

Establishing and maintaining tenancies

Car parking policy

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Section name: Establishing and maintaining tenancies

Document name	Car parking
Applicability	Mission Australia Housing
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1 Purpose

- 1.1 To outline the way in which Mission Australia Housing (MAH) manages its car parking spaces.
- 1.2 To enable parking to be equitably managed in complexes which have communal car parking spaces.

2 Related policies

- 2.1 This policy should be read in conjunction with the:
 - 2.1.1 [Start of Tenancy Policy](#), which gives an overview of the processes involved in establishing a tenancy at MAH.

3 Scope

- 3.1 This policy applies to staff responsible for managing tenants and properties of MAH, particularly properties with communal car parking spaces or where there is not a designated car space per unit.

4 Guiding principles

- 4.1 MAH aims to ensure that tenants' access to car parking is fair and equitable.

- 4.2 In order to support tenants with a disability, where possible, MAH will designate a proportion of communal car parking spaces for the use of car parking spaces for people with disabilities and mobility impairments.
- 4.3 MAH will generally prioritise the use of car parking spaces for tenants rather than visitors.
- 4.4 When developing and acquiring new stock, MAH will seek properties within a reasonable distance to amenities such as schools, public transport and shopping facilities where possible.
- 4.5 MAH does not discriminate against or favour tenants through its car parking policy.
- 4.6 MAH aims to reduce neighbourhood conflict through its car parking policy.

6 Policy

6.1 Informing tenants and visitors of car parking rules

- 6.1.1 MAH will provide tenants with information relating to the car parking rules in their complex where relevant at the start of their tenancy and throughout their tenancy.
- 6.1.2 Signs or labels will be used in communal car parking areas where appropriate to inform tenants and visitors of any car parking restrictions.
- 6.1.3 Tenants will be informed of their right to appeal organisational decisions as per the [Appeals Policy](#).

6.2 Properties with designated parking spaces

- 6.2.1 Tenants living in properties with designated car parking spaces, such as a house, town house or villa with a carport, garage, or designated driveway to the property, must park their vehicle in their dedicated space.
- 6.2.2 Caravans, trucks, boats or storage containers are not to be stored on MAH premises unless MAH provides written permission.
- 6.2.3 Tenants and visitors are not to park cars on the lawn of the premises, or on the verge or footpath.

6.3 Unit complexes with communal parking spaces

- 6.3.1 Unit complexes typically do not have designated car parking spaces for the exclusive use of individual households. Parking spaces provided for unit complexes are **communal parking spaces** unless otherwise marked or stated on a tenant's lease agreement.
- 6.3.2 Where possible, a proportion of car parking spaces in unit complexes will be marked for disability use only. Only tenants with disability parking permits, or their carers or support workers, will be allowed to park in these spaces.

- 6.3.3 The remaining car spaces will be communal spaces to be used by residents on a “first come, first served” basis. If all car parking spaces are full, tenants must park on the street which may be subject to local government parking laws.
- 6.3.4 Generally, parking will be for residents only unless labelled as visitors’ parking.
- 6.3.5 Only registered cars and motorcycles are permitted to be parked in MAH car spaces. Unregistered vehicles will only be allowed in exceptional circumstances with written permission of MAH.
- 6.3.6 Communal car parking bays are not to be used:
- As storage spaces
 - To carry out vehicle repairs
 - As entertainment areas
 - For parking caravans, trailers, trucks or storage containers
 - For dumping rubbish
- 6.3.7 MAH may order an unregistered or unauthorised vehicle to be removed from communal car parking spaces and if the vehicle is not removed, MAH may arrange to have the vehicle towed away.

6.4 Legacy spaces

- 6.4.1 Where tenants in a unit complex have been allocated a car space on their lease agreement, this space will revert to a communal space at the end of the tenancy.

7 Definitions

Communal parking spaces are paved areas designated as car parking spaces. They are for use by multiple users, not for exclusive use by individual households.