



FAQs Relating to the Policy and Procedure for Removal of Bicycles Suspected of Being Abandoned

Q. Why is this policy in place?

A. The aim of this policy is ensure that valuable space is not taken up by abandoned bikes in locked cycle parking facilities. Cycle parking facilities are for active users only; it is not a long term store. Residential cycle facilities are only for use during a students' tenancy and all other facilities are for daily use only.

Q. Will my bicycle be removed if I store my bicycle in a University cycle parking facility overnight?

A. Bicycles suspected of being abandoned will only be removed one month after they have been tagged.

Q. What if I have not got bicycle storage at home?

A. The Non- Residential University cycle parking facilities are only for daily use while staff and students are working / studying at the University. University Residential facility are for use by University Residences' tenants for the duration of their tenancy only.

Q. What if I am going away from Bristol on holiday, University business or to study and need somewhere to store my bicycle?

A. The Non- Residential University cycle parking facilities are only for daily use while staff and students are working / studying at the University. University Residential facility are for use by University Residences' tenants for the duration of their tenancy only. Under normal circumstances they will be deemed as having being abandoned if they have been left in a non-residential cycle parking facility for more than a month or after the end of tenancy in a residential after which they will be tagged for removal.

Q. What measures will the University do to reduce the likelihood that bicycles which have not been abandoned are not removed inadvertently?

A. The University's Sustainability team will communicate the policy through multiple channels to both staff and students. Signage at the non-Residential cycle parking facilities will notify users of facilities that the facility is for daily use only and that bicycles left for prolonged periods will be removed by the University. Signage at the Residential cycle parking facilities will notify users of facilities that the facility is for use during their tenancy only and that bicycles left after the end of their tenancy will be removed by the University.

Q. Will the University take a picture of the bicycle before it is removed and what other records will they keep?

A. The University will save the following on each bicycle removed which will include:

- a. Photo of the bicycle before removal,
- b. Date and time of removal,
- c. Location it was removed from,
- d. Description of the bicycle (make, model and colour),
- e. Frame number (usually on the underside of the bicycle),
- f. Bike Register number (if present),
- g. A photo after removal of the bicycle in storage.

Q. How do I report an abandoned bicycle?

A. Please email the Sustainability team at transport-plan@bristol.ac.uk with the location of the bicycle, a photo of the bicycle and briefly outline why you think it may be abandoned. Please note that the bicycle will not be removed immediately (please refer to policy document) but rather a minimum of one month after it has been reported and tagged.

Q. Is the University going to install more cycle parking on its sites?

A. Yes. The University has a rolling cycle parking installation programme and we are installing as many cycle parking facilities as we can within the resources we have (both in the financial sense and space available).