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## " I WANT THE NAME OF WHO TOWED MY CAR "

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### **CALIFORNIA VEHICLE CODES SECTION 22658 REQUIRES:**

- ✓ Tow-warning signs are required to be visible at the entrance to property (17"X22" in size) where parking rules are enforced by towing. Law does not require posting signs throughout the parking areas.
- ✓ Emergency tows, such as when vehicles are blocking property entrances or exits, fire lanes, or fire hydrants, may be towed using photographs as verification; these photographs must be handed to the person claiming the vehicle.
- ✓ Private property must have a contract with a tow company if they intend to remove vehicles from the property; each vehicle removed from private property, for violation of parking rules, requires a signed authorization by an authorized person.
  - The individual who signed the tow tag is concealed from disclosure by law (remains confidential), except to law enforcement officers, to protect that individual from potential retaliation from the vehicle owner.

**YOU ORDERED US TO TOW YOUR VEHICLE:** Residents/occupants (Homeowners, tenants, lessees) have received copies of the parking rules (CC&R's, rental agreements, postings) that inform residents/occupants that parking is enforced by towing. Therefore, once you are informed of the parking rules and enforcement policies, by remaining associated with the property, you have agreed to those rules. Therefore, you have inadvertently agreed to have us tow your vehicle any time it is parked in violation of those parking rules.

**IF YOU ARE NOT THE RESIDENT/OCCUPANT OF THE PRIVATE PROPERTY FROM WHERE THE VEHICLE WAS TOWED:** Your first warning is: Signage at the entrance that towing conducted. Your second warning is:

- ✓ If it is commercial property, you have one hour of grace, then the vehicle can be towed.
- ✓ If it is residential property, the person you visited is responsible for their guests and invitees, according to their CC&R's, rental agreements, or lease; therefore, if they fail to properly direct their guests or invitees for where to park, they may be liable for reimbursing the cost of towing and storage.

**NO RUNAROUND TO FIND THE RESPONSIBLE PARTY THAT HAD YOUR VEHICLE TOWED:** Rebello's stands solely responsible for the tow; not management, not security, not your neighbor who may have complained, and specifically not the person who signed the tow tag.

- ✓ Rebello's has a contract for towing vehicles in violation of parking rules, whether or not anyone complained. The issue is not who complained, who determined it was in violation, or how it was reported; but rather, was the vehicle in violation? We would not have towed your vehicle unless it was in violation of parking rules. We are responsible to determine validity of each tow, and we refuse to tow vehicles that are not in violation of specific property rules, as stated on the tow tag.
- ✓ There can be criminal charges for negligently parked vehicles blocking fire lanes in cases of emergency.
- ✓ If security, management, or employees of management refuse to authorize, or sign the tow tag, they may be guilty of selective towing, and could be liable for accusations of discrimination.
- ✓ Rebello's is not required to tow all vehicles in violation, there are not enough trucks or drivers available to tow them all; hopefully, enough vehicles are towed to act as a warning, and hopefully raise the awareness of residents for compliance.

**CARS TOWED IN ERROR ARE RETURNED AT NO CHARGE AFTER ALL REQUIRED PAPERWORK IS COMPLETED:** This happens rarely, and we apologize.

- ✓ There is no error if the vehicle was towed for the reason stated on the tow tag.
  - It was towed in error only if the parking permit numbers can be read from the outside of the vehicle. If the permit numbers cannot be read, the fees must be paid.
  - If it was towed for no visible parking permit and you can show us the parking permit numbers from outside the vehicle before you open the vehicle, we will accept responsibility for not looking hard enough before towing, and we will not charge. However, this is a courtesy we extend only once, because the parking permit must be installed properly. The error was that of the vehicle driver who did not install the permit properly, when parking the vehicle, where it could be seen from outside the vehicle.

### **Etiquette:**

- ✓ Please inspect your vehicle. We tow carefully and we use the latest of equipment; however, we do cause damage two or three times a year. We immediately pay the cost of repairs completed by a certified shop of your choice.
- ✓ We try to hard to respond to your concerns professionally. We thank you for your patience. You may file a complaint form available at our front desk.