

PRIVATE-PROPERTY TOWING

What residents can document, request, and do before, during, and after a tow

A tow truck's presence on the property does not, by itself, authorize every removal.

At a large multifamily property like Casa Lago, a vehicle-specific tow generally requires written authorization from the owner or lawful possessor—or an authorized employee or agent—who is present on the property and verifies the claimed violation. Written general discretion may cover only a vehicle unlawfully within 15 feet of a fire hydrant, in a fire lane, or interfering with an entrance or exit. Limited statutory exceptions can apply.

1 BEFORE A TOW

- Photograph the vehicle, space, permit, curb markings, nearby signs, and each property entrance.
- Save the current parking rules and management messages.
- Ask who may authorize a tow and how after-hours review works.
- **If a tow relies on posted-property rules**, signs generally must be in plain view at all entrances and identify the tow warning, local traffic-law-enforcement number, and each towing company covered by a written general agreement.

2 IF THE TOW TRUCK IS STILL THERE

Stay safe and do not physically interfere. Record the time, exact location, towing-company name, and whether the vehicle has left the property.

If the vehicle has not yet left the property and is not in transit: the driver must immediately and unconditionally release it when the owner or authorized agent asks. If already coupled or lifted, a charge of no more than one-half the regular towing charge may apply. Move the vehicle promptly to a lawful location.

3 IDENTIFY THE AUTHORIZATION PATH

Vehicle-specific authorization: Before payment, you are entitled to a copy of the written authorization and the stated grounds. For a residential tow, the authorizer's specified identifying information must be redacted.

General-authority tow: If the tow was for a hydrant, fire lane, or blocked entrance/exit, ask to see and receive the required violation photograph without charge before payment.

The tow company must also provide a separate notice with the appropriate local law-enforcement or prosecuting-agency number for a claimed wrongful tow.

4 AT THE STORAGE FACILITY

Before paying, request an itemized invoice and the *Towing and Storage Fees and Access Notice*. You may inspect the vehicle without a fee and retrieve personal property without charge during normal business hours. Payment must be permitted by cash, valid bank credit card, or insurer's check.

If released within 24 hours, no more than one day of storage may be charged. During the first 72 hours, no lien fee may be charged.

Private-property tow and storage rates are also capped by statutory rate comparisons.

IF YOU BELIEVE A COMPLETED TOW WAS WRONGFUL

Save the authorization, photo, invoice, fee notice, payment proof, entrance-sign photos, parking rules, and messages. Write down the first-observed, authorization, and removal times. Use the agency contact printed on the wrongful-tow notice and ask whether a report, incident, or log number is available. Ask management and the tow company in writing for the grounds, review route, and any supported reimbursement or refund process.

Casa Lago: Residents may ask management for the current parking and towing policy, which roles may authorize a tow, whether Western Towing has written general authority, and the after-hours review route. Asking for the governing process is not an accusation about any particular tow.