

Asset Management and Development Directorate



1. Garage Policy

2. Reference Number 2.3

3. Statement of intent including cross-reference to BDHT's Corporate and Directorate objectives

- 3.1 By adopting this Policy bdht commits to operating in a fair, equal and proportionate way, ensuring that all service users have equal access to its services.
- 3.2 BDHT will develop procedures for the proper management and monitoring of the service.
- 3.3 This policy aims to set out how we allocate, manage, and maintain garages including use in accordance with the licence agreement and what needs to happen when the licence needs to be ended.

4. Legal and Regulatory Requirements

- The Data Protection Act 2018
- General Data Protection Regulations 2018
- All applicable guidance and codes of practice issued by the UK Information Commissioner's Office

5. Policy Statement

- 5.1 Garages within the boundary of a property will be included with the housing allocation.

Policy: Garage	Version: v2.3	Lead Officer: Jeanette Matthews
Approved by: EMT	Date Approved: 17 April 2025	Review Date: April 202

Applying for a Garage

- 5.2 bdht will hold a waiting list for all garage sites to ensure that lettings are allocated fairly.
- 5.3 bdht will ask customers to re-register on the waiting list periodically to ensure the waiting list is kept up to date or,
- 5.4 If they do not accept an offer for a garage via the matching process
- 5.5 bdht will accept requests from any member of the public to add to the waiting list providing they are over the age of 18.
- 5.6 bdht tenants will not be eligible to acquire a garage tenancy if they have any outstanding debt with bdht.
- 5.7. There is no limit to the number of garages people can rent, providing that all existing accounts do not breach terms and conditions of use.
- 5.8 Garages will be let on the basis of length of time on waiting list. In exceptional circumstances bdht reserve the right to allocate a garage outside of this process.

Viewing and letting.

- 5.9 Applicants may view a garage prior to accepting it. However, the Viewing does not have to be accompanied by an Officer, and any keys issued will be signed for. If keys issued are not returned, or lost, or any damage is caused whatsoever because of the viewing, then the applicant will be recharged for the cost of putting things right. The application will be cancelled, and the applicant will not be allowed to reapply for a garage until the debt is paid in full.

Garage Rent

- 5.10 bdht's method of payment for a garage letting is by direct debit.
- 5.11 Two months' rent is required at sign up to ensure the garage account is always paid in advance and to enable the Direct Debit to be set up.
- 5.12. Garage Rent will be reviewed yearly.

Garage Agreement/Termination

Policy: Garage	Version: v2.3	Lead Officer: Jeanette Matthews
Approved by: EMT	Date Approved: 17 April 2025	Review Date: April 202

5.13 bdht will provide a garage licence agreement and a list of terms and conditions for its use.

5.14 bdht reserve the right to terminate a garage tenancy where

- The garage rent is in arrears
- The Direct debit is cancelled by the customer
- The terms and conditions are breached
- The garage site is to be developed or demolished
- Repairs are required which exceed a reasonable level as detailed in the procedure.

5.15 bdht will operate a clear garage termination procedure.

5.16. bdht do not offer garage transfers should you need to move to another garage, you will need to terminate the current tenancy and sign a new agreement.

Recharges

5.17. bdht will charge the tenant, or their estate, for any works that are not fair, wear and tear and as detailed in the recharges procedure.

6. Summary of Service Standards

6.1 Service Standards will be published in leaflet form to give easy-to-read information to tenants.

7 Priorities

7.1 It is essential for the effectiveness of this policy, that all stages of this policy are given equal priority.

8 Policy Implementation

8.1 Procedures

8.1.1 The implementation of this policy will be detailed in the following procedures:

- Garage procedure – This procedure details the responsibilities at each stage of the process of letting, maintaining and terminating a garage.
- Recharges Procedure - This sets out under what circumstances a customer is charged for works.
- Repairs Handbook – This procedure details the responsibilities and timescales for repairs.
- Complaints Procedure

Policy: Garage	Version: v2.3	Lead Officer: Jeanette Matthews
Approved by: EMT	Date Approved: 17 April 2025	Review Date: April 202

8.2 Training & Translation

8.2.1 bdht will train staff to ensure that the service is delivered efficiently and effectively. bdht will ensure that staff members are aware of the implications of all relevant legislation and regulatory guidance.

8.2.1 This policy is available on request in different languages and other accessible formats.

8.3 Monitoring of the Policy

8.3.1 bdht will establish systems to monitor the allocation, maintenance and termination of garages in line with the Garage Procedure.

9 Links to associated external Documents/Legislation

Localism Act 2011
Regulator of Social Housing (RSH) Regulatory Standards- Tenancy Standard
Law of Property Act 1925
Data Protection Act 2018 ☐
Equality Act 2010
Torts (Interference with Goods) Act 1977, Section 12 (1)
The Housing Act (1985)

10 Link to associated internal Documents

10.1 This Policy is linked to the following internal documents:

- Garage Procedure
- Asbestos Policy
- Recharges Policy & Procedure
- Standing Orders
- Equality, Diversity & Inclusivity Policy
- Complaints Policy

11 Consultation arrangements

11.1 Staff Consultation: Financial Inclusion Team, Customer Experience, Finance

12 Board/EMT Approval was gained

12.1 This policy has been approved by EMT on 17th April 2025

Policy: Garage	Version: v2.3	Lead Officer: Jeanette Matthews
Approved by: EMT	Date Approved: 17 April 2025	Review Date: April 202

13 Review Date

13.1 This policy will be reviewed in April 2028

14 Responsibility for implementing the policy

14.1 The Director of Asset Management and Development is responsible for the implementation of this policy

Garage Waiting List	Head of Customer Experience
Allocation of Garages	Head of Customer Experience
Repairs & Maintenance	Head of Repairs
Rents	Head of Sustainable Communities

15 Date Issued

- 15.1 5th June 2014
- 15.2 Reviewed 28th September 2017
- 15.3 Reviewed 2nd July 2018
- 15.4 Reviewed 16th September 2021
- 15.5 Reviewed 11th April 2025

16 Equality Policy Statement

- 16.1 At bdht, we are proud to serve and work within a diverse society. We recognise that some individuals and communities face systemic barriers, disadvantage, and discrimination, including those related to socio-economic background, caring responsibilities, and the impact of intersectionality.
- 16.2 We believe that discrimination in any form is unacceptable. In all our areas of work we are committed to ensuring that our policies, practices, and services promote fairness, equity, and respect for all. We aim to reduce inequalities, promote respect, and create an equitable culture within our organisation.
- 16.3 bdht fully complies with the Equality Act 2010 and all relevant statutory and regulatory guidance, including that issued by the Regulator of Social Housing, Homes England, the Government Equalities Office, and our funding partners.
- 16.4 We believe that equality of opportunity is fundamental to delivering excellent services and building vibrant communities together. Our commitment is underpinned by clear policies, regular monitoring, and continuous review, all of which are actively supported by our Board and Teams.

Policy: Garage	Version: v2.3	Lead Officer: Jeanette Matthews
Approved by: EMT	Date Approved: 17 April 2025	Review Date: April 202