

BIKEHANGAR FAQs

Please note that due to the high demand for cycle parking, we are unable to contact you individually regarding the status of your request. We will use your request to collate interest for your area and will contact you if your street has been allocated a bikehangar.

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 take up half a car parking space.

Where is my closest bike hangar?

For a list of existing bike hangar locations, please visit www.cyclehoop.rentals. The bikehangars are incredibly popular, and most spaces are occupied. To find out if a space is available on a street near you, please email bikehangars@walthamforest.gov.uk.

How are bike hangars 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?

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

How big is a bike hangar?

A bikehangar accommodates six bikes, and measures 2.5 metres x 2 metres. This is equivalent to half a car parking space.

How can I get a bike hangar on my street?

Streets are primarily chosen based on where there is the most demand however some bike hangars have been installed on roads with less interest to evenly distribute cycle parking across the borough, raise awareness of the bikehangar scheme and encourage more people to cycle.

How is the hangar location chosen?

Once a street has been allocated a bikehangar, residents who have expressed an interest by emailing bikehangars@walthamforest.gov.uk are contacted and asked if they would volunteer to have a bike hangar located in half a parking space outside their home. Once we receive consent from a home owner to install the hangar outside their property, we send a survey to all properties on the street, to gather information based on our points based system, to allocate spaces.

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

Unlike other boroughs where spaces are allocated based on a first-come-first-served basis, we allocate spaces on a points base system, where the bikes are regularly used. The points system is based on:

- Use - how often the resident cycles
- Existing barriers - whether the resident lives in a house or flat (and upstairs or downstairs)
- Existing interest - if the resident is listed on the expression of interest list
- Survey - if the resident responded to the survey within two weeks
- Other considerations - if there are other factors that you would like to be considered.

How many people do I need to get a bikehangar installed on my street?

We primarily install bikehangars where there is the highest demand/amount of requests. If your neighbours would also be interested in a bikehangar on the street, please have them email bikehangars@walthamforest.gov.uk noting:

- full name and address
- whether you live in a house or flat (and whether upstairs or downstairs)
- how often you cycle
- whether you would allow a hangar to be located in half a parking space outside your house.

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.

A bikehangar occupies half a vehicle parking space, and we try to position the hangar in locations most accessible to the demand, away from trees and utility services, and where community surveillance is highest.

How many spaces can I hire?

This is dependent on the area you live in. In areas with a high demand, only one space per household will be allocated. In other areas, a maximum of two spaces will be allocated per household.

How secure are they?

We generally locate bikehangars in front of residents' front windows 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. We do rely on other users of the bikehangar to ensure the lock is secured when leaving the hanger.

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.

Are they noisy?

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

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 for a return form and postal address.

Please note: passing your keys onto another resident is a violation of the Cycle Hoop's terms and conditions. This damages the fair waiting list system as well as putting the safety of other users at risk. Failure to comply with this rule will result in immediate cancellation of the subscription as well as a lifetime ban from using the service.

How do I pay my subscription?

You will receive an email from Cycle Hoop advising whether you have been successful in receiving a hanger space, and will be provided with payment details. Please note, you have two weeks to make the payment, before your space is reallocated.

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

Station cycle hub enquiries should be forwarded to cyclesheds@walthamforest.gov.uk

What happens if I lose my key?

In the event that you lose your key, please contact Cycle Hoop immediately at 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.