

Garage Allocation Policy

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Responsible Officer	Group Director Housing
This policy is applicable to	Karbon Group
Policy version	2
Date this version implemented	15 th April 2026
Date of next review	April 2031

Policy Statement

This policy explains how the Karbon Group allocates and manages garages and garage sites fairly and transparently. It applies to all garages and garage sites owned or managed by the Group and outlines what customers can expect.

Anyone can apply for a garage or garage site. Priority is given to customers affected by redevelopment, then to Group tenants and their households, and then to other local residents, in date order of application. Applicants must have a clear rent account and no outstanding debts.

Garages and garage sites may only be used for parking a private vehicle or for agreed storage. They must not be used for business, hazardous materials or illegal activities. Customers are responsible for insuring their own belongings.

The Group maintains the main structure of its garages and reviews rents annually. The Group monitors use and rent payments and may end a licence where conditions are breached. The policy supports fairness, equal treatment and customers in vulnerable circumstances, and is reviewed regularly.

Risk the policy is designed to control

4. Customer Service & Satisfaction

Key performance measures

Total number of garages/garage sites.

Number of garage/garage sites void (and duration of void).

Definitions

Garage Blocks These are blocks of usually brick built garages located on land owned by the Group. The Group is responsible for the maintenance of them. Customers who rent these garages will be given a Garage Licence Agreement

Garage Site These are garages which have been built on a piece of land that is rented from the Group. In this case customers rent the land from the Group but are responsible for the maintenance and upkeep of the garage.

Abbreviations

Not applicable

Policy Detail

1.0 Purpose of policy

- 1.1 The Group owns and manages a number of garages and garage sites. Garages are made available to rent.
- 1.2 Garages shall be allocated in a consistent and efficient manner.

2.0 Objectives

- 2.1 This policy has the following objectives:
 - To allocate garages on a need's basis.
 - To minimise void rent loss from garages.
 - To minimise disrepair that could arise from neglect, vandalism and misuse.
 - To reduce parking problems in areas where the number of cars outstrips the spaces available.
 - To manage and maximise land use where plots can be converted to social housing homes or otherwise provide amenity to the local community
 - To ensure garages are financially viable

3.0 Policy detail

- 3.1 Anyone can apply to rent a garage or garage site, but priority will be given to applicants in the following order:
 - I. Occupiers of those garages or garage sites who have relinquished a garage or garage site in order for the Group to carry out development of the site, in order of the date of application.
 - II. To existing tenants of the Group, and members of their household, in order of the date of application.
 - III. To other local residents, in order of the date of application.
 - IV. Garages may also be let to other bodies for a short period e.g., on-site contractors. This will be at the Housing Manager's discretion, and such allocations must be requested and confirmed in writing and will be subject to the usual rental terms

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- 3.2 Applications for garages should be made using the garage application form which can be obtained from the Group's website.
- 3.3 Applicants must have a clear rent account and no outstanding housing recharges before being offered a garage.
- 3.4 Former tenants of the Group must clear any outstanding debts to the Group before being offered a garage.
- 3.5 The garage must be used for garaging a resident's own private motor vehicle or for the storage of authorised goods (authorised in writing by the Group). The garage must not be used for any other purpose. The Group may withdraw consent for the storage of goods, at its discretion, by giving written notice. The garage must not be used for commercial activities or the storage of hazardous or flammable materials. The garage must not be used for illegal activities.
- 3.6 Applicants can only be considered for a second garage or garage site if there is no one else on the waiting list requesting the vacant garage or site.
- 3.7 The Group reserves the right to require occupiers to relinquish garages or garage sites which they rent, where opportunities for development have been identified. In such cases the normal period of notice will be applied. Where possible the Group will try to identify alternative garages/sites if available.
- 3.8 The Group will be responsible for the maintenance of their garages and will:
 - Keep the roof, main walls, doors, floors, main timbers and outside paint work of the garage in a safe and serviceable condition.
- 3.9 In the event of damage, or any major repairs over a value of £500 being required, the Group's Asset Management Team will decide whether a garage should be repaired, put out of use or whether it should be demolished, and the site cleared.
- 3.10 Other repairs such as lock changes, lost keys etc. will be rechargeable.
- 3.11 Garages and garage sites will be let on weekly tenancies, however, due to the relatively low level of the rents, payment will usually be requested on a monthly basis.
- 3.12 It is the customer's responsibility to insure the contents of the garage.
- 3.13 Garage rents will be reviewed and set annually, as part of the annual rent review.
- 3.14 VAT will be added to the garage rent if the garage is allocated to a customer who is not a Group tenant.
- 3.15 **BREACHES OF GARAGE LICENCE CONDITIONS - Garage Rent Arrears**
 - 3.15.1 Garage and garage site rents will be monitored monthly.

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- 3.15.2 Where an account is in arrears of 4 months or more, the Group will proceed to repossess the garage, by the serving of a notice to quit in accordance with the licence agreement. If the debt is not cleared within 14 days, the locks will be changed.
- 3.15.3 The Group may consider automatic repossession should a third Notice to Quit need to be served due to persistent arrears regardless of whether the account is subsequently cleared.
- 3.15.4 Where possession of the garage or garage site is required for development purposes, the Group will consult with residents over relinquishing garages, however if a Notice to Quit needs to be served the Group will do so giving the required period of notice in accordance with the terms of the agreement.
- 3.15.5 Garages should not be used for purposes other than storing a car, except in exceptional circumstances where agreed in writing.
- 3.15.6 The licence conditions allow for a garage licence to be terminated on one week's notice in writing by either party and no reasons are necessary. However, given the Group is a Registered Provider of Housing we will generally only terminate where licence conditions have been breached or where there are other good property management or redevelopment reasons to terminate.
- 3.15.7 One week's notice in writing will be required for the customer to terminate the licence.
- 3.15.8 Customers must hand their keys (2) in by 12 noon on the day their garage licence ends.
- 3.15.9 All rubbish must be cleared out of the garage before handing in the keys. The garage must be left free from rubbish and/or personal effects and in a clean and tidy condition. Failure to do this will result in the Group disposing of the contents and recharging the customer.
- 3.15.10 Exchanges or transfers of garages or garage sites between customers cannot be undertaken without our written approval.
- 3.15.11 If a Group tenant dies, their successor or next of kin will be asked if they wish to 'take over' the garage licence (if they lived with the tenant). If so, a new licence agreement should be entered into with them. If not, they will be given a maximum of 2 weeks to return the keys to the garage. The garage licence will then be terminated on the first Monday following the return of the keys. Where no keys are returned a lock change will be arranged and any contents left in the garage will be disposed of.

4.0 Customer Vulnerabilities

- 4.1 This policy is applied in line with our Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.
- 4.2 We will support people in vulnerable circumstances to help us deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people in vulnerable circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.
- 4.3 Policies and key information are made available on our website.

5.0 Monitoring and Review

- 5.1 This policy will be reviewed every 5 years or if there are significant changes to legislative or regulatory requirements or good practice.
- 5.2 The Head of Housing is responsible for the monitoring and review of this policy.

6.0 Equality and Diversity

- 6.1 This policy is applied in line with our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.
- 6.2 At the Karbon Group we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
- 6.3 If you would like this or any other policies in a different language or format please contact inclusion@karbonhomes.co.uk.

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Group which, along with its associated procedures, must be followed throughout the operation of this policy.