



Vehicles

Overview

Hillcrest wants our homes and communities to be safe and pleasant places to live. Everyone has the right to enjoy their home in peace.

We ask tenants to respect each other's values and lifestyles and to act reasonably and considerately.

However, we know everyone has different tolerance levels. If certain issues are constant this can still be of annoyance to you, but we may not consider these to be anti-social behaviour (ASB).

This leaflet will give you information on:

- What we consider anti-social behaviour and what we don't,
- What we can and cannot do,
- Where you can get further advice.

Vehicle Parking

We do not consider inconsiderate parking to be anti-social behaviour.

Parking and Illegally Parked Vehicles

Hillcrest normally does not provide reserved parking spaces unless this is confirmed in writing.

Most parking areas are unmarked and work on a first-come, first-served basis. Please park responsibly and do not block roads, pavements, dropped kerbs, or other vehicles.

Accessible Parking Bays

Accessible parking bays in Hillcrest areas are not assigned to individual tenants unless clearly stated.

These bays are intended to support people with mobility needs and are available on a first-come, first-served basis. If a bay is not allocated specifically to you, then anyone with a valid Blue Badge is permitted to park there.

Vehicles should be parked with consideration given to others who may need access to these spaces.

What to Do About Parking Issues

- If someone parks in a space you think is yours, speak to them first—they may not know it's a problem.
- If the space is not officially reserved, they are allowed to park there. Please try to talk calmly and respectfully.
- If a vehicle is causing an obstruction (for example, blocking access or affecting your view), again, please speak to the individual first. They may not realise the impact of their parking.
- Hillcrest cannot intervene in cases of inconsiderate or illegal parking. However, if a vehicle is blocking access for emergency services, refuse collection, or public transport, you should contact Police Scotland on **101**.

Local Authority Enforcement

Local authorities can fine drivers for offences on public roads and council car parks, such as:

- Parking on pavements
- Blocking dropped kerbs
- Obstructing access routes

For more information on enforcement and your local authority's approach, please visit their website – contact details are given below.

You can also refer to the **Transport (Scotland) Act 2019** via Transport Scotland for further details. Vehicles should be parked with consideration given to others who may need access to these spaces.

Abandoned Vehicles

We do not consider abandoned vehicles to be anti-social behaviour.

Hillcrest does not have enforcement powers over parking issues unless a vehicle is abandoned on land owned by Hillcrest. Please refer to the relevant section of your tenant handbook for guidance

If you suspect a vehicle has been abandoned, start by speaking to your neighbours to see if they know who owns it.

If no further information and the vehicle is on land owned by Hillcrest, please note the make of the car and registration number before contacting our Customer Service team.

If the vehicle is on a public road, please contact your local authority. Contact details are given in this leaflet.

If you believe the vehicle is stolen, please contact the Police on 101 who will attend and recover the vehicle.

General help and advice

We do not treat some issues as anti-social behaviour. We will record minor issues you report but cannot investigate them.

You can contact our Customer Service team by:

- Calling 0300 123 2640
- Visiting www.hillcresthomes.org.uk
- Emailing customerservice@hillcrest.org.uk
- Using the self-service MyHillcrest App
- Sending a letter to Hillcrest Homes, 1 Explorer Road, Dundee, DD2 1EG

Have you contacted other agencies?

You can visit your local authority website for departments and other agencies for advice. The contact details for your local authority are listed below:

- Angus Council: 03452 777 778 (www.angus.gov.uk)
- Dundee City Council: 01382 434 000 (www.dundee.gov.uk)
- Fife Council: 03451 550 000 (www.fifedirect.org.uk)
- Perth and Kinross Council: 01738 475 000 (www.pkc.gov.uk)
- City of Edinburgh Council: 0131 200 2000 (www.edinburgh.gov.uk)
- Aberdeen City Council: 03000 200 292 (www.aberdeencity.gov.uk)
- Aberdeenshire Council: 03456 081208 (www.aberdeenshire.gov.uk)

All crimes should be reported directly to Police Scotland but if reported anonymously to Crime Stoppers information will be shared with the Police.

Police Scotland on 101 or 999 if an emergency

Please detail any calls to the police, case incident number(s) and their response including any known action taken.

Crime Stoppers on 0800 555 111 or by visiting www.crimestoppers-uk.org

The site contains information and advice on what to do if you have a serious concern or wish to report an incident anonymously.