



**ALLIED ORION GROUP**

INVESTMENTS · CONSTRUCTION · MANAGEMENT

Dear Resident (s)

Houston Housing Authority (HHA) and Property Management seek to maintain decent, safe, and sanitary environments within its affordable housing communities. To effectively manage parking for residents and guests, HHA executes reasonable policies governing parking at its affordable housing communities that prioritize residents' needs to access parking on a first-come, first-served basis.

To combat unauthorized parked vehicles and to maintain a decent, safe, and sanitary environment for the residents of HHA's affordable housing communities, the Towing Policy addresses unauthorized parking at the HHA Developments. All residents must comply with HHA's Towing Policy and the Standard Operating Procedures ("SOP") to Enforce the Towing Policy of the HHA.

A copy of the Houston Housing Authority Public Housing Parking & Towing Policy is attached, indicating HHA's Towing Policy and the Standard Operating Procedures ("SOP") to enforce the Towing Policy of HHA. All residents are required to sign a copy of the HHA Towing Policy at move-in and annual recertification.

Should you have any questions or need clarification, please feel free to contact the (Enter Property Name) management office at (enter property phone number)

Sincerely,

Allied Orion Management Site Team



**HOUSTON**  
HOUSING AUTHORITY

**Transforming Lives & Communities**

2640 Fountain View Drive ■ Houston, Texas 77057 ■ 713.260.0500 P ■ 713.260.0547 TTY ■ [www.housingforhouston.com](http://www.housingforhouston.com)

**HOUSTON HOUSING AUTHORITY**  
**Public Housing Parking & Towing Policy**

This Towing Policy is applicable to the following developments owned by the Houston Housing Authority (“HHA”):

- |                          |                      |
|--------------------------|----------------------|
| 1. 2100 Memorial         | 10. Fulton Village   |
| 2. Allen Parkway Village | 11. Heatherbrook     |
| 3. Bellerive             | 12. Irvinton Village |
| 4. Clayton Homes         | 13. Kelly Village    |
| 5. Cuney Homes           | 14. Kennedy Place    |
| 6. Ewing Apartments      | 15. Lincoln Park     |
| 7. Long Drive            | 16. Oxford Place     |
| 8. Lyerly                | 17. Telephone Road   |
| 9. Forest Green          | 18. Victory          |

**FOREWORD**

To combat the danger created by unauthorized parked vehicles and to maintain a decent, safe and sanitary environment for the residents of HHA developments, this Towing Policy addresses unauthorized parking at the HHA Developments listed above. All residents must comply with this Towing Policy and the Standard Operating Procedures (“SOP”) to Enforce the Towing Policy of the HHA.

**1. THE HHA TOWING POLICY**

- a. The Towing Policy, as adopted by the Commissioners of the HHA, complements and adheres to the Occupations Code, Title 14, Chapter 2308 (the Texas Towing Act) for removal of unauthorized vehicles to vehicle storage or vehicle parking facilities.
- b. It is the policy of HHA to have unauthorized vehicles parked on its developments removed and stored at a vehicle storage facility. The HHA, as owner of the properties listed above, has the authority to cause an unauthorized parked vehicle to be removed, without the consent of the owner or operator of the unauthorized vehicle, and have it stored at a vehicle storage facility at the vehicle owner’s or operator’s expense.
- c. This policy establishes the following definitions:
  - i. Vehicle means and includes an operable or inoperable automobile, truck, motorcycle, recreational vehicle, tractor or trailer.
  - ii. Vehicle Storage Facility means a facility operated by a person or entity licensed to store vehicles.

- iii. Parking Facility means a public or private property used in whole or in part for restricted vehicle parking.
- iv. Unauthorized Vehicle means a vehicle parked, stored or located on a parking facility without the consent of the parking facility owner.

