

GENERAL TOWING CONTRACT SPECIFICATIONS

1. PARKING ENFORCEMENT

The Contractor shall send a tow truck to the community upon request by the management agent or a member of the Board of Directors. All towing services must be pre-authorized and include the following:

- a. Any vehicle parked along a fire lane.
- b. Any vehicle that is parked in a no parking zone.
- c. Any vehicle that is double-parked or parked behind parked cars on community streets.
- d. Any vehicle that is parked on turf areas or on a curb.
- e. Any vehicle parked within fifteen (15) feet of a fire hydrant.
- f. Any vehicle parked in an handicapped parking space, which does not display a proper handicapped permit. (Handicap spaces are located near the community pool)
- g. Any vehicle that is parked in a parking space assigned to a lot owned or occupied by owners or residents who have not given permission for the parking of a vehicle in such parking space. In any such instance, the respective lot owners or tenants are authorized to make the call directly to the Contractor to initiate the towing of the offending vehicle.
- h. Any vehicle parked in reserved parking spaces that the Board of Directors have revoked, a list of which have been provided to the Contractor.
- i. Any vehicle in violation of the community's adopted Parking Rules and Regulations, upon request by a member of the Board of Directors or the management agent.
- j. Any vehicle deemed to be abandoned, upon the request by a member of the Board of Directors or the management agent.
- k. Vehicles that are causing a nuisance (blocking in/illegal parking/parking in multiple spaces).
- l. Except as provided in topic g above and elsewhere in this section, a member of the Board of Directors must authorize all vehicle removals outside of established roaming hours.

Except for services a, b, and h above, section 1 of this Contract pre-authorizes the Contractor to perform the above services during roaming hours. The Contractor is pre-authorized to perform services a, b, and h above at any time during the day or night.

2. NOTIFICATION

The Contractor shall notify the Fairfax County Police, as prescribed by county code, for each vehicle removed from the community by the Contractor, giving the storage location and contact phone number.

3. SERVICE RESPONSE TIME

Under normal business circumstances the Contractor shall respond to a phone request to tow a vehicle within forty-five (45) minutes of the request, but in no event shall the Contractor's response time exceed one and one half (1.5) hours.

4. SIGNAGE

If the Contractor supplies the Property Owner/Agent with permits, signs and/or any other service or product other than the impound services outlined in this contract and this contract is terminated before said termination date, the Property Owner/Agent will be held responsible for reimbursement to the Contractor for the cost of time and materials provided.

5. INSURANCE

LVCA Towing Contract – General Specifications

Vehicles towed by the Contractor shall be insured under the Contractor's insurance policies from the time of hookup to the time the vehicle owner proceeds to drive the towed vehicle from the Contractor's storage premises.

6. COMPLAINTS

The Contractor agrees to mediate all complaints registered to the Department of Consumer Affairs for resolution.

--Adopted by the LVCA Board of Directors, February 6, 2012 as part of its contract with Dominion Towing.