

26 March 2026

Portside East – Introduction of Towing Policy

Good Afternoon

Due to ongoing issues with cars parking illegally in front of Gallery House and Ravello, it has been agreed to introduce a towing policy – you may have already seen signage being installed. The reasoning behind this is to improve safety for all residents and visitors as well as ensure access is available to emergency vehicles when required (an issue that has been identified numerous times recently). As per the complex's BMS documents: Carparking on Shared Areas is reserved for visitors to the Complex. Owners, occupiers and their employees must not park a vehicle in a visitor carpark.

There are two distinct elements to the towing policy:

1. Cars parked illegally
2. Cars parked legally but staying over the allowable time limit

As this is a new policy, we are allowing an initial amnesty period where warnings will be provided, so all residents become aware of the procedure and potential impact.

- Week 1 – Warning period

All vehicles receive warnings only during the first week of patrols

- Week 2 – Infringements issued

After the initial warning period, infringements are issued for non-compliance with a warning towing flyer.

- Week 3 – Offending Vehicles blacklisted

Vehicles with multiple infringements are added to the blacklist.

- Week 4 – Towing

Blacklisted vehicles identified during patrols may be towed.

Towing is organised by Secure Park and service provided by Harvey's towing.

Kind regards

Patrick Doyle

Handler Property Management