CROYDON COUNCIL HOUSING

Estate Parking and Storage Facilities Policy

The policy ensures all Council housing estates are well maintained, and free from unauthorised vehicle parking, abandoned, or that may cause a health and safety risk. The policy also includes garages, sheds and communal bike storage.

Residents Reading Group Reviewed

This policy was reviewed with the help of Croydon Housing Residents

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1. Introduction

1.1. This policy sets out how Croydon Council manages estate parking, garages, storage sheds, and bicycle storage units on its housing estates for use by residents and leaseholder, and in the case of garages, also members of the public. This policy outlines how we will allocate and manage these facilities to ensure the estates are free from abandoned or unauthorised vehicles.

2. Aim of the Policy

2.1. This policy aims to ensure that Croydon Council estates are managed safely, fairly and without opportunities for misuse by:

- Keeping all estates free from abandoned, unauthorised, unroadworthy or unsafe vehicles, and closing loopholes that could allow vehicles to remain on-site without permission.
- Ensuring any vehicle that poses a health and safety risk is identified and removed quickly to prevent hazards or prolonged disputes.
- Removing abandoned vehicles promptly to maximise parking availability and prevent long-term occupation of bays by non-residents. Find out more on abandoned vehicles, including the policy: Report an abandoned vehicle | Croydon Council
- Ensuring tenants and leaseholders comply with their parking responsibilities set out in their tenancy agreements and conditions of tenancy or leases, reducing ambiguity about enforcement.
- Clearly defining the parking and storage facilities available to prevent misuse or claims of entitlement where none exists.
- Setting out transparent, fair allocation rules that cannot be manipulated or challenged due to unclear wording.
- Establishing clear conditions of use that minimise risk, prevent unsafe practices, and support effective enforcement.
- Explaining how Croydon Council will monitor, manage and enforce the use of all facilities to maintain safety, fairness and estate-wide consistency.

3. Scope

3.1. This policy covers all estate roads and paths, car parking spaces (general, secured or disabled), lock-up garages, and bicycle storage units, and other storage facilities located on Croydon Council Housing estates. Please note that not all storage facilities are found on every estate.

3.2. Tenancy agreements and leases prohibit untaxed, abandoned, unroadworthy, or dangerous vehicles from being kept on the estates. In respect of agreements that pre-date the inclusion of this provision, the Council will enforce the policy through the existing nuisance clause and in

accordance with any relevant Government guidance concerning abandoned vehicles.

Related Documents

4.1. Croydon Council will apply this policy alongside related policies, including but not limited to:

- Anti-Social Behaviour Policy
- Abandoned Vehicles Policy
- Complaints Policy
- Income Recovery Policy
- Conditions of Tenancy & Tenancy Agreement
- Parking permits
- Licence Agreement
- Estate and Environmental Management Policy

5. Legal Context

This policy aligns with relevant legislation including:

- Road Traffic Regulations Act 1984
- Parking Act 1989
- Vehicle Excise and Registration Act 1994
- Protection of freedoms Act 2012
- Torts (Interference with goods) act 1977
- Equality Act 2010
- Data Protection Act 2018

Croydon Council may amend this list as legislation evolves.

6. Estate Parking Facilities

6.1. Parking spaces

Most estates have allocated parking spaces for motor vehicles and motorcycles only; there are some disabled parking spaces allocated. Parking areas may be open or located behind security gates.

6.2. Controlled Parking

The following estates have controlled parking and require permits:

- Albury Court and Bramley Hill
- Birchfields and Southlands
- Cromwell House
- Croydon Grove

- Duppas Hill Lane
- Eastney Road
- Garnet Road
- Gatestone Road
- Gillet Road
- Handcroft Road
- Heathfield Gardens
- Leighton Street
- Messer, Keeling and Morris
- Sumner Gardens
- The Elms (Tavistock Road)
- Violet Lane
- Waddon (Hyde Housing)
- Whitehorse Road

Street parking permits are not valid on Council estates.

6.3. Disabled Parking

We have designated marked or signed disabled parking spaces on some of our estates. In situations where a disabled resident requires a parking space and there is no suitable space available to allocate, we will consider creating a new space for them if this is possible. This may be achieved by re-designating a standard parking space and changing the layout to meet the required specifications for disabled parking spaces or creating one in an area not currently used for parking if this is reasonable.

