

## **Practice Direction: Correspondence Addresses of Operators**

### **Correspondence Addresses of Operators - Applicants for Operator Licences**

#### **INTRODUCTION**

1. A practice has developed whereby some advisers who represent applicants for operator licences or existing operators request that all correspondence for their clients be sent to the office address of the adviser.
2. Traffic Commissioners have reviewed this practice and as a result, propose to issue guidance to assist operators and their advisers.

#### **USE OF ADVISERS' CONTACT ADDRESSES FOR OPERATORS**

3. Some transport consultants request that all correspondence relating to their client operators be sent to the consultant's address. As a consequence, neither the Traffic Area Office nor the Vehicle and Operator Services Agency Vehicle Inspectorate Division have a correct postal address for correspondence for an operator or a transport manager.
4. On occasion, therefore, it may be that an operator will not receive essential correspondence such as a calling-in letter or a warning letter from the Traffic Area Office or routine but other essential correspondence such as fee requests. The Vehicle Inspectorate Division of the Vehicle and Operator Services Agency may also experience difficulties in contacting the operator.
5. As a result, it has been decided that, regardless of whether an operator (or applicant) is legally represented or represented by a transport consultant, the operator's (applicant's) own correspondence address should always be given to enable the operator (applicant) to be contacted direct at that address. This will minimise the possibility of an operator (applicant) not receiving essential correspondence, particularly where a solicitor or transport consultant is no longer instructed by the operator (applicant). Where a request is received from a legal adviser/transport consultant to send all correspondence to them, copies of correspondence will as a matter of course be sent to the appropriate adviser. Operators or applicants for a licence should specifically request that copies of correspondence be sent to their advisers.
6. Applicants/Operators are advised that it will be regarded as best practice for applications to bear both an applicant's/operator's correspondence address and the adviser's address.
7. This Practice Direction shall take effect on 1 February 2005.

8. Where existing advisers currently use their own business address as an operator's sole correspondence address, they should supply a separate correspondence address for the operator to the relevant Traffic Area Office by that date.

9. Post Office Box Numbers, whilst acceptable, should also be accompanied by full details of the location of an operator/applicant's office/premises.

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