



PARKING PERMIT INFORMATION

TOWING IS A SERVICE GUARANTEEING AVAILABILITY OF RESIDENTS' PARKING SPACE

When one resident uses more parking stalls than their living unit is allocated, the complex is deprived of exactly that many parking stalls for the balance of residents. Conversely, many units do not use all their parking stalls. But, if the demand for parking stalls exceeds the supply, the next arriving residents have no place to park until someone leaves. As parking complaints from residents increase, management has an obligation to provide each unit with the allocated parking stalls. Parking complaints are always the result of residents not having an assigned parking stall available.

In order to provide residents their right to "quiet enjoyment" of their home, or when a large number of residents consume more than their allocated number of stalls for their unit, management must install a program to guarantee that all residents receive their contracted space for parking, no more, nor less.

REQUIRED PARKING PERMITS

PERMITS ARE ASSIGNED BY MANAGEMENT TO CONTROL THE NUMBER OF VEHICLES ON THE PROPERTY AND WHERE VEHICLES CAN PARK. The parking permit must be properly displayed in the vehicle so the numbers are visible from outside the vehicle. Rebello's Towing Services, Inc. (RTS) is contracted by management to make an appointment with an authorized person to inspect the parking lot and tow vehicles that do not have valid, visible parking permit. Law requires that an independent security or management person must witness the parking rule violation before the vehicle is touched by the tow company. RTS function is to verify the parking violations, obtain a signed work authorization from an authorized person, and tow and store the vehicles carefully, and properly. RTS employees are paid wages, not commission; their incentive is to do their job professionally, they do not financially benefit by any one tow.

WAVIER OF FEES WHEN PARKING PERMIT IS VISIBLE

If your vehicle was towed for the stated reason, "NO VISIBLE PARKING PERMIT", you may not be required to pay the cost of towing, storage and/or gate fee if the parking permit's letters and numbers are visible and legible from outside the vehicle.

Errors are possible: It is possible for the parking inspector (security or management), and the tow driver, to miss parking permits that were not properly installed, or when they have fallen to the floor. It is the policy of Rebello's Towing Services, Inc. to acknowledge that accidents do happen, and if the permit was installed so it could be read from outside the vehicle, even though it is in the wrong place, or if it fell, or otherwise moved, there is no charge as long as the permit's letters and numbers are visible from outside the vehicle. It may have been dark, or personnel may not have looked in the right place, but if we can see it while in our yard, with your help, then the inspector and driver should have been able to see it before they towed the vehicle, and we do not charge.

Do you think the permit is visible? If you know you hung the permit where the parking permit numbers can be seen from outside the vehicle, or if you feel it may have fallen and the numbers may be legibly seen from outside the vehicle, please let the desk person know. We will have someone accompany you to your vehicle; if you can show us the parking permit numbers (and if we can read them) without opening your vehicle, we will not charge you for the tow (at least one time). You will be required to install the permit in the proper location to avoid towing the vehicle in the future.

Responsibility for error: The property and RTS does not take responsibility for improperly mounted or obscured parking permits even though the fees may be waved.

Fees: The non-consensual tow fees are regulated by the State of California, and no matter how hard you tried to install the permit, or how good your intentions, discounts are not available, and the fees need to be paid before the vehicle is released. We can all agree that non-consensual tow fees are expensive; this is the same general fee structure as for other non-consensual tows, such as accident tows when the driver is hospitalized, abandoned vehicles from public property, when the vehicle drivers are arrested, or when vehicles are repossessed.