

Bikehangar FAQ

How does it work?

Our Bikehangars work just like a garage or compound except for the fact that it is much smaller and installed on your street, minutes from your home. Users will have a key to access the units and share the space with 5 others neighbours.

How much space does it take up?

Cyclehoop design and manufacture Bikehangars, 2 bikehangars can fit into one 5 metre car parking space. Each bikehangar stores 6 bikes therefore one car parking space can store 12 bikes securely.

How much does it cost?

Currently a space in the Bikehangars costs around £36 a year; there is also a one off deposit for the key of around £25.

How quickly can I get a space allocated?

Spaces are allocated on a first come first serve basis within 3-5 working days of a bikehangar being installed. In some areas there is high demand for spaces in a Cyclehoop Bikehangar so we operate a waiting list and allocate spaces as soon as they become available.

What about use in new residential developments?

These units are very popular with architects from around the world as the units are smaller than most cars and do not obstruct light or view from residential units and therefore they can be installed in relatively small pockets of space.

How many can I hire?

A maximum of two spaces can be rented per household (i.e. two spaces per residential address regardless of which resident holds the subscriptions). Where a household has paid for more than two bikehangar spaces, any additional payments will be refunded to the relevant subscriber's bank account minus any associated card and/or transaction fees.

How are people chosen?

To ensure the scheme is successful and in line with Camden's Transport Strategy, Cyclehoop have been instructed to allocate spaces on a first come first serve basis, providing the following criteria has been met. The criteria would prioritise residents that:

- Live on the street (or adjacent one) where the bike parking is provided

- Do not have a Controlled Parking Zone Permit, (or would be prepared to give theirs up)
- Do not have suitable outside space to store a bike

How secure is a Bikehangar?

The secure cycle unit is theft proof with a robust fire-proof steel construction. The door is secured with a 2-point closure with a euro cylinder lock. The secure cycle unit offers a “burglar proof” solution for storing cycles, it has been awarded the Dutch police quality mark, this quality mark is awarded to houses, blocks and neighbourhoods that meet specific set of safety requirements.

In each bike space both wheels and frame can be locked to a steel locking bar. When users register to use the facility they will be provided instructions on how to lock the bikes securely. The management company will visit the cycle unit at least twice a year and on an ad hoc basis according to any reports received by users of the Bikehangar.

Who is responsible for any damage to my bicycle?

The user leaves their bike in the Bikehangar at their own risk. The Operator and the Council are not responsible for the loss and/or damage and/or theft of bicycles, locks or other items stored in the Bikehangars, however, insurance can be purchased.

What happens if I lose my key?

In case of loss or theft of an Access Key, the user must immediately inform the Operator. The Subscriber is responsible for the cost of replacing the key, which is £25.00 and the key will be sent out within 2-3 days.

How do I cancel my subscription?

The user can cancel their subscription using the online cancellation portal at least 14 days before the end of the yearly subscription. Automatic subscription payments will be stopped, provided the key has been returned to Cyclehoop.

How do you find available bike spaces?

Cyclehoop have designed an online search and registration tool.

Where can I hire one?

1. Applications must be made using the online portal to apply for a space via <http://www.cyclehoop.com/rentals/>. Once you are on this page, you can then click on the area of interest where cycle parking is present