The parking of mobility scooters is not permitted in disabled parking spaces or communal areas.

For more information or to apply for a permit, visit: Disabled parking bays | Croydon Council

6.4. Visitors Parking

Some estates provide visitors bays. These require a valid Visitors Permit issued by the Lettings team upon proof of residence.

6.5. Council staff and Contractor Parking

Croydon council staff and contractors will be required to display a Staff parking permit to park on Housing estates this can be obtained through parkingpermits@croydon.gov.uk and will require the service Directors approval.

6.6. Permission for temporary placement of equipment and facilities

The placement of skips, scaffolding, portable cabins, welfare units, hoardings, storage containers, mobile plant, or any other temporary structure on Council housing estates requires the Council's prior written permission. No person, contractor, organisation, tenant or leaseholder may place such items on estate roads, parking areas, footpaths, green spaces, communal land, or other Council-owned housing land without authorisation.

Requests for permission must be submitted in writing before any equipment is delivered to the site and should include:

- The location where the equipment or facility is to be placed.
- The purpose of the equipment or facility.
- The proposed installation and removal dates.
- Details of the contractor or organisation responsible.
- Evidence of appropriate public liability insurance.
- Risk assessments and method statements where required.
- Details of any measures proposed to protect residents, vehicles, estate surfaces, utilities, landscaping, and pedestrian access routes.

Croydon Council will assess each request individually, taking into account resident safety, access requirements, emergency vehicle access, potential disruption, equality considerations, estate management requirements, and any impact on parking availability. Permission may be refused where the proposed location presents an unacceptable risk or operational concern.

Where permission is granted, the Council may impose conditions, including:

- Restrictions on the duration of the placement.
- Requirements to maintain safe pedestrian and vehicle access.
- Protection of estate roads, paving, grassed areas, landscaping and underground services.
- Requirements for appropriate signage, lighting, barriers or hoarding.
- Reinstatement of any damage caused to Council property at the applicant's expense.
- Payment of any applicable licence, suspension, administration or occupation charges.

The Council reserves the right to require the immediate removal of any equipment or facility that has been placed without permission, is causing a safety concern, is obstructing access, or is otherwise in breach of the conditions of approval. Any costs incurred by the Council in removing unauthorised items or repairing damage may be recharged to the responsible person, contractor, organisation, tenant or leaseholder.

Where temporary occupation of parking bays is required, separate approval may be required to suspend the use of parking spaces. The granting of permission for the placement of equipment does not confer any right to occupy estate land beyond the approved period and location.

6.7. Loading and unloading

Residents may load or unload vehicles for up to 15 minutes in designated areas. Beyond this, a permit must be purchased. Officers may apply discretion in exceptional cases.

6.8. **Eligibility for parking**

Estate parking is available to a permanent resident who are the registered keeper of the vehicle and listed on electoral register or council tax records.

7. Applying for an Estate Vehicle Parking Permit

7.1. Permanent residents living in a council-owned housing estate in Croydon, can get a permit to park their vehicle in the estate car parks or roads.

7.2. Permits can be requested or renewed on the Council's website: Housing estate parking permits | Croydon Council.

7.3. **Who can get a permit**

To apply for a permit, you must:

- be a permanent resident of a council-owned housing estate.
- be the registered vehicle keeper – this means the person who's responsible for the vehicle and drives it.
- be on the electoral register or Council Tax record.

Fees are available on the councils website.

Permits can be requested online through the Council's website: Housing estate parking permits | Croydon Council. Residents will be required to provide the evidence of vehicle ownership.

7.4. **Before your start**

You will need to pay using a credit or debit card. You will also need one of the following forms of evidence.

- a photo or scan of page 2 of your vehicle log book (V5C) showing vehicle make, model, engine size and emissions
- a screenshot of your vehicle's details from the GOV.UK vehicle enquiry service
- the MOT certificate - if you have a new car, you may not have this document.
- your vehicle insurance document.
- Applicants for disabled parking spaces must also provide proof of eligibility, normally a Blue Badge or Red Badge.

7.5. **Apply for a new permit**

Set the start date at least 7 days after the date you are applying. This makes sure the permit does not start before you get it in the post.

7.6. **Renewing your permit**

You will need your PIN. You can find this in the renewal reminder we send you by post or email.

If you do not have a PIN, you can ask for a reminder when you renew your permit online. Alternatively, you can email parkingpermits@croydon.gov.uk with your permit number and address.

