

DEVELOP TOWING PARTNERSHIPS

COLLABORATION Towing for All the Right Reasons

No one can deny there are good ways to use towing: When someone is using the parking lot to make drug deals does not like to see the tow trucks; the eye-

THE PROPERTY MANAGER MAY WISH TO CONSIDER WHEATHER THE TOW DRIVER IS COMMISSION VS. WAGES; IS THE TOW DRIVER SERVICING THE PROPERTY MANAGER'S OBJECTIVES OR TOWING FOR INCOME?

soars like stripped and dump stolen cars can be removed quickly and do not consume valuable parking spaces. Parking problems deteriorate the value and usability of property by creating a

nuisance, unnecessarily consuming parking spaces. Whether your property is in a rough neighborhood or in a top of the market area, towing can be an improvement.

In fact, when more properties use private property towing to remove vehicles from fire lanes, handicap stalls, abandoned vehicles, and if management utilized parking permits to control the number of vehicles parked on the property, towing becomes a service that accommodates the intended users. And, if neighboring properties used towing services, I can fantasize that drug dealers, car thieves would move to other neighborhoods to philander.

Towing is not a bad thing; there are numerous examples where towing has participated with improved public safety and property values: In the mid 1990's, on McKee road in San Jose, a several

PARTNERSHIP WITH TOWING

The reason people park where they don't belong is because they can, and they can get away with it! When property management feels sorry for them, or fears retaliation, they are making it easy for people to abuse the parking. Being firm, but fair, with consistent towing polices is a system that earns respect from authorized users of the parking areas who just want an easy place to park, close to their destination. The person who gets off work late at night, or goes shopping in the evening, just want to depend on having their assigned parking stall empty when they get home. In fact, it is the obligation of the property manager to honor their obligation to provide the contracted parking.

hundred unit complex typically had three security guards on duty, and one guard was armed. Property management ordered nightly towing from fire lanes and assigned parking stalls for several years. Today that property rarely has a vehicle towed; they eventually remodeled the property and sold to new owners and it is a beautiful home for hundreds of residents. In a commercial strip-center, near the old flea market, security guards regularly logged license plate numbers for vehicles parked over one hour and had them towed. There was never a problem because the public new they were abusing parking privileges.

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PARTNERING WITH TOWING

Let's Find a Qualified Tow Company

Finding a qualified tow company is no different than finding any other contracted service provider: The tow company needs to have liability insurance and be willing to include the complex as an "additionally named insured" on their policy; the tow company should be required to carry workers compensation coverage for employees which can be verified by requesting a copy of their DMV Motor Carriers Permit issued by the DMV for proof of insurance in order to register their commercial tow trucks. Local municipal codes require business licenses and/or permits which can be verified by requesting a copy. Each tow driver should have special private property towing training and they should provide a copy of their current CTTA certification (Certified Tow Truck Driver). Some cities require special licensing for private property towing which can be verified by calling the Tow Liaison of the local police department. In order to insure proper "care and custody" of vehicles the property manager should do two things: 1) the property manager should contact the local city for background complaints against the tow company; and 2) inspect the tow yard to insure

the vehicles towed are properly secured in the impound yard with acceptable facilities for vehicle owners to claim their vehicle. The property manager needs to assess the potential quality of services and determine if the tow company is treating their clients as intended. They may wish to consider the advantages/disadvantages whether the tow company pays the tow driver by commission vs. hourly wages; it may impact the tow driver's attitude towards services the property manager's objectives vs. towing for income.

The fees charged for private property towing are regulated by the State of California, with local regulatory jurisdiction. If there are questions or concerns about the towing regulations or fees, anyone can request a copy of the "Towing Fees and Access Notice" which law requires to be made available to the public with up to a \$500 fine for failure to meet the intent of this disclosure provision. If there are concerns or problems with the tow the tow company, the receipt is required to have the phone number of the local police jurisdiction on the tow tag for asking questions or filing a complaint.

THE ADVANTAGES OF A PARTNERSHIP BETWEEN PROPERTY MANAGERS AND PRIVATE PROPERTY TOWING INCLUDES BOTH SAFETY AND VALUE.

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