



Solihull
Community Housing
Shaping our neighbourhoods

Garage Management Policy

Lead officer	Head of Housing and Neighbourhoods
Fair Treatment Assessment completion date:	May 2026
Customer Engagement approval:	SCH VIP Panel – May 2026
Approval Chain:	SCH Executive Leadership Team Tenant VIP Panel
Last reviewed on:	May 2026
Next review date:	May 2029

Version Control:

Version	Date	Reason for Change
1.0	March 2023	New Policy
2.0	May 2026	Policy review – new policy format
3.0	October 2026	Included bidding cycle to section 5, and priority for allocation by waiting time

1.0 Context and Purpose

- 1.1 Solihull Community Housing (SCH) manages and maintains council homes and delivers housing services on behalf of Solihull Metropolitan Borough Council (SMBC). Although SCH provides day-to-day housing services, the Council remains the owner of the housing stock and is your landlord. The Council retains the responsibility for ensuring your home is managed in line with Consumer Standards.
- 1.2 Solihull Community Housing (SCH) manages lock-up garages across the borough on behalf of Solihull Council. These garages are available for rent by council tenants and local residents.
- 1.3 This policy explains how to:
 - Apply for a garage
 - Bid for a garage
 - Understand your responsibilities as a garage tenant
 - End your garage tenancy

2.0 Scope

- 2.1 This policy applies to anyone aged 18 or over who wants to rent an SCH-managed garage. It applies to stand-alone garages only – not garages that form part of a house tenancy (e.g. townhouses).

3.0 Policy Objectives

- 3.1 The key policy objectives are to:
 - Let garages quickly, fairly and transparently
 - Make the best use of the garages we manage
 - Provide clear information about what is expected from both SCH and garage tenants

4.0 Eligibility

- 4.1 You can apply for a garage if you are 18 or older.
- 4.2 If you are a council or SCH tenant, you must have a clear rent account (for at least six consecutive weeks), and/or not have any outstanding debt with the council or SCH including debts passed to collection agents.
- 4.3 You may not be eligible if you have a history of unacceptable behaviour towards SCH/SMBC staff or contractors.
- 4.4 You may not be eligible if you already rent a garage and have outstanding garage rent.

5.0 Applying and Bidding for a Garage

- Register on Solihull Home Options www.solihullhomeoptions.org.uk.
- You will receive a Personal Identification Number (PIN) to log in
- You can then bid for available garages that are advertised
- If your bid is successful, we will email you with an offer. Unsuccessful bids will not receive a notification
- If your situation changes (e.g. you move home), please update your details on Solihull Home Options

Please note:

- The weekly advertising cycle will run from 12:00am Wednesdays until the following Tuesday up to 11.59pm.
- Not all garages are advertised at the same time – check the website regularly
- Repeated bidding without intention to accept an offer may result in your application being cancelled. Bidding activity and refusals will be monitored by the Neighbourhood Team, and we will contact you to confirm your intent before cancelling your application.
- If you have already applied to be on the Council's Housing Register, you can use your existing Personal Identification Number (PIN) to log on and apply for a garage.
- There are no restrictions on the number of garages one person can rent, unless we see a significant demand in certain areas. Where this is the case, garage rentals will be limited to one per person.

6.0 How We Allocate Garages (Priorities)

6.1 If more than one person bids for the same garage, we allocate in this order:

1. Tenants with a disability or age-related need for a nearby garage. Where there is more than one applicant meeting these criteria, allocation will be to the person who has been waiting the longest.
2. Non-Tenants with a disability or age-related need for a nearby garage. Where there is more than one applicant meeting these criteria, allocation will be to the person who has been waiting the longest.
3. All other applicants. Where there is more than one applicant who has expressed an interest, allocation will be to the person who has been waiting the longest.
4. Any other applicant on a first come first served basis.

7.0 Garage Rent

- 7.1 Garage rent is charged weekly and must be paid in advance.
- 7.2 Rent is reviewed each year in April.
- 7.3 Non-SCH/council tenants must also pay VAT.
- 7.4 If rent is not paid, SCH may end the garage tenancy with a week's notice.
- 7.5 Rent-free periods may be granted if SCH instructs you not to use the garage due to delayed repairs. This will not apply where this decision is your choice.
- 7.6 Preferred method of payment for garages is by Direct Debit, although other payment options are available.

8.0 Conditions of Renting a Garage

- 8.1 When renting a garage, you **must**:
 - Comply with all conditions of the garage tenancy agreement
 - Park or store a motor vehicle in the garage; and/or
 - Store household items (except prohibited items detailed in section 8.2)
 - Allow SCH access when requested for repairs or inspections
- 8.2 You are **not permitted** to:
 - Run a business, trade or use the garage as a workshop
 - Carry out vehicle repairs other than minor repairs to your own vehicle
 - Behave in an anti-social manner or cause anti-social behaviour
 - Sub-let the garage including to members of your family
 - Install electricity, machinery or make structural alterations
 - Store flammable or dangerous materials (except fuel already in a vehicle). Dangerous materials include petrol, diesel, oils, gases, and any other flammable or explosive materials.
 - Physically occupy the garage or allow any other person to
- 8.3 You are responsible for insuring the contents of the garage. SCH are not responsible for loss or damage to items stored in the garage.
- 8.4 You must report repairs to SCH. You can contact us on 0121 717 1515 or via our online forms at our website www.solihullcommunityhousing.org.uk.