Residents who require assistance in applying for an estate permit, please contact your Housing Officer or a member of the Lettings team.

8. Changing or Cancelling your Permit

8.1. Change your vehicle or address

If you change your vehicle or address, or are using a courtesy car, you must email us at parkingpermits@croydon.gov.uk straight away.

We will give you 4 weeks of temporary cover while you wait for your new permit. You will need to return your old permit to us to get a new one.

8.2. Tell us if you are changing your vehicle

Send us:

- your name and address
- a photo or scan of page 1 and 2 of your vehicle log book (V5C)
- your MOT certificate
- your vehicle insurance document, showing that the vehicle is insured at the address where you are applying for the permit

8.3. Tell is if you are using a courtesy car

Contact parkingpermits@croydon.gov.uk and advise them of:

- your name and address
- the vehicle registration
- how long you'll be using a courtesy car

8.4. If you are changing address

Contact parkingpermits@croydon.gov.uk

8.5. Returning your old permit

After we have confirmed the changes to your permit return the old one by post to:

Parking Permit Section
Parking Services, PO Box 1462
Croydon CR9 1WX
United Kingdom

8.6. **Cancelling your permit**

You can cancel your permit if you sell your vehicle, move or no longer need a permit by emailing us at parkingpermits@croydon.gov.uk

You cannot get a refund for a housing estate perking permit.

8.7. **If your parking permit is lost or stolen**

You will need to apply for a new visitor parking permit by emailing us at parkingpermits@croydon.gov.uk

We will not provide a refund for lost or stolen permits.

9. Parking Enforcement

9.1. Croydon Council operates a parking enforcement system on most estates to prevent unauthorised or inappropriate use of parking facilities and to minimise inconvenience to residents. All users are responsible for clearly displaying a valid parking permit in their vehicle and ensuring they park only in their designated space. Any damaged or lost permits must be reported to parkingpermits@croydon.gov.uk immediately.

9.2. Residents and visitors who fail to display a valid, legible parking permit, or who park outside of their allocated space, may be subject to enforcement action and issued with a Penalty Charge Notice. Serious or repeated misuse of parking facilities may also result in a breach of the terms of your tenancy or leaseholder agreement.

9.3. We may request to see documents outside this process should we suspect that a breach has occurred, such as a vehicle being uninsured or unroadworthy.

10. Permission for Off Road (SORN) Vehicles

10.1. A SORN-registered vehicle that is not going to be used for a short period of time and as a result will be untaxed. These vehicles must not be parked on the estate road.

10.2. Residents with a SORN-registered vehicle must request written permission to keep it on a permit holders parking bay, garage or driveway. Requests must include:

- Vehicle make, model, and colour
- Registration number
- Exact location
- Expected time the vehicle will remain off road
- Reason for SORN
- Copy of the SORN certificate

Permission will be granted for **a maximum of 4 weeks** from the tax expiry date. If the vehicle is not removed or taxed after the permitted period, a second notice may be issued, and the vehicle may be removed in line with the abandonment process.

11. Parking on Private Driveways or Gardens

11.1. The parking of vehicles on private driveways, is only permitted if there is an approved vehicle crossover/dropped kerb. Parking on a garden without a hardstand is not permitted.

11.2. Tenants and Leaseholder will require authorisation from the Council's Highway department and your landlord (the Council) to create an access to a property by lowering kerbs at the edge of a road. It is an illegal offence to drive over the footpath without one.

11.3. **How to request permission**

To apply for a domestic vehicle crossover, you will first need consent from your landlord (the Council) to apply on our behalf. You will need to provide written evidence for permission.

You can do this on the Councils website using these links: Tenants home improvements or Leaseholder Home Improvements and Alterations

11.4. Once you have our written consent you can request approval from the Council's Highway department to create an access to your property by lowering kerbs at the edge of a road. All associated costs will be the tenants or leaseholder responsibility. Details on how to apply can be found on the council's website: Dropped kerbs and crossovers | Croydon Council.

12. Enforcement – Parking on Private Driveways and Gardens

12.1. All dropped kerbs need written permission from the council. Failure to gain written permission could result in significant costs to residents. You may also be in breach of your tenancy and Leasehold agreement.