## **2. REMOVAL AND STORAGE OF UNAUTHORIZED VEHICLES**

The Property Manager may, without the consent of the owner or operator of an unauthorized vehicle, cause the vehicle and any property on or in the vehicle to be removed and stored at a vehicle storage facility at the vehicle owner's or operator's expense if:

- a. Signs that comply with the requirements from Sec. 2308.301 of the Texas Occupations Code prohibiting unauthorized vehicles are located on the parking facility at the time of towing and for the preceding 24 hours and remain installed at the time of towing:
  - i. An unauthorized vehicle may be towed only if each sign prohibiting unauthorized vehicles on a parking facility is:
    - (1) facing and conspicuously visible to the driver of a vehicle that enters the facility;
    - (2) located:
      - (a) on the right or left side of each driveway or curb-cut through which a vehicle can enter the facility, including an entry from an alley abutting the facility; or
      - (b) at intervals along the entrance so that no entrance is farther than 25 feet from a sign if:
      - (c) curbs, access barriers, landscaping, or driveways do not establish definite vehicle entrances onto a parking facility from a public roadway other than an alley; and
      - (d) the width of an entrance exceeds 35 feet;
    - (3) permanently mounted on a pole, post, permanent wall, or permanent barrier;
    - (4) installed on the parking facility; and
    - (5) installed so that the bottom edge of the sign is no lower than five feet and no higher than eight feet above ground level.
  - ii. An unauthorized vehicle may be towed only if each sign prohibiting unauthorized vehicles:
    - (1) is made of weather-resistant material;
    - (2) is at least 18 inches wide and 24 inches tall;
    - (3) contains the international symbol for towing vehicles;
    - (4) contains a statement describing who may park in the parking facility and prohibiting all others;
    - (5) bears the words "Unauthorized Vehicles Will Be Towed at Owner's or Operator's Expense";
    - (6) contains a statement of the days and hours of towing enforcement; and
    - (7) contains a number, including the area code, of a telephone that is answered 24 hours a day to enable an owner or operator of a vehicle to locate the vehicle.
  - iii. An unauthorized vehicle may be towed only if each sign prohibiting unauthorized vehicles also meets the following color, layout, and lettering requirements from Sec. 2308.302 of the Texas Occupations Code:

- (1) A bright red international towing symbol, which is a solid silhouette of a tow truck towing a vehicle on a generally rectangular white background, at least four inches in height, must be on the uppermost portion of a sign or on a separate sign placed immediately above the sign.
- (2) The portion of the sign immediately below the international towing symbol must contain the words "Towing Enforced" in lettering at least two inches in height. The lettering on this portion of the sign must consist of white letters on a bright red background.
- (3) The next lower portion of the sign must contain the remaining information required, displayed in bright red letters at least one inch in height on a white background:

INTERNATIONAL TOWING SYMBOL  
**RESIDENT PERMIT**  
**PARKING ONLY**  
 UNAUTHORIZED VEHICLES  
 WILL BE TOWED AT  
 OWNER'S OR OPERATOR'S EXPENSE  
**TOWING ENFORCED AT ALL TIMES**

- (4) The bottommost portion of the sign must contain the telephone number required, in lettering at least one inch in height, of the storage facility to which an unauthorized vehicle will be removed. The lettering on this portion of the sign must consist of white letters on a bright red background.
- b. The vehicle is left in violation of Sec. 2308.251 of the Texas Occupations Code; or,
    - i. Unauthorized Vehicles (as defined by Subchapter F, Sec. 2308.251 of the Occupations code) on HHA property, under certain circumstances, are subject to removal and storage without additional notice required prior to removal:
      - (1) If the owner or operator of a vehicle leaves unattended on a parking facility a vehicle that:
        - (a) is in or obstructs a vehicular traffic aisle, entry, or exit of the parking facility;
        - (b) prevents a vehicle from exiting a parking space in the facility;
        - (c) does not display the special license plates issued or the disabled parking placard issued for a vehicle transporting a disabled person and is in a parking space that is designated for the exclusive use of a vehicle transporting a disabled person.
        - (d) is in or obstructs a fire lane which is clearly marked as listed below:
        - (e) Government mandated marking of a fire lane that applies to the parking facility, otherwise all curbs of fire lanes must be painted red and be conspicuously and legibly marked with the warning "FIRE LANE--TOW AWAY ZONE" in white letters at least three inches tall, at intervals not exceeding 50 feet.
  - c. The vehicle is left at apartment properties parking areas in violation of Sec. 2308.253.
    - i. In compliance with Sec. 2308.253 of the Occupations Code, this HHA policy establishes the following procedures to address situations that apply specifically to apartment property parking areas:

