



FAQs for garages

Thank you for your interest in renting one of our garages. Garage rental enquiries are now handled by our new management company, Secure Parking & Storage (SPS).

You may find the below information and FAQs helpful:



Key dates

From 12 October – please report any garage repairs or non-rent queries to SPS.

Until 30 November – please continue to pay any garage rent due to Saxon Weald.

From 1 December 2026 – please start paying your garage rent directly to SPS.



SPS contact details

Email: tenancy@secureparkingandstorage.co.uk

Telephone: 01403 613670 (9am-5pm, Monday – Friday)

FAQs

Why are you making this change?

We're making this change to give our garage customers a better service. We chose SPS through a competitive tender process because they offered the best overall service and value. SPS also has a strong track record of working with housing associations.

Will there be any changes to how I pay my rent?

Please continue to pay any garage rent due to Saxon Weald until 30 November 2026. This includes over the phone with our Customer Support team.

From 1 December 2026, you'll need to pay your garage rent directly to SPS. If they haven't already, they will contact you with details on how to set up your payments. This will include a new direct debit form.

SPS offers several ways to pay, so you can choose the option that works best for you.

Who should I contact to report repairs or any other queries?

From 12 October 2026, please contact SPS if you need to report a garage repair or have any questions.

Who should I give notice to on my garage?

From 12 October, please email your notice directly to SPS using the contact details above.

I have reported a repair to Saxon Weald what will happen?

If you have already reported a repair to Saxon Weald, we will pass the details to SPS. For updates on an existing repair, or to report a new repair, please contact SPS directly using the contact details provided above.

Will anything change on my current agreement?

No. Your current rental agreement will stay the same, including the notice period. There are no changes to the terms of your agreement as a result of this change.

If you are interested in renting a Saxon Weald garage, please visit the SPS website to find out more and apply: secureparkingandstorage.co.uk/home