

# Frequently asked questions

## Contents

Frequently asked questions .....	1
General FAQs.....	1
FAQs for hangar subscribers.....	3
FAQs for applicants on waiting lists .....	4

## General FAQs

### **How much does it cost to rent a space in a hangar?**

An annual subscription for a space in a hangar is £40. When you agree to rent a space, you will also be asked to pay a £25 key deposit.

### **What is the key deposit for?**

The key deposit is for the key you will use to access the cycle hangar. This deposit is refundable when you return your key to us after cancelling your subscription. Should you lose your key, your deposit will be used to purchase a replacement.

### **How do I add my name to the waiting list?**

You can add your name to the waiting list for up to 5 hangars via our online cycle hangar system [here](#)

### **How many spaces can I have in a hangar?**

There is a limit of 2 spaces per person / household.

### **How will I know I have been offered a space?**

You will receive an email informing you of a space becoming available. You will need to log in to the online cycle hangar system and accept the offer within 14 days. You

will also be able to reject the offer if you change your mind. If you miss the offer deadline or reject the space, it will be offered to the next person on the waiting list.

### **What is happening and why?**

Southwark Council are taking over the management and maintenance of cycle hangars throughout the borough from Monday 19<sup>th</sup> August 2024. This is to ensure we can meet our Streets for People cycling plan objectives to ensure everyone that wants to cycle can, and we can proactively manage current demand whilst working toward our goal of installing 1,000 cycle hangars by 2025.

### **Will I need to do anything?**

If you already have a subscription for a space within a hangar, or joined the waiting list via Cyclehoop or Falco, you will not need to do anything until you receive an email from us inviting you to log in to our online cycle hangar system. From there you can update your personal and payment details, pay overdue fees or cancel your subscription. You will not lose your space or place on the waiting lists.

If you joined the waiting list via Southwark Council, you will not need to do anything until you receive an email from us inviting you to log in to our online cycle hangar system. You will need to enter the code from the email and select the same hangars you originally signed up to. The code will apply the date you first signed up to the waiting list, so you will not lose your place in the queue. Any additional hangars you join the waiting list for, will add you to the end of the existing queue. You will then be able to view your waiting list requests and status, and this will be where you will go on to accept the offer of a space, and pay subscription fees.

### **REQUEST FOR INSTALLATION OF CYCLE HANGARS**

Thank you for contacting the Southwark Cycle Hangar Team.

We regularly assess the locations requested via our website and levels of occupancy and demand in the surrounding area, as well as suitability of new locations on requested roads. Another resident may already have requested a hangar on your road and you can support their request. However, please note that sometimes it is not possible to install a hangar in all requested locations.

You can register a request for a new hangar location and “like” existing requests here [Project: Where should we have bike hangars? | London Borough of Southwark](#) or requests can be sent to [cyclehangars@southwark.gov.uk](mailto:cyclehangars@southwark.gov.uk)

## **FAQs for hangar subscribers**

### **I've lost my key or my key has been stolen. What do I do?**

Please report any instances of lost or stolen keys as soon as possible.

If you have lost your key, a replacement key can be ordered upon payment of £35. You cannot use your key deposit to purchase a replacement key.

If your key has been stolen, we may be required to replace the hangar lock and new keys will be issued to all hangar users.

### **Someone has parked in my space, what can I do?**

Please report this to [cyclehangars@southwark.gov.uk](mailto:cyclehangars@southwark.gov.uk) stating your name, the hangar number and the bike tag number, or a description of the bike. We will then contact all hangar users requesting them to move the bike. Please do not park your bike in another users space as they may then report your bike!

If the bike has not been moved within 7 days, it will be removed and stored at our depot for collection.

### **Why do I need to ID tag my bike?**

This will help us identify bikes with owners in various situations, most commonly if bikes are parked in the wrong space. It can also act as a deterrent for thieves and may assist with the recovery of your bike if it is stolen.