- (1) The owner or operator of a vehicle may not leave unattended on a parking facility a vehicle that:
  - (a) obstructs a gate that is designed or intended for the use of pedestrians or vehicles;
  - (b) obstructs pedestrian or vehicular access to an area that is used for the placement of a garbage or refuse receptacle used in common by residents of the apartment complex;
  - (c) is in or obstructs a restricted parking area or parking space designated under Section 1 above, including a space designated for the use of employees or maintenance personnel of the parking facility or apartment complex;
  - (d) is in a tow away zone, other than a fire lane, that is brightly painted and is conspicuously and legibly marked with the warning "TOW AWAY ZONE" in contrasting letters at least three inches tall;
  - (e) is a semitrailer, trailer, or truck-tractor, unless the owner or operator of the vehicle is permitted under the terms of a rental or lease agreement with the apartment complex to leave the unattended vehicle on the parking facility; or
  - (f) is leaking a fluid that presents a hazard or threat to persons or property.
- (2) Expired Tags and Inspection: Updated Lease Agreements and your property's "Parking Rules", will contain a required contract provision advising residents that vehicles will be towed **after giving 10 days notice** for any vehicle that does not display an unexpired license plate or a valid vehicle inspection certificate.
  - (a) The **10 days written notice**, before towing must be:
    - (1) delivered in person to the owner or operator of the vehicle; or
    - (2) sent by certified mail, return receipt requested, to that owner or operator.

### **3. STANDARD OPERATING PROCEDURES TO ENFORCE THE TOWING POLICY ON HHA PROPERTIES**

In order to implement the Towing Policy adopted by the Board of Commissioners, HHA management and Private Management Company (PMC) Staff must abide by and enforce the following standard operating procedures at the affected developments.

- a. Determine or identify the "NO PARKING TOW AWAY ZONES" throughout the development.
- b. Clearly mark the "NO PARKING TOW AWAY ZONES", according to the municipal requirement and/or 2308.251(c):
  - i. If a government regulation on the marking of a fire lane does not apply to the parking facility, all curbs of fire lanes must be painted red and be conspicuously and legibly marked with the warning "FIRE LANE--TOW AWAY ZONE" in white letters at least three inches tall, at intervals not exceeding 50 feet.
  - ii. Determine the appropriate locations and place signs at entrances and as otherwise required, prohibiting unauthorized vehicles on the property. The signs must be in compliance with the requirements of Sect. 2308.301 of the Texas Occupations Code, which are included in Section 1 of the "HHA Towing Policy" (listed above).

- c. Issue parking permits to resident vehicles in compliance with the Houston Housing Authority “Parking Rules and Agreement” (attached), which each resident is required to sign before they will be issued a parking permit.
  - i. A vehicle that is out of compliance with this policy will be issued a written warning to remedy the violation.
  - ii. If violation is not remedied within ten (10) days, the vehicle may be towed.
  - iii. Written warning does not apply to vehicles parked in tow-away zones.
- d. Enforce “No Parking Tow Away Zones” by contacting the site-specific towing company when vehicles are in unauthorized parking or fire zones.

**TENANT ACKNOWLEDGMENT**

I, \_\_\_\_\_, have received the HHA’s Parking and Towing policy and I agree to comply with the provisions. I understand that any violation of this policy and the established HHA procedures shall be considered a violation of my Residential Lease Agreement and may be cause for lease termination.

<b>Tenant’s Signature</b>	<b>Unit #</b>	<b>Property Manager’s Signature</b>
<b>Date</b>		<b>Date</b>



## PILOT PARKING MANAGEMENT POLICY

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ATTENTION OF: Public Housing Operation Staff & Property Management Companies

ISSUED BY: Mark Thiele, Interim President & CEO

RECOMMEND BY: George Griffin, Vice President, Housing Operations

EFFECTIVE: TO BE DETERMINED

SOP#: PHO PILOT

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### **BACKGROUND**

Houston Housing Authority (HHA) seeks to maintain decent, safe and sanitary environments within its affordable housing communities. To effectively manage limited parking spaces, HHA has established reasonable policies to maximize resident's access to parking on a first-come, first serve basis.

