



Department of
Transport

Guidelines

Private Property Parking Signage

Contents

PURPOSE	3
APPLICABILITY	3
REQUIREMENT FOR SIGNS TO BE DISPLAYED	3
SIGN TYPES	3
Overall Requirements	3
Minor Sign	4
Major Sign	4
NUMBER AND POSITIONING OF SIGNS	5
A small regulated property	5
Large regulated property	6
SIGNAGE EXEMPTION	6
Application for Exemption	6
Notification of Signage exemption/variation	7
TRANSITIONAL PERIOD	7

Purpose

The purpose of these guidelines is to provide owners and occupiers of private property information to ensure they can comply with signage requirements where the towing of vehicles may be used as a parking control measure.

Appropriate signage is essential to the lawful removal of vehicles from private property.

Signs enable drivers to make informed decisions about where to park and the consequences of parking outside the terms and conditions of a private property parking area. Signs also provide assurance to tow truck drivers that they have the authority to tow vehicles from a private property where they are authorised under a towing arrangement with the owner-occupier of the property.

Signs need to provide the required information, be large enough for an average driver to read, and be placed where they will be noticed. This is intended to minimise any potential conflict between driver, property owners-occupiers, and towing service providers.

Signage should be clear, and the terms and conditions of parking be written in plain, simple English so that a driver is aware of any consequences of non-compliance when parking on private property.

Applicability

These guidelines do not apply to private property where entry to, or exit from, the property is controlled by permanent infrastructure, such as a boom gates, or locked barriers.

Requirement for signs to be displayed

The *Road Traffic (Towing of Vehicles) Regulations 2020* (Regulations) prohibit the towing of vehicles from private property unless signs are displayed in accordance with the Regulations.

Signage requirements may vary depending on the type of property, the size of the property's parking area or whether the owner-occupier of the property has been granted a signage variation/exemption.

Signage requirements do not apply to a vehicle that is parked in a position where it is causing a hazard or unreasonable obstruction. These vehicles can be towed immediately if a towing arrangement, between the owner-occupier of the property and a towing service provider, is in place.

Sign Types

There are two types of signs, being a minor sign and major sign. The dimensions, wording and symbols required will be dependent on whether a sign is a minor sign or major sign. Both minor sign and major signs must be made in the material and font specified in overall requirements.

Overall Requirements

Material

All signs must be made of retro reflective sheeting designated Class 1 in Australian/New Zealand Standard 1906.1 - Retroreflective materials and devices for road traffic control purposes.

Font

All writing on signs must be in Helvetica font.

Minor Sign

Size

A minor sign must be, at a minimum, 30 cm wide x 45 cm high in size.

Information

A minor sign must have the following information:

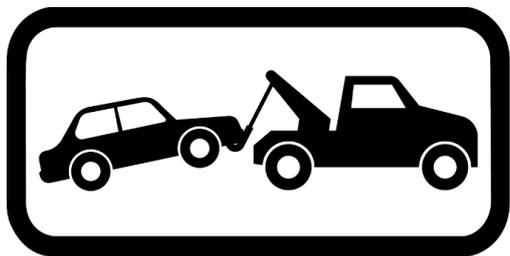
- The wording TOW AWAY ZONE in capital letters, which must be at least 3 cm high. This wording must be white against a candy apple red background.
- Contact information in the form of the letters PH followed immediately by a telephone contact number for the relevant towing service provider. These letters and numbers must be at least 2 cm high and be black against a white background.
- A statement about parking conditions and any liability limitations in letters at least 1.5 cm high written in black against a white background.

A minor sign may also include other information relating to the parking of vehicles on the property. This information must be written in plain, simple English in letters at least 10 mm high, written in black against a white background, and may include information about:

- Any purposes for which parking is permitted, e.g. shopping on the premises.
- When parking is not permitted.
- When parking restrictions apply.
- Specific conditions, such as whether the driver must remain on the premises at all times.
- The name of the towing service provider.

Symbol

A minor sign must have a tow away symbol that is, at a minimum, 20 cm wide x 10 cm high in size. The symbol used may be the image provided by the Department of Transport (see below) or another image detailed in the Australian Standard Manual of Uniform Traffic Control Devices: Parking Controls (AS1742.11).



An eps, png or jpeg file of the above symbol can be downloaded at www.transport.wa.gov.au/privateparking

Major Sign

Size

A major sign must be, at a minimum, 60 cm wide x 90 cm high in size.