9.0 Ending your Garage Tenancy

- 9.1 The tenancy can be ended by you or SCH. To end your garage tenancy, you must give us 7 days' notice in writing. We provide an 'Ending Your Garage Tenancy Form' on our website at www.solihullcommunityhousing.org.uk

- 9.2 You must return all keys to us by 12 noon on the Monday after the notice ends. Rent will continue to be charged until keys are received. If returning keys by post, we recommend you use recorded delivery. SCH will not take responsibility for keys lost in the post.
- 9.3 You must empty the garage and leave it clean and tidy. You will be recharged for items left behind or damage beyond fair wear and tear.

- 9.4 If the garage tenant dies, next of kin have 4 weeks to provide a death certificate and return the keys. If there is an immediate family member living at the home wishing to continue to rent the garage, they may request this in writing and we will give due consideration.
- 9.5 SCH may end the tenancy immediately if the garage tenancy conditions are breached.
- 9.6 If you move house and wish to continue with your garage tenancy, you must contact us. We will consider your request taking into consideration certain factors, such as where you are moving to, and the distance from the garage.

10.0 Disposal of items

- 10.1 If belongings are left in a garage after a tenancy ends (including abandonment or eviction), SCH may remove and dispose of them following legal notice requirements.

11.0 Maximising Use of our Assets

- 11.1 SCH may consider options such as demolition, redevelopment, or disposal where:
- Demand is very low
 - Garages are long-term empty
 - Garages are beyond economical repair
 - There is an opportunity to use the land differently

12.0 Other Use of Garages

- 12.1 SCH may use empty garages for temporary storage, including for contractor or partner use.

13.0 Development of Policy

- 13.1 SCH recognises the importance of clear and effective communication in the services they provide. To achieve this, SCH will consult with our involved tenants on this policy before it becomes a live document.
- 13.2 Incorporating tenant input into the development of this policy enables SCH to enhance its approach to allocating and managing garages.

14.0 Related Documents

14.1 This policy should be read in conjunction with the following:

- Responsive Repairs Policy
- Asset Management Strategy
- Health and Safety Policy
- ASB Policy
- Complaints Policy
- Income Management Policy
- Recharge Policy
- Equality, Diversity and Inclusion Policy
- Neighbourhood Management Policy
- Garage Tenancy Agreement
- Vulnerability and Additional Needs Policy

15.0 Roles and Responsibilities

15.1 The Head of Housing and Neighbourhood Services has responsibility for ensuring this policy is in place, up to date, relevant, and being delivered.

16.0 Legal Framework

16.1 SCH is committed to ensuring that its Garage Management Policy aligns with all relevant legislation and statutory requirements. Through the implementation of this policy, SCH seeks to fulfil its legal duties and responsibilities, including (but not limited to) compliance with the following:

- Crime and Disorder Act 1998
- Anti-social Behaviour, Crime and Policing Act 2014
- Data Protection Act 2018
- General Data Protection Regulations (UK GDPR)
- Occupiers' Liability Acts 1957 & 1984
- Environmental Protection Act 1990
- Regulatory Reform (Fire Safety) Order 2005
- Housing Act 1985
- Equality Act 2010
- Social Housing (Regulation) Act 2023

17.0 Equality and Diversity

17.1 SCH is committed to treating customers fairly and with dignity and respect. All staff are trained in Equality, Diversity and Inclusion to embed understanding about where we may need to adapt normal policies, procedures and ways of working to accommodate individual needs.

18.0 Reasonable Adjustments

- 18.1 SCH is committed to ensuring that discretion is used in cases of identified vulnerabilities such as disability, age, concern for welfare, or any other identified need and have a published Vulnerability Policy which we created with customers. SCH will use information provided by customers and held in our systems to assist in identifying such data. We will also ask customers if there are any issues that need to be considered to help us make appropriate decisions. We aim to provide fair and equal access to our services and will complete a Fair Treatment Assessment to ensure no-one is excluded or unfairly treated.
- 18.2 We recognise that everyone's needs are unique, and reasonable adjustments will be considered based on these needs. We will discuss the specific requirements with the tenant and work together to identify what may be reasonable and appropriate in the circumstances. We will not make any assumptions about whether a tenant requires any adjustments or about the type of adjustments needed.

19.0 Monitoring & Review

- 19.1 We will monitor the effectiveness of this policy through relevant performance information including garage lettings, garage income, complaints, and customer feedback.
- 19.2 This policy will be reviewed every three years by the Head of Housing and Neighbourhood Services unless there are any significant changes to current legislation or regulation, good practice or guidance, or as the result of the outcome of an incident review or Ombudsman determination.
- 19.3 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available

Get in touch

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Visit the contact us page on our website to complete an online form with details of your enquiry.



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