new self-service portal.</b> You will be able to book visitor parking (if available), check your account and renew your annual permit.

## **Introducing Carers' permits**

If you have a disability which requires carers to visit you regularly, we can issue Carers' permits to ensure you can continue to receive the support you need.

To obtain a Carers' permit(s), please email or call our Customer Service Team.

Email: [isha@isha.co.uk](mailto:isha@isha.co.uk)

Call: 0300 131 7300

Carers' permits are issued free of charge.

## **Our new parking portal**

We've designed a parking portal to give you more flexibility and control over parking.

With the new portal, you can:

- Book visitors' parking (if available where you live)
- Renew your permit (and be notified in advance of renewal)

Please visit: [ishaparking.ukparkingcontrol.com](http://ishaparking.ukparkingcontrol.com)

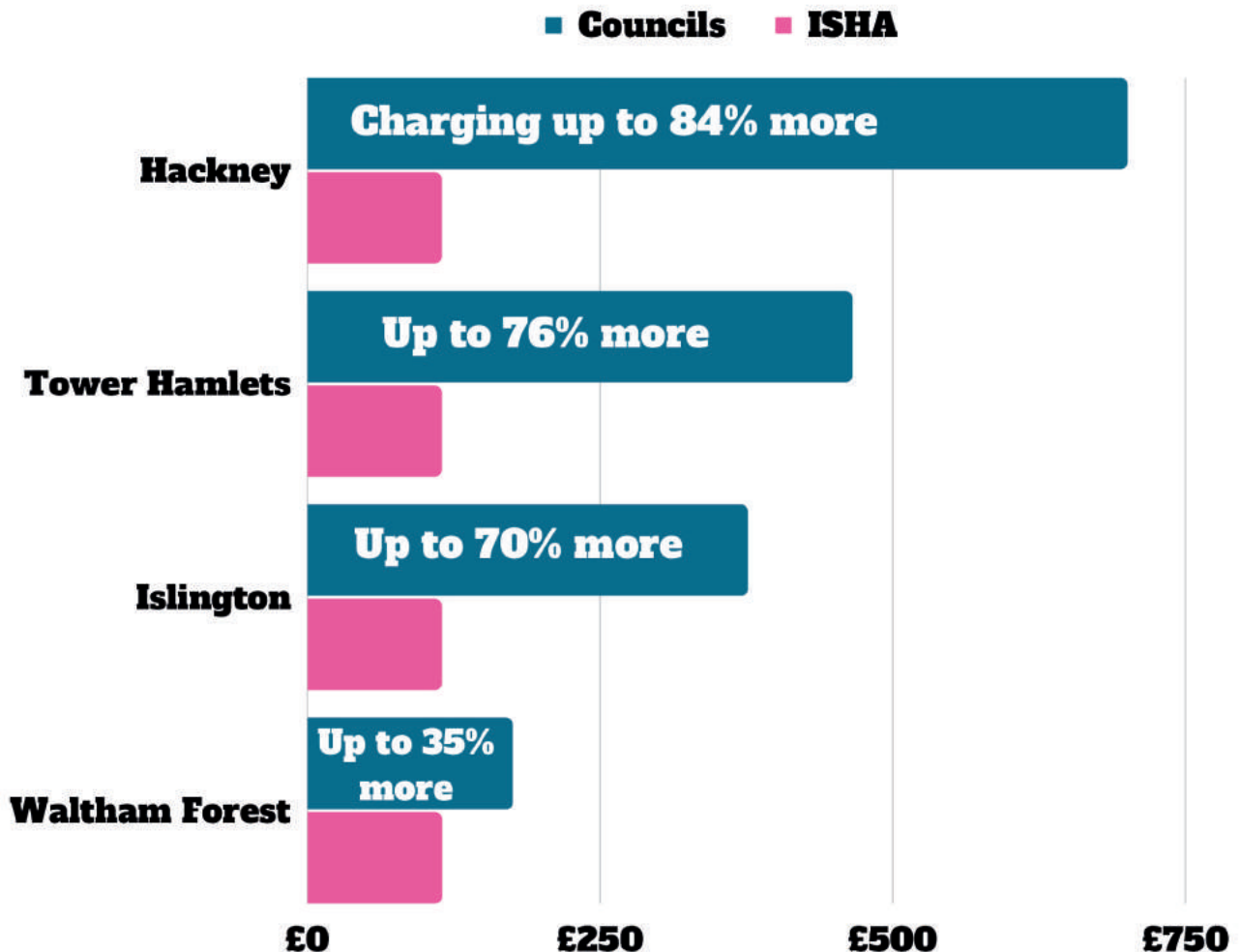
You'll need to create an account with the portal using your email.

If you require assistance in setting up your portal account, please contact the ISHA team.

- Email us at [isha@isha.co.uk](mailto:isha@isha.co.uk)
- Call the ISHA Customer Service Team on 0300 131 7300, between the hours of 9.00am and 5.00pm, Monday to Friday
- Visit the ISHA office, located at 102 Blackstock Road, London N4 2DR.



# How do our change in prices compare to London Councils?



## The size and age of your vehicle isn't a factor...

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



# How have we included residents' voices?

We asked for resident feedback on the planned changes in two 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. Read more about this process in our [September Residents' Newsletter](#).

## Stage Two

In September 2023, ISHA residents were invited to speak to our Customer Service Team or fill out an online survey about our new policy. The survey was promoted via our website, social media channels, newsletter and our Customer Service Team.

We received helpful feedback from our residents throughout this process and have made some key changes as a result.

## What are the next steps for ISHA?

The updated policy is now in place and will be closely monitored over the next 12 months. We will then review feedback from you, our residents, as well as the parking company and our staff to understand how to improve it to make parking as fair and accessible as possible.

## What are the next steps for me?

**If you're an existing permit holder, you'll need to renew your permit by Monday 12th February at 5pm. Contact us for more information.**



## **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**

**[isha@isha.co.uk](mailto:isha@isha.co.uk)**

### **Follow us**

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**Read the ISHA Residents' Newsletter on our website**

**[isha.co.uk](http://isha.co.uk)**

