

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 shortlisted for a bikehangar or if a suitable space becomes available.

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 measures 2.5 metres x 2 metres. This is equivalent to 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. We review spaces on a monthly basis and contact anyone who is eligible to take up a space.

How much does it cost?

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

How does the Council select the streets to propose a bike hangar?

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?

Our aim is to make cycle parking as easy and accessible as it is to park a car. This gives peace of mind to the users regarding their own safety and their possessions.

We assess a number of aspects to ensure we select safe and secure locations;

- Proximity to requests
- The proposed location should be overlooked from both sides of the street wherever possible.
- Install units within the normal run of parked cars. The flow of parked cars softens the visual impact that the facility has on the street.
- Avoid siting hangars at the ends of roads and junctions. This is to avoid the unit being struck by turning vehicles and so as not to pose a hazard to pedestrians crossing by obscuring driver sight lines.

Once a potential site has been selected we contact the resident who made the request to let them know of our intention to consult on this location. We distribute approximately 50 letters to the immediate area surrounding the proposed site. Comments are reviewed and we only progress on locations that have support within the local community.

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

Unlike other boroughs we do not allocate spaces on a first-come-first-served basis. We allocate spaces using an equitable and balanced points-based system built into the application process, to ensure those most in need can be considered first.

Using this system we assign one space per home to ensure that the facility benefits the wider community. We do not make any decisions on assigning spaces until the units are installed.

This allows anyone on the street to apply during the consultation period and have their application considered. Thereafter should any vacancies become available, we review this on a monthly basis and use the same priority scoring process.

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. However, we do take into consideration the views of those living in adjacent properties and strongly encourage potential hosts to discuss proposals with landlords and neighbours prior to volunteering a potential location outside of their dwelling.

How many spaces can I hire?

Due to the popularity of the scheme and to ensure as many homes benefit from the service as possible we will only assign one space per household, until demand is met in full on the street.

How secure are they?

Whilst the safety record of the bikehangar programme is extremely good; we do still record instances of theft on occasion. This is often opportunistic; where a user hasn't closed a unit properly but can also be through brute force and so we encourage users to be vigilante and will often site units where there is natural overwatch. We continue to work with our partners to improve the security of units and always recommend using a gold standard D-Lock.

Please note 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 hangar space, and will be provided with payment details. Please note, you have two weeks to make the payment, before your space is reallocated.

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.

Can't find the answer your looking for?

Contact the bike hangar team on Bikehangars@walthamforest.gov.uk

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

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