

Garages

Tendring District Council manage over 350 garages throughout the district for the purpose of storage of vehicles. Our aim is to provide a sustainable garage service and maximise our garage income.

To do this, we will:

- Sign your new garage agreement with you and answer any questions you may have.
- As long as the conditions of renting a garage from us are adhered to, we will allow users occupancy without undue interruption or interference. However, we do reserve the right to carry out inspections both internally and externally.
- Inspect our garage sites on a regular basis and ensure our garages are free from hazards.
- Arrange any necessary garage repairs. This includes repairs to doors, roof, brick work, guttering and fascia. However we will not supply water or electricity utilities to any of our garages.
- Report how we perform in various ways including on our website and newsletters, we will listen to feedback and incorporate customers suggestions into our service.
- Always be courteous, helpful and ensure you are treated fairly and with respect.
- Wear identity badges and introduce ourselves to you in a polite and professional manner.
- Review our garage waiting list every 3 years and acknowledge new garage applications within 14 working days of receiving them. We aim to re-let our garages within four weeks.
- Accept a representative or advocate raising an issue on your behalf, providing you have given consent.
- Tell you how to make a complaint if you are not satisfied with the service that you have received from us.
- Be committed to protecting your personal information in line with the Data Protection and Privacy Rights guidance published on our website.
- Aim to get it right first time.
- Listen and act on customer feedback.

When a garage becomes void (empty), we will:

- Close the previous account for the garage and inspect the garage to check no obvious repairs are needed.
- Ensure the garage door is in working order and can be locked and secured.
- Ensure the garage is dry and empty on the day of inspection.

OUR SERVICE STANDARD

Garages

When we let a garage, we will:

- Email or write to you and provide you five working days for you to accept the offer. If we have not received a response within five working days, we will withdraw the offer.
- Provide at least one key for each garage. We issue all the keys at the start of the tenancy and do not keep a master key or spare set of keys.
- Explain how much garage rent must be paid and how often.
- Write to you providing at least 28 days notice when we wish to change the rent.

We ask you to:

- Provide the information we need during the application and letting process, for example, proof of identity.
- Let us know within five days if you accept the garage that you have been offered.
- Respect the rights of Council Staff to carry out their duties free from harassment or abuse.
- Allow us access to the garage to carry out inspections and necessary repairs or improvements.
- Report any repair issues that you identify as quickly as possible.
- Keep us updated if your personal details change.
- Provide at least two weeks notice, return all keys and empty the garage should you choose to end your garage agreement (we will charge you for the disposal of any items that have been left and require disposal).
- Comply with all terms and conditions for renting a garage as detailed in the Garage Rental Agreement.

How to pay your garage rent:

- Online using the TDC website.
- Calling the 24-hour automated telephone line.
- Bank transfer/Standing Order/Direct Debit.
- Rent Payment Card at any post office or shop displaying the Pay Point sign using cash or a debit card.

The Rents team can be contacted for any queries regarding your current Garage Rent Agreement or starting one up.

rentsteam@tendringdc.gov.uk

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