**BIKEHANGAR FAQS**

Please note that due to the high demand for cycle parking, we are unable to contact you individually regarding the status of your request. We will use your request to collate interest in your area and will contact you if your street has been shortlisted for a Bikehangar or if a suitable space becomes available.

**What is a Bikehangar?**

A Bikehangar is a secure cycle storage unit that provides a solution to bike parking. Each hangar provides space for six bikes and measures 2.5 metres x 2 metres. This is equivalent to half a car parking space.

**How much does it cost?**

The Bikehangars can be rented for £37.50 per year per bike, with a £25 key deposit, which is returned when the key is returned.

**How do I register my interest for a Bikehangar space?**

To register for a Bikehangar space please follow this [link](https://www.walthamforest.gov.uk/parking-roads-and-travel/walking-and-cycling/cycle-parking). You will then need to complete the application form. Once you have completed the form you will see a screen saying ‘case closed’ which indicates we have received your application and you will receive an email confirming this. The next time that we will be in touch is to offer you a place. It is difficult for us to offer an accurate timeframe for when this may be, we will offer you a space in a Bikehangar as soon as we can.

**How do I pay my membership?**

You will receive an email from the Council advising when you have been successful in receiving a hangar space and will be provided with a link to make your membership payment. Please note, you have two weeks to make the payment, before your space is reallocated. **Please be aware that this email may go to your spam folder.**

**How secure are they?**

Whilst the safety record of the Bikehangar programme is extremely good, we do still record instances of theft on occasion. This is often opportunistic; where a member hasn’t closed a unit properly but can also be through brute force and so we encourage users to be vigilante. We continue to work with our partners to improve the security of units and always recommend using at least one gold standard D-Lock. Please note your bike is left at your own risk and the Council are not responsible for the loss, damage and theft of bikes, locks or other items stored in the units, as per the Terms and Conditions you agree to when you become a member.

**What happens if I lose my key?**

If you lose your key, please contact the Council immediately via our membership enquiries option.

Replacement keys cost £25 which must be paid for in advance. Replacement keys have a lead time of three working weeks, and you will receive them at the postal address on your account.

**What happens if someone is in my space?**

If there is someone in your space, please contact us immediately. Please do not store your bike in someone else’s space as this will exacerbate the issue.

In the first instance where you contact us, we will send an email to every member of the hangar asking them to make sure that their bikes are in the correctly allocated spot, with A being on the far left and F on the far right. Should the bike still be there in a weeks’ time after you initially contact us, please let us know. We will then issue a removal notice for the bike, and should it be there two weeks after the notice is issued, we can then have the bike removed. We will then extend your membership to reflect the time where you were unable to use the Bikehangar.

**How do I cancel my membership?**

We rely on residents to let us know when they are no longer using the Bikehangar or moving out of the area. Please log into your Waltham Forest account and follow the steps to cancel your membership before returning the key to us.

Please note passing your keys onto another resident is a violation of the Council’s Terms and Conditions. This damages the fair waiting list system as well as putting the safety of other users at risk. Failure to comply with this rule will result in immediate cancellation of the subscription as well as a lifetime ban from using the service.

**Are they noisy?**

No, the hinge mechanism helps lift the door and close the door so there are no loud bangs. We also send out a welcome pack which advises members to be considerate of their neighbours when using the Bikehangar.

**How are bike spaces allocated? Will I get a space if I respond first?**

Spaces are regularly reviewed and any vacancies that become available are allocated using an equitable and balanced priority process that considers the answers submitted at the time of application, length of tenure on the waiting list and proximity of the unit to the applicant. This allows for those most in need to be considered first.

We also as a general rule look to evenly distribute spaces across multiple properties to ensure that the facility benefits the wider community. Please note we do not make any decisions on assigning spaces in new hangars until after a unit has been installed.

**Do I have to own the house to volunteer to have the Bikehangar outside where I live?**

No. As the Highway Authority, we do not require permission from the property owner to install a Bikehangar in the carriageway. However, we do take into consideration the views of those living in adjacent properties and strongly encourage potential hosts to discuss proposals with landlords and neighbours prior to volunteering a potential location outside of their dwelling.

**How many spaces can I hire?**

Due to the popularity of the scheme and to ensure as many homes benefit from the service as possible, we will only assign one space per household, until demand is met in full on the street.

**How does the Council select the streets to propose a Bikehangar?**

Streets are primarily chosen based on where there is the most demand however some Bikehangars have been installed on roads with less interest to evenly distribute cycle parking across the borough, raise awareness of the Bikehangar scheme, and encourage more people to cycle.

**How is a Bikehangar location chosen?**

Our aim is to make cycle parking as easy and accessible as it is to park a car. This gives peace of mind to members regarding their own safety and their possessions.

We assess several aspects to ensure we select safe and secure locations:

• Proximity to requests

• The proposed location should be overlooked form both sides of the street wherever possible.

• Install units within the normal run of parked cars. The flow of parked cars softens the visual impact that the facility has on the street.

• Avoid siting hangars at the ends of roads and junctions. This is to avoid the unit being struck by turning vehicles and so as not to pose a hazard to pedestrians crossing by obscuring driver sight lines.Once a potential site has been selected, we contact the resident who made the request to let them know of our intention to consult on this location. We distribute approximately 50 letters to the immediate area surrounding the proposed site. Comments are reviewed and we only progress on locations that have support within the local community.

**When are Bikehangars cleaned and maintained?**

The Bikehangars are cleansed twice a year by the Council. Members also have a responsibility to make sure that the Bikehangars are clean and pleasant to use for other members.

Should there be an issue with the Bikehangar, such as faulty lock, please report it to us as soon as possible. A Council Officer will then visit and assess the hangar and will then book a maintenance visit if required. Everyone in the hangar will receive an email updating them on the condition of the Bikehangar and if it is safe for them to continue using. Should maintenance be required the works will normally be carried out in one to three working days. In instances where locks must be replaced, new keys will be sent out the same day that our supplier hands them over to us and you should receive them in one to two working days.

In instances where your bike has become stuck in the Bikehangar due to a faulty lock or if you did not remove your bike when you were advised to, you can contact [cyclehire@walthamforest.gov.uk](mailto:cyclehire@walthamforest.gov.uk)  and arrange for a bike loan whilst you do not have access to your bike.

**Can’t find the answer you’re looking for?**

Contact the Bikehangar Team by emailing [bikehangars@walthamforest.gov.uk](mailto:bikehangars@walthamforest.gov.uk).

**I have a question about a Station Cycle Hub. Who do I contact?**

Station Cycle Hub enquiries should be sent to [cyclehubinfo@walthamforest.gov.uk](mailto:cyclehubinfo@walthamforest.gov.uk)