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Document Type	Policy- L3		

Garage Management Policy

1. Policy statement

1.1 This policy sets out the way Coastline Housing delivers our garage management and letting service.

2. Background

2.1 The effective management of our garages ensures that we meet the objectives set out in our Coastline Plan. Blocks of garages that prove difficult to let may be reviewed as a part of our Land Transformation Project. Options may include possible sales or development of sites, including demolition and creation of parking.

2.2 Coastline will use a variety of ways to promote and advertise garages to ensure that these objectives are met. These may include social media, signage on garages, letter drops to local areas, and advertising in local shops where appropriate.

3. Policy details

3.1 We will offer licences of our empty garages to all of our customers, leaseholders, shared owners, private residents and owner occupiers.

3.2 Coastline customers, leaseholders and shared owners will have priority over all other applicants via our garage waiting list.

3.3 Priority will then be given to private residents living on the estate the garage is located,

3.4 A Coastline customer must have a clear rent account in order to be offered a garage tenancy. This will include up to date rent in advance and the absence of any other debts owed to Coastline.

4. Usage of garages

4.1 In line with Coastline's aim of reducing parking issues in our neighbourhoods, it is recommended that garages are used for the storage of a vehicle only.

4.2 The storage of flammable or combustible items is not permitted.

4.3 Storage of domestic articles is not recommended and garages cannot be guaranteed to be watertight. Coastline cannot be held responsible for any damage or theft that occurs.

4.4 It is the licensee's responsibility to insure any items kept in a garage. Coastline is only responsible for the structure and not the contents

4.5 Garages cannot be used for:

- Business use
- Residential use

4.6 The licensee must ensure that when using a garage they do not create noise or nuisance to local residents. If this is not adhered to the licence may be terminated by way of written notice.

5. Garage rent payment and arrears

5.1 All licences let after 30th November 2018 are monthly and begin on any weekday.

5.2 Where garages are let on a monthly licence, rent is collected in advance, beginning with the initial apportioned current month, in addition to the full following month. All subsequent payments are due by Direct Debit on the first of each month.

Where garages were let on a weekly licence, rent is payable fortnightly in advance, with no payment method specified.

5.3 Garages are subject to VAT for non-Coastline customers.

Customers who hold a tenancy or lease with Coastline, or those freehold customers who pay towards estate services, are not subject to VAT on garage rental charges. However, VAT will apply should these conditions cease to be met or the garage is not within the vicinity of the home

5.4 Rent arrears of four weeks or more, or any breach of the licence, will result in the licence being terminated by way of a seven day written notice. In instances where arrears have been cleared following service of a notice, the licence will be terminated if a second notice is issued. Clearance of the arrears will not prevent repossession in this instance.

5.5 The Garage Arrears Procedure compliments this policy and provides guidance to colleagues on the steps to be taken when managing accounts in arrears.

6. Termination of garage licence and recharges

6.1 A licensee can terminate the licence by providing seven days' written notice for weekly licences and one month's notice for monthly licences. Any damages to the garage will be charged to the licensee.

6.2 The garage must be left free from rubbish and/or personal belongings and in a clear and tidy condition. Failure to do so will result in costs being recharged to the former licensee.

6.3 It is the responsibility of the licensee to ensure that keys to the garage are received at Coastline House. This may be by post but it is recommended that signed for delivery is used in this instance. If keys fail to arrive the liability for the cost of a lock change will rest with the licensee.

6.4 If the garage licence has been terminated by us by way of written notice because of rent arrears, and there are personal belongings stored within the garage, Coastline can seize the objects for the purpose of settlement of the arrears.

7. Monitoring

7.1 The number of garage licensees in arrears, the value of arrears, void loss, and the number of empty garages will be closely monitored.

8. Equalities considerations

8.1 There are no perceived negative or positive impacts to any of the nine protected characteristics. The policy has one preference contained within it which gives preference to customers of Coastline. We feel it is justifiable to offer this preference to our customers.

9. Review and monitoring

9.1 This policy will be reviewed every three years.