12.2. If a vehicle is burnt out, on blocks, significantly damaged, or poses a safety risk, we will contact the owner via Housing Management or Leasehold Services to request immediate repair or removal.

12.3. If a vehicle is untaxed or taxed but unsafe (e.g., burnt out, on blocks) we will report it to the Police and the Councils Abandoned Vehicle Department to request removal.

13. Garages

13.1. Lock-up garages are available on some estates to provide secure vehicle storage for residents and non-residents. Where written permission is granted, you will be allowed to use the garage for the storage of non-inflammable items or equipment such as furniture and personal items. We do

not accept responsibility for theft, loss or damage of any property stored in the garage.

13.2. **How to apply for a garage**

Residents and non-residents can apply to join the garage waiting list by completing an application on the Council's website: Council garages | Croydon Council

13.3. **Garage Repossession**

The Council may end a garage tenancy at any time by issuing notice. Unlike residential properties, we do not need a county court possession order.

Users must keep their rent account up to date by paying in advance. If a notice to quit is issued for arrears, repossession will proceed automatically, even if the arrears are later cleared.

If belongings are found in a repossessed garage, the former tenant will be contacted and given **7 days** to remove them. Costs for clearance or lock changes will be recharged to the former tenant, along with any outstanding arrears.

If your garage is repossessed, you and any member of your household will not be eligible to rent another garage from the Council.

14. Sheds

14.1. Storage sheds of various sizes are available on most estates. They are for domestic storage only and must not be used to store hazardous items. Motorised vehicles of any kind, including e-bike and e-scooters, are not permitted.

15. Bicycle Storage units

15.1. Some estates have secure bicycle storage for which a charge is payable. Only pedal cycles may be stored in these facilities.

16. Hazardous items

16.1. The storage of hazardous, flammable or volatile materials (i.e., paint, varnish or white spirit, oil, petrol) are **strictly prohibited** in garages, and sheds.

17. Licence Agreements

17.1. All storage facilities are provided under a Licence Agreement, which grants the named user permission to use the facility in return for a weekly charge. A signed Licence Agreement and any requested supporting documents must be provided before a facility can be allocated.

17.2. The Licence Agreement sets out the terms and conditions for safe use of the facility, payment requirements, and the circumstances under which the Agreement may be terminated.

17.3. The Licence Agreement is separate from any other agreement the user may hold with the Council (such as a tenancy or lease). It is non-transferable, and the use of the facility cannot be assigned to another person.

17.4. Licence Agreements grant permission to use the facility only and do not confer any legal rights over the facility or any other Council-owned land or buildings. Storage facilities are not included in the Right to Buy.

17.5. **General conditions of use**

The standard Licence Agreements sets out the full terms and conditions for the use and management of storage facilities. This summarises key requirements and explains how common situations will be managed.

18. Allocation

18.1. Facilities are allocated on a first-come, first-served basis, except garages, where residents have priority over non-residents. If demand exceeds availability, applicants will be placed on a waiting list and allocated a facility as one becomes available.

18.2. Applicants in arrears on another facility or on their rent or service charge account will not be allocated a facility. They will be given the opportunity to clear arrears before the offer is made to the next applicant.

18.3. The Council may re-allocate facilities or require users to move for operational reasons. We will provide as much notice as possible, though in urgent situations changes may occur with little or no notice.

18.4. Current users may apply to transfer to another facility of the same type. If no suitable facility is available, they will be placed on a waiting list.

19. Waiting Lists

19.1. When no facility is available on an estate, or when a user requests a transfer and no suitable facility is available, a waiting list will be created. Waiting lists are facility-specific; joining one list does not give priority on another.

19.2. Applicants are added to the waiting list from the date of their initial application. Tenure type and length of residence do not affect priority.

19.3. Applicants in arrears on another facility or on their rent or service charge account will not be added to the waiting list until arrears are cleared or a repayment arrangement is agreed.

19.4. Applicants who already hold a facility of the same type will not be placed on the waiting list, to ensure fairness to other applicants.

19.5. Croydon tenants and leaseholders (including sub-tenants) will have priority over non-residents for garage waiting lists.

19.6. In exceptional circumstances, designated Officers may allocate a facility to someone not on the waiting list or adjust priority where there is a justified reason, such as making reasonable adjustments for a disabled applicant.

20. Charges and Payments

A charge is payable for the use of all our estate facilities. It is set in accordance with our Income Policy, and the income goes to the Housing Revenue Account.

