

## BIKEHANGAR FAQS

### 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 bicycles and measures 2.5 metres x 2 metres. This is equivalent to half a car parking space.



### How are Bikehangars funded?

The Bikehangars have been installed and subsidised by the Borough Cycling Programme, Transport for London (TfL) Mini-Holland funding, and TfL Local Implementation Plan (LIP) funding.

### How much does it cost to hire a space?

The Bikehangars can be rented for £20 per year per bike, with a £25 key deposit, which is repaid when the key is returned.

### 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 access to cycle parking across the borough, raise awareness of the scheme and encourage more people to cycle.

### How is the hangar location chosen?

We assess a number of aspects to ensure we select safe and secure locations:

- Proximity to requests
- The proposed location should be overlooked from both sides of the street wherever possible
- Not next to a disabled bay, drainage cover, lamppost or other street furniture
- Units are normally placed within the normal run of parked cars. This is to prevent the unit from obscuring sight lines of pedestrians and to avoid them being struck by turning vehicles.

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 the support from the property it is outside of and the wider community.

Once the selected sites have been given approval, based on the positive outcomes from the consultation, these locations will progress to a statutory consultation, a Traffic Management



Order. Residents are notified of the outcome of this consultation and the next steps if installation is to go ahead.

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

Unlike other boroughs we do not allocate spaces on a first-come-first-served basis. We allocate spaces using an equitable and balanced points based system built into the application process, to ensure we prioritise access to those who need it most. Using this system we assign one space per home to ensure that the facility benefits the wider community. We do not make any decisions on assigning spaces until the units are scheduled for installation. This allows anyone on the street to apply during the consultation period and have their application considered.

If any vacancies become available we apply the same priority scoring process.

### **How many spaces can I hire?**

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

### **How secure are they?**

We generally locate Bikehangars in front of properties to benefit from the extra surveillance that generates. While we do not conduct security checks on applicants, the Bikehangars are very secure. We always recommend using a very good D-Lock and not a cable lock to secure your bike inside the hangar. We rely on users of the Bikehangar to ensure the unit is secured when removing or parking their bicycle.

Your bike is left at your own risk. Cyclehoop and the Council are not responsible for the loss, damage and theft of bicycles, locks or other items stored in the units.

### **How do I pay my subscription?**

Our Bikehangars are manufactured and operated by Cyclehoop. You will receive an email from Cyclehoop advising whether you have been allocated a space in a hangar. This email will provide you with payment details. Please note, you have two weeks to make the payment, before your space is reallocated to someone else on the waiting list.

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

In the event that you lose your key, please contact Cyclehoop immediately at [rentals@cyclehoops.com](mailto:rentals@cyclehoops.com). 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.

### **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. To return your key, please visit [www.cyclehoop.rentals/faq](http://www.cyclehoop.rentals/faq) for a return form and postal address.



Please note: passing your keys onto another resident is a violation of Cyclehoop's terms and conditions. This damages the fair waiting list system we have put in place. Failure to comply with this rule will result in immediate cancellation of your subscription, as well as a lifetime ban from using the service.

**Where is my closest bike hangar?**

For a list of existing Bikehangar locations, please visit [www.cyclehoop.rentals](http://www.cyclehoop.rentals). The bikehangars are incredibly popular, and most spaces are occupied. We review spaces on a monthly basis and contact anyone who is eligible to take up a space.

**Are they noisy?**

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

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

No. As the highways authority, we do not require permission from the property owner to install a Bikehangar in the carriageway, but we do take into consideration the views of those living in adjacent properties as we rely on their support and community surveillance to report any problems or vandalism to the unit.

**I have a question about a station cycle hub. Who do I contact?**

Station cycle hub enquiries should be sent to [cyclesheds@walthamforest.gov.uk](mailto:cyclesheds@walthamforest.gov.uk)