Information

A major sign must have the following information:

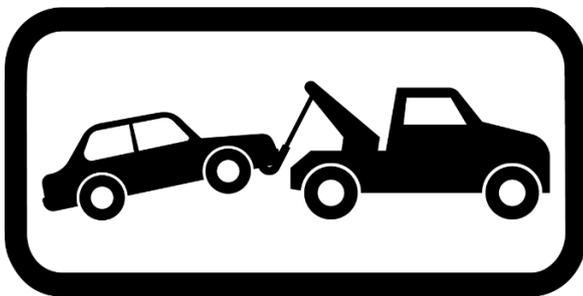
- The wording TOW AWAY ZONE in capital letters, which must be at least 70 mm high and be white against a candy apple red background.
- Contact information in the form of the letters PH followed immediately by a telephone contact number for the relevant towing service provider. These letters and numbers must be at least 5 cm high and be black against a white background.
- A statement about parking conditions and any liability limitations in letters at least 1.5 cm high written in black against a white background.

A major sign may also include other information relating to the parking of vehicles on the property. This information must be written in plain, simple English in letters at least 1 cm high, written in black against a white background, and may include information about:

- Any purposes for which parking is permitted, e.g. shopping on the premises.
- When parking is not permitted.
- When parking restrictions apply.
- Specific conditions, such as whether the driver must remain on the premises at all times.
- The name of the towing service provider.

Tow Away Symbol

A major sign must have a tow away symbol that is, at a minimum, 400 mm wide x 200 mm high in size. The symbol used may be the image provided by the Department of Transport (see below) or another image detailed in the Australian Standard Manual of Uniform Traffic Control Devices: Parking Controls (AS1742.11).



An eps, png or jpeg file of the above symbol can be downloaded at www.transport.wa.gov.au/privateparking

Number and Positioning of Signs

The number and positioning of major and minor signs that must be displayed will depend on whether the property is a large or small regulated property.

All signs must be unobscured, and the words and symbols displayed on the sign must be clearly visible and undefaced.

A small regulated property

A small regulated property is a property:

- on which 1 or more businesses are carried on that has less than 50 parking bays; or
- that is residential strata property.

Number and type of signs

A small regulated property must have sufficient signs displayed on the property such that a reasonable person parking on the property would see a sign before, or when, parking.

Position of signs

A sign must be at least 220 cm above ground level at its lowest point and must be positioned so that a reasonable person parking on the property would see the sign before, or when, parking.

Large regulated property

A large regulated property is a property:

- on which 1 or more businesses are carried on and there are 50 or more parking bays made available for use by customers of, or other visitors to, the business; or
- used predominantly as a commercial car park where payment of a fee is a condition of a vehicle parking at the property.

Number and type of signs

A major sign must be displayed:

- In a prominent position at each place where a vehicle can enter the property;
- within 1 metre of any machine or booth on the property where people can pay for parking at the property; and
- So that wording and symbols on the sign face the carriageway from which vehicles enter the property.

Minor signs must be displayed:

- at a rate of one tenth of the number of parking bays on the property (rounded up to the nearest whole number);
- so that they are:
 - reasonably evenly distributed amongst the parking bays; and
 - positioned at the end of a parking bay no further than 1 metre from the bay and facing the bay.

Signage Exemption

Application for Exemption

If it is not practicable for a private property to comply with signage requirements the owner-occupier of the property may apply for a signage exemption/variation.

An exemption/variation may seek to exempt the property from complying with a signage requirement such as a variation in the number of signs, the size of signs, positioning of signs, use of major or minor signs, or other such variations.

An application for a signage exemption/variation must be made using the Signage Exemption Application (E201T) form available at www.transport.wa.gov.au/privateparking. Applications must be emailed to privateparking@transport.wa.gov.au

Each application will be assessed on a case by case basis on the underlying principle that adequate signage must be present to ensure that drivers are made aware of the conditions for parking and that their vehicle may be towed away if these conditions are breached.

Notification of Signage exemption/variation

If a private property has been granted a signage exemption/variation the Department of Transport will provide a written notice that outlines any conditions or alternative requirements for the display of signs on the property.

A copy of a signage exemption notice must be provided, as soon as possible and in any event within 5 business days after the day on which it was granted, to any towing service provider who is a party to the towing arrangement relating to the property.

Transitional Period

To assist owner-occupiers of private property transition to the new signage requirements a transitional period has been introduced.

Until 31 March 2021, large regulated property must only comply with the signage requirements of a small regulated property, that is, sufficient signs displayed on the property such that a reasonable person parking on the property would see a sign before, or when, parking.

The transitional period will not be extended past 31 March 2021.