20.2. Payment must be made in in accordance with the terms and conditions of the Licence Agreement. The preferred method of payment is Direct Debit, but we can accept payment by other methods including standing order and card payments over telephone or online.

20.3. We will send account statements on a quarterly basis by post to the correspondence address we have on file for the user. We reserve the right to change the frequency of these statements.

21. Arrears and Debt

21.1. Licence Agreements will be terminated if accounts fall into arrears and users fail to clear the debt after notification. Applicates with arrears or other Council debts may be refused a facility. We will write to the user to warn them of this prior to the account being terminated.

21.2. If an applicant is in arrears on another facility, or their rent or service charge account, they will not be allocated a facility, or entered onto the waiting list, until the arrears are paid, or an agreement is made for repayment with the relevant team.

21.3. Applicants who have other debts with Croydon Council at the time of application may also be refused a facility until the debt is repaid or a repayment arrangement is made

22. Changes of Information

22.1. If an applicant is in arrears on another facility, or their rent or service charge account, they will not be allocated a facility, or entered onto the waiting list, until the arrears are paid, or an agreement is made for repayment with the relevant team.

22.2. Applicants who have other debts with Croydon Council at the time of application may also be refused a facility until the debt is repaid or a repayment arrangement is made.

23. Loss or Damage

23.1. Users are responsible for insuring their belongings against loss of damage while they are kept in or on any facility on our estates.

23.2. The Council will not be held liable for damage or theft of such items. It is the owner's responsibility to have adequate content insurance.

23.3. Any claims for loss or damage caused by any act or omission of Croydon Council's employees, agents or contractors must be made in accordance with our Council's insurance claims procedure.

23.4. The Council has teamed up with Thistle Insurance Services who provide specialist contents insurance policies for tenants. All tenants living in social and affordable housing are eligible to apply: Home contents insurance | Croydon Council

24. Repairs to Facilities

24.1. Croydon Council is responsible for the maintenance of parking and storage facilities. Users are responsible for taking reasonable care of the facility while they are using it and they should report any repairs promptly via Housing online or by calling our repairs contact centre on 020 8726 6101.

25. Termination of Licence Agreement

25.1. Licence Agreements for any facility can be terminated by either party in accordance with the terms and conditions described in the Agreement itself. Notice must be given in writing.

25.2. We will always attempt to serve written notice of termination. This may be by letter or e-mail. This will be sent to the last known correspondence address or e-mail address that we hold for the user.

26. Disposal of Property

26.1. Any personal property removed from the facility when it is repossessed or removed from any facility or communal area as part of our estate management duties, may have the disposal costs recharged to the Licence holder.

27. Management of Empty Facilities

27.1. All facilities form part of Croydon Council's estate. Empty facilities may be used for estate management purposes, until they are needed by a resident.

28. Suspensions and Withdrawal from Use

28.1. From time to time, we may suspend the use of facilities for operational reasons, for instance suspending parking to allow maintenance works or due to building work happening nearby.

28.2. We may also withdraw facilities from use completely if this is deemed to be necessary for estate management purposes, or if they are not considered to be fit for use.

28.3. We will give reasonable notice to affected residents when suspending or withdrawing facilities but in some emergency situations no notice may be given.

29. Complaints

29.1. Any complaints about the allocation and management of estate facilities will be dealt with under the Corporate complaints policy and procedure | Croydon Council.

30. Health and Safety Matters

30.1. We reserve the right to actively manage estate facilities to ensure that they are used in a safe manner. We have an inherent right to manage our estates, and the Licence Agreements contain terms and conditions regarding safe use of these facilities. Breach of these terms and conditions will be treated seriously and may result in the Agreement being terminated by us.

30.2. We reserve the right to act to mitigate any risks that come to our attention, including by repossessing or accessing facilities without notice if we suspect that they are being used in an unsafe manner, for example to store hazardous substances.

30.3. In accordance with this policy and the Licence Agreement, we may remove items from any facility without notice if they are believed to present a hazard.

31. Role and Responsibilities

31.1. **Director of Housing Management**

The Director of Housing Management has overall responsibility for the implementation of the Estate Parking and Storage Facilities Policy.

31.2. **Head of Estates and Environmental Services**

The Head of Estates and Environmental Services will develop, implement, and monitor the effective management of estates parking and storage facilities to ensure the Council delivers an efficient and consistent service delivery, by exceeding key performance indicators (KPIs) targets.