### **POLICY**

HHA authorizes Property Management Companies (PMC) to manage parking by issuing parking decals, citing and towing non-compliant vehicles. Vehicles parked at a HHA public housing or project-based site are required to:

- 1) Display a current parking decal issued by HHA/PMC indicating the vehicle is either owned or utilized by an authorized resident; listed on a HHA lease agreement.
- 2) Park in areas designated as visitor's parking if the vehicle is not displaying a current parking decal issued by the HHA/PMC.
- 3) Demonstrate evidence of being operable and periodically driven

A. **Parking Decals** - authorized residents are required to acquire and display parking decals for their vehicles. PMCs will issue parking decals to adult Residents/Live-In Aides listed on a HHA Lease Agreement. Parking Decals will be issued to Residents as indicated below:

- 1) Residents who are Vehicle Owners/Operators must present:
  - a) Valid State-Issued Driver's License
  - b) Current Vehicle Insurance reflecting the Resident/Live-In Aide as a covered person on the policy. Acceptable insurance coverage include: Full Coverage, Limited Liability, Non-Owner's Liability or Certificate of Financial Responsibility.
- 2) Residents who are Non-Vehicle Owners/Operators must present:
  - a) A current Disability Parking Placard issued and approved by the Texas Department of Motor Vehicle.

B. Households can request to a maximum of two (2) parking decals for two separate vehicles, upon submittal of documents for both vehicles.

- C. **Properly Displaying a Parking Decal** - Parking decals issued to residents must be placed on the front window on the Driver's side, above the Registration Sticker. Vehicles parked in areas designated for residents and failing to properly display a parking decal will result in the PMC issuing a parking citation and/or towing the vehicle.
- D. **Fees** - parking decals will be issued complimentary for a calendar year. Lost and/or stolen parking decals will be replaced with a \$50.00, per permit. PMC's can bill the \$50.00 fee by posting on a tenant's account for payment within 30-days.
- E. **Visitor Parking** - designated area(a) will be identified to accommodate parking for non-tenants such as guests and/or visitors. The parking areas will be limited and provided on a "first-come, first-serve". Residents shall not utilize parking areas designated for visitors.
- F. **Removal of Non-compliant Vehicles** - Vehicles deemed as non-compliant will be subject to parking enforcement including receipt of a parking citation and/or towing. Below are examples of non-compliant vehicles that will be addressed by the PMC:
- 1) Failing to display a current parking decal and parked within areas designated for residents
  - 2) Displaying an expired parking decal and parked within areas designated for residents
  - 3) Evidence vehicle is not being driven due to flat/low tire(s), leaking fluids, missing tires and/or missing safety measures (ie: side mirrors, headlamps, tail lights, etc.).
  - 4) Evidence vehicle is not being driven and utilized as a storage with excessive clutter/trash.
- G. **Parking Enforcement** – non-compliant vehicles will result in a PMC enforcing parking policy by: Issuing parking citations and Removal/Towing of vehicle(s).
- 1) **Issuance of a Parking Citation**: Management will provide an advance notification alerting Drivers about parking actions or deficiencies violating HHA's Parking Management policy. The notice will alert the Driver about the violation to allow corrective measures to be taken; prior to the vehicle being removed from the premise. In the event the Driver/Owner fails to correct the violations/deficiencies, by the required date; Management will have the vehicle removed/towed.
  - 2) **Vehicle Removal & Storage**: Management is authorized to remove non-compliant vehicles from the premise. Vehicles will be towed by a designated towing firm and transported to an off-site storage facility. HHA nor the PMC will incur any costs related to towing and storing the vehicle. All charges/fees will be at the expense of the Vehicle's Owner.
  - 3) **Emergency Towing**: Non-compliant vehicles identified by PMC and/or Law Enforcement as compromising safety will be subject to immediate towing/removal without vehicle Owner/Operator being notified in an advance for:
    - 1) Illegally parked in a fire zone, non-parking zone or trash dumpster(s),
    - 2) Obstructing vehicular traffic aisle, entry, or exit;
    - 3) Preventing vehicle(s) from exiting a parking space or a parking lot;
    - 4) Failure to display the State-issued special license plate
    - 5) Parking placard required for vehicles transporting a disabled person and is in a parking space designated for the exclusive use of a vehicle transporting disabled person(s).
    - 6) Obstructing a fire lane clearly marked for emergency personnel
    - 7) Any other deficiencies identified by the HHA, PMC and/or local authorities.

- H. PMCs are mandated to erect and post signage and notices that complies with ALL local and State requirements governing parking and towing of vehicles.
- I. PMCs are also authorized to create site-based “parking rules” to address the management of parking at a site (ie: issuing parking decals for sites with garages, accommodating home health professionals, etc.)
- J. PMCs must initiate all vehicle towing/removals by contacting the towing company designated by the HHA. Towing companies are not authorized to randomly tour HHA’s sites to tow/remove without a request (text, phone call or email) from an official PMC representative and/or or law enforcement.