



RESIDENT TOWING INFORMATION

TOWING IS A SERVICE TO GUARANTEE 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 threshold of demand for parking stalls in a complex exceeds the supply, the next arriving residents have no place to park until someone leaves. When complaints from late arriving residents increase, or if the parking fills up earlier every day, management is called upon to make a decision.

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

When parking permits are required, the valid parking permits must be visible from the exterior of the vehicle, or they are towed. If you believe your permit is visible please have an attendant at Rebello's Towing Services, Inc. (RTS) accompany you to inspect your vehicle for verification. **THERE WILL NOT BE ANY CHARGE IF THE PERMIT IS WHERE IT BELONGS, AND VISIBLE FROM OUTSIDE THE VEHICLE.**

Permits are allocated by management to control the number of vehicles on the property and where vehicles can park. Most properties require vehicle owners to register the vehicle in order to obtain a permit. Your permit must be properly displayed on the vehicle for inspection. RTS is contracted by management to inspect the parking lot and tow vehicles that do not have valid, visible parking permits. Law requires that an independent security or management person verifies the parking rule violation before the vehicle is touched by the tow company. RTS drivers are paid wages, not commission; their function is to inspect for parking violations, obtain verification from an authorized person, and tow and store the vehicles carefully, and properly. Therefore, their incentive is to do their job professionally, they do not financially benefit by any one tow.

WHY SHOULD I PAY - THE VEHICLE IS REGISTERED WITH MANAGEMENT, IT BELONGS ON THE PROPERTY

The permit was not valid or visible from outside the vehicle, and once it is towed and stored; the labor, use of equipment and facilities must to be paid:

- ✓ The resident is solely responsible for maintenance of the visible parking permits.
- ✓ It would be onerous for parking lot inspectors to check every vehicle license number against a list, or go door to door looking for the vehicle owners. Such an onerous time consuming function would require additional security services fees, which would increase the complex operating cost, and subsequently would be passed on to all residents. Consequently, residents who do not violate parking rules would then be participating with the cost created by rule-violators.
 - It is labor intensive to discover residents with two vehicles parked on the property in violation of the rules. EXAMPLE: Residents could register one vehicle and then hang that parking permit in a second vehicle. The inspector would be required to check every license plate against the registration list, whether or not it had a permit. If they were required to check all license plates against the list, permits would not be necessary. **THE PURPOSE OF PERMITS IS TO CONTROL THE NUMBER OF VEHICLES, AND KEEP THE COST OF INSPECTION TO A MINIMUM.**
 - If a security guard were required to go door to door to find the vehicle owner, eventually someone would be missed, and that person would complain that no one knocked hard enough to wake them up, or waited long enough at the door for them to come out of the bathroom, etc.

WHY SHOULD I PAY - THE PARKING PERMIT WAS IN THE CAR, JUST NOT IN SIGHT

The permit was not valid or visible from outside the vehicle, and it was properly towed and stored; the labor, use of equipment and facilities must to be paid:

- ✓ Inspectors nor drivers are permitted to open vehicles to look for permits
- ✓ If the registration numbers are not visible from outside the vehicle, inspectors nor driver are allowed to open the vehicle to turn the visible permit over, move it to see the numbers, etc.

WHY SHOULD I PAY - THE PERMIT WAS STOLEN

The permit was not valid or visible from outside the vehicle, and it was properly towed and stored; the labor, use of equipment and facilities must to be paid:

- ✓ It is the vehicle owner's responsibility to report stolen permits to the police and both lost and stolen permits to management in order obtain a replacement.
- ✓ If it was stolen you should discuss with management the possibility of finding someone using it on the complex and then have them arrested.
- ✓ Recovery of the cost of towing and a replacement permit may be covered by your auto insurance.

Waiver of Fees When Parking Permit is Visible (One Time)

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 numbers are visible and legible from outside the vehicle.

Errors are possible: It is not uncommon 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 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.

Where is the permit? 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: We do not take responsibility for negligent towing since the parking permit was not properly installed by the vehicle owner or driver. If you are having problems installing your particular style of permit, you need to discuss this with our desk person, and / or the property management for your complex.

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.

Avoid future errors: Please review the "Resident Towing Information" brochure, for information on pros and cons of the different methods of private property towing. If residents understand the difference between Pro-active and Re-active Towing, they should understand that towing is an important service to property managers, intended to enable them to provide parking stalls 24 hours a day for all properly registered vehicles. All other abandoned, stored, improperly parked, or uninvited vehicles are removed to make room for properly registered vehicles.