The Head of Service will ensure the services with government regulations and have an up-to-date knowledge of policy at a national and local level, to inform Croydon Council of any changes.

Ensure the Estates Parking and Storage Facilities Policy and associated procedures are embedded within the operational delivery of Neighbourhood management, and all staff are aware of their responsibilities and are adequately trained to carry them out.

31.3. **Council Staff**

Council Staff will comply with the Estates Parking and Storage Facilities Policy and all related policies, procedures, and regulatory requirements to

ensure fair, transparent, and consistent service delivery. Staff must also follow the organisation's Communication Standards, ensuring all communication is clear, respectful, accessible, and timely.

Staff are responsible for understanding their duties and completing all required mandatory and development training, including training that supports effective communication and adherence to the Communication Standards.

32 Equalities Statement

32.1. The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods, and as community leaders The Council's policies, procedures and day-to-day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.

32.2. Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability, and age is not acceptable. The Council will take action to ensure no person using the Council's premises, or services, receives less favourable treatment, or is disadvantaged by requirements, or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect, and continue to work to improve services for all service users.

32.3. The legal framework for the Council's approach is provided by the Equality Act and specifically by the Public Sector Equality Duty, under which a public authority must work consciously to eliminate discrimination, harassment, victimisation, as well as advancing equality of opportunity and foster good relations between people with differing characteristics.

32.4. Further detail on the Duty, and the Council's approach to fulfilling its requirements, can be found on our website Equality and diversity | Croydon Council

33 Reasonable Adjustments

33.1. Croydon Council will make reasonable adjustments to support our residents' needs when they access our services. The term 'reasonable' refers to what we can do without compromising our resources, efficiency, or ability to practically fulfil requests.

33.2. No resident should be at a disadvantage when accessing our services. The following statements offer a general overview to ensure that our services are adjusted to meet the needs of our residents where possible. This list is not exhaustive, and we will adapt our approach based on individual resident needs.

- We aim to provide services that are accessible to all who require them. As a result of this, we will:

- Ensure our officers get to know our residents and their individual needs
- Provide a range of ways for residents to contact our officers including phone, mail, email, and via this link to: Housing online:
- Provide alternative communication methods on request, such as Braille, foreign language interpreter, large print etc.
- Ensure residents are always able to select their preferred method of contact.
- Ensure our offices are fully accessible to visitors

33.3. We will continue to diversify our services to meet residents' needs where possible.

34 GDPR and Data Protection

34.1. Personal data will be:

- Processed lawfully, fairly and in a transparent manner.
- Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices.
- Relevant and limited to whatever the requirements are for which the data is processed.
- Accurate, and, where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay.
- Stored for as long as required, as specified within Housing Management's Records Retention policy.
- Secured with appropriate solutions that protect the data against unauthorised or unlawful processing and accidental loss, destruction, or damage.

34.2. Further information about the Council's commitment to the General Data Protection Regulations can be found on our website.

35. Consultation

35.1. Stakeholders who have operational knowledge of estate parking and storage facilities procedure have been consulted during the development of this policy.

35.2. Residents have also been engaged and consulted in the review of the Estate Parking and Storage Facilities Policy.

36. Monitoring and Performance

36.1. This policy will be reviewed every 3 years, or sooner if required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Council wide policies.

36.2. Arrangement for a full internal audit of our estate parking and storage facilities processes will be undertaken by the Council's Internal Auditors. The full scope of the audit will be agreed upon with the Internal Auditors, Director of Housing Management, and Heads of Housing Estates and Environmental Services.

37. Documents Control

37.1. This is a controlled document and should not be changed unless by authorisation of the policy owner.

Monitoring	
Approved Date:	12 November 2026
Next Review Date:	November 2029
Effective date:	12 November 2026
Consultation Review	
Stakeholders review:	10 July 2026
Legal review:	16 July 2026
Residents reading group:	17 August 2026
Policy owner:	Director of Housing Management
Ratified by:	Housing DMT
Equality impact assessment:	The impact of this policy will be measured as it is implemented and used as part of a scheduled 1-year implementation compliance review.

Version History		
Version Number	Summary of change	Author and Approver
1.0	New Policy	Reviewed and developed by subject matter experts in Housing services and the Residents reading Group