

GARAGE MANAGEMENT FACT SHEET

1: WHAT IS CHANGING?

Dartford Borough Council is passing the management of its garage portfolio to a company that specialises in managing garages.

The management company is:

Secure Parking & Storage (SPS)
Watford Branch
13 Western Road
Stratford Upon Avon
CV37 0AH
Tel: 01923 522 510

Email: dartford.garages@secureparkingandstorage.co.uk

Website: www.secureparkingandstorage.co.uk

2: OWNERSHIP

Dartford Borough Council will continue to own all of the garages. Secure Parking and Storage (SPS) will be managing and maintaining them on the Council's behalf.

3: TENANCY AGREEMENTS

All existing tenancies will be honoured by SPS along with all existing terms and conditions.

4: RENT

With effect from 28th February 2022, rent will be charged monthly. The amount of rent that you pay will not change, but it will be converted to a monthly amount.

Rent charges are currently set at £15.10 per week for 48 weeks of the year, this equals £724.80 per year which, when divided by 12 months, becomes £60.40 per calendar month or £13.94 per week (plus VAT if you are a private renter).

If you currently pay weekly, please note you will no longer receive four rent free weeks each year.

5: RENT PAYMENTS

From 28th February 2022, manual rent payments can be made either to the Council or to SPS. SPS accept payment by Direct Debit on 1st of each month, Bankers standing order, instant bank transfer and over the phone on 01322 479044.

The Council will continue to collect Direct Debits from those tenants who currently pay by that method until 31st March 2022 and SPS will provide tenants with replacement Direct Debit mandates to allow new Direct Debits to be set up from 1st April 2022.

6: REFUNDS

Rent account balances will be transferred to SPS on 28th February 2022. From that date, SPS will issue a refund within 7-10 days of receiving your request.

7: REPAIRS

SPS will be responsible for repairs, including the upkeep of the forecourt and any parking issues. Simply call 01322 479044 to report any issues.

8: IMPROVEMENTS

The types of improvement which the Council and SPS will be considering include replacing garage door keys with door defenders and padlocks, the installation of solar lights, tarmacking forecourts, the installation of security gates and, where necessary, a longer term programme of replacing doors and roofs.

SPS will be assessing and recommending works based on the current condition of each individual site. It is anticipated that works to improve the garage sites will commence in early April 2022.

9: LOST KEYS

SPS will be replacing keys with door defenders and padlocks over the coming months which will reduce the need for replacement keys. However in the meantime, while you are still using a key, simply call SPS on 01322 479044 to arrange a replacement.

10: TERMINATING TENANCIES

Simply call SPS on 01322 479044, their dedicated local telephone number for Dartford Borough Council garage tenants, and they will talk you through the process.

11. RENTING A NEW GARAGE

Simply call SPS on 01322 479044, their dedicated local telephone number for Dartford Borough Council garage tenants, and they will talk you through the process.

12: SPS CONTACT NUMBERS

The main contact number for SPS is set out above. SPS also have a dedicated local telephone number for Dartford Borough Council garage tenants, 01322 479044.