### **I have a new bike that is different to the one I registered with at the start of my subscription. How do I get a new tag?**

Please email us at [cyclehangars@southwark.gov.uk](mailto:cyclehangars@southwark.gov.uk) stating your name, hangar number, allocated space and current ID number, along with a description of your new bike so we can update our records. A new ID tag will be posted to you within 14 days.

### **How do I report damage to the hangar or a break in?**

Please report any damage or a break in to us as soon as possible by email [cyclehangars@southwark.gov.uk](mailto:cyclehangars@southwark.gov.uk) including your name, hangar location and description of damage, or via the online form accessed through your account. Your report will be reviewed and actioned by the maintenance team accordingly.

### **I want to cancel my hangar subscription, what do I need to do?**

Please provide written confirmation 14 days prior to the date you wish your subscription to end, by email to [cyclehangars@southwark.gov.uk](mailto:cyclehangars@southwark.gov.uk) Be sure to include your name, address, hangar number and bike ID. Unfortunately we are unable to offer any form of refund if you cancel partway through your current subscription. Upon cancellation of your subscription, you will receive a confirmation email with instructions to return your key. Your key deposit will be returned once your key is received.

### **Can I swap my subscription to another hangar?**

No, unfortunately subscriptions cannot be swapped between hangars. You will need to think carefully before accepting a space, and decide whether this location is right for you in the long term.

## **FAQs for applicants on waiting lists**

### **How many hangar waiting lists can I be on at once?**

You can request to be on the waiting list for up to 5 hangars within the borough. We recommend reviewing your choices regularly as new hangars are being installed frequently. You can amend your hangar waiting lists by logging into your account.

### **How long will I have to wait before a space becomes available in any hangars I have expressed interest in?**

Unfortunately a timeframe cannot be applied due to the popularity of the cycle hangar scheme. We are regularly installing more hangars throughout the borough and you can check where you are on the waiting lists at any time through your account. You will be notified of any new hangars near your registered address if you wish to join the waiting list for those.

### **How are hangar spaces allocated?**

Hangar spaces are offered to those at the top of the waiting list, who have been waiting the longest. If a hangar space is offered to someone at the top of the list and they reject the offer, the space will then be offered to the next person on the list and so on. If the offer is not responded to within 14 days, this person will be removed from the waiting list and the space will be offered to the next person.

### **How will I be offered a space in a hangar?**

You will receive an email to the email address you registered when you created your account. Please ensure your contact details are kept up to date via your account to avoid messages being missed. Don't forget to save us as an approved sender to avoid emails going into your junk.

### **I've noticed continuously empty spaces in a hangar, so why I am still waiting for a space?**

If a hangar is showing as FULL on the system, this means that a subscription has been paid for each space. As long as each subscriber is adhering to the terms and conditions of use, then we cannot dictate that a person stores their bike in the hangar at all times.

### **How do I apply to have a hangar installed on my road?**

We regularly assess the locations requested via our website and levels of occupancy and demand in the surrounding area, as well as suitability of new locations on requested roads. Another resident may already have requested a hangar on your road and you can support their request. However, please note that sometimes it is not possible to install a hangar in all requested locations.

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### **Why are some hangars unavailable for me to express an interest in?**

Some of our hangars are located on estates and are solely for use by those residents. You can filter hangars on the map and if there are no other hangars nearby, please submit a new hangar request here [Project: Where should we have bike hangars? | London Borough of Southwark](#)

### **I submitted a new hangar request ages ago, when can I expect a hangar to be installed?**

Unfortunately there is no guarantee that a cycle hangar will be installed following your expression of interest. We look at several factors such as existing hangar occupancy, other expressions of interest at this location and suitability of the location for installation. All hangar locations are subject to funding and our consultation process.

**Can't find what you're looking for?** Email us at [cyclehangars@southwark.gov.uk](mailto:cyclehangars@southwark.gov.uk)