



Vehicle & Operator Services Agency

Goods Vehicle Operator Licensing

A guide to making representations and complaints

This guide and other forms and guides concerning operator licensing are available on the Vehicle and Operator Services Agency website. Also available on line is the Traffic Area Office publication "Applications & Decisions" which gives details of all Heavy Goods Vehicle licensing applications received by the Traffic Commissioner and the decisions taken on the applications. Check out the website at **www.businesslink.gov.uk/transport** Alternatively, operating licensing advice can be obtained by telephoning the VOSA National Telephone Number: **0300 123 9000***

*calls provided by BT are charged at a low rate. Charges from other providers may vary.

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FOREWORD

The main aim of this guide is to help organisations with a statutory right to object to an application for a goods vehicle operators licence to:

- understand the main purposes of the goods vehicle operator licensing system and its environmental provisions; and
- answer many of the questions people have about ‘making a representation’ against the grant of an application for a licence or for a change to an existing licence.

The Guide also gives advice on how to make complaints about the use of an operating centre and how to report to the Traffic Commissioner any possible breaches of licensing conditions or unauthorised activities by operators.

More general information about licensing can be found in the booklet ‘Goods Vehicle Operator Licensing – A Guide for Operators’ available free from www.vosa.gov.uk or tel: **0300 123 9000**.

Annex 2 gives details of relevant legislation, copies of which can be purchased from HMSO or bookshops, or inspected at some local libraries.

This guide does not provide legal advice.

PART 1

Goods Vehicle Operator Licensing Environmental Provisions

WHAT IS GOODS VEHICLE OPERATOR LICENSING AND WHO NEEDS A LICENCE?

- 1.1 Goods vehicle operator licensing is a system of licensing aimed at ensuring the safe and proper use of goods vehicles and the protection of the environment around operating centres (ie. the place where an operator normally keeps his vehicles when they are not being used).
- 1.2 Most users of commercial vehicles that weigh over 3.5 tonnes (ie. the maximum permitted total weight when loaded) require a licence. The holder of a licence is the 'operator'. A licence will authorise an operator to use up to a maximum total number of motor vehicles and trailers, and to use a specific operating centre or centres.

HOW DOES AN OPERATOR OBTAIN A LICENCE?

- 1.3 An operator must hold a licence in each Traffic Area where he/she has an operating centre or centres. Licences often authorise the use of more than one operating centre.
- 1.4 Licence applications are made to Traffic Commissioners who are individuals appointed by the Secretary of State for Transport. They act as independent administrative tribunals under the supervision of the Council of Tribunals. There are eight Traffic Areas and seven Traffic Commissioners (Details of the Traffic Areas are at Annex 1).
- 1.5 The suitability of a proposed operating centre is just one of a number of matters which a Traffic Commissioner must consider before granting an application. Other matters include an applicant's fitness to hold a licence; the financial resources available for, and arrangements in place, to maintain his vehicles; and, where appropriate, professional competence. The advice in parts 2-5 of this Guide focuses on operating centre issues.
- 1.6 Once a licence has been issued an operator can apply to amend (vary) it.

WHO CAN OBJECT TO THE GRANT OF AN APPLICATION?

- 1.7 Objections can be made by statutory objectors such as local authorities, planning authorities, the police, and certain Trade Associations and Trade Unions. They may object to the grant of an application on the grounds of fitness, finance and the professional competence of the operator as well as on the environmental and general suitability of an operating centre.
- 1.8 Owners and occupiers of land or buildings near an operating centre who feel that the use or enjoyment of their own land would be adversely affected by the proposed operating centre use have a right to make their views known to a Traffic Commissioner. They are called representors: representations can be made only on environmental grounds.
- 1.9 Objectors and representors have different rights. This Guide concentrates on the rights of representors, and complainants.

HOW ARE REPRESENTORS TOLD ABOUT APPLICATIONS?

- 1.10 An applicant for a new licence, or for a change to a licence which would affect an operating centre, must advertise the proposed use in a local newspaper circulating in the locality of the operating centre. The advertisement will give the name of the operator, the address of the operating centre and how many authorised, or additional, lorries and trailers would be kept there if the application were granted. It will also show the address of the Traffic Area Office where representations must be sent.
- 1.11 The advertisement gives potential representors the opportunity to respond within a certain period of time and for other people who have an interest in the use of the site as an operating centre to consider drawing the application to the attention of statutory objectors to encourage them to make an objection. Details of how to lodge a representation are given in Part 2 of this guide.

HOW ARE OBJECTORS TOLD ABOUT APPLICATIONS AND IS THE PROPOSED USE OF AN OPERATING CENTRE ADVERTISED IN ANY OTHER WAY?

- 1.12 A Traffic Commissioner must also publish details of most applications. This is done by using a publication called “Applications and Decisions” (As & Ds) which is issued by Traffic Area Offices every two weeks. Statutory objectors must respond within a certain period following the publication of application details if they wish to object but anyone can subscribe to As & Ds as it is a good way of being kept informed. There is a subscription fee. Further information on subscribing to As & Ds can be obtained from your local Traffic Area. A copy of Applications & Decisions is available on the VOSA website www.vosa.gov.uk or copies can be purchased by contacting your local Traffic Area.

WHAT HAPPENS NEXT?

- 1.13 A Traffic Commissioner will consider all objections and representations received, as well as any other relevant information known about the proposed site and the applicant before making a decision on the application.

- 1.14 If he/she decides to grant the application, he/she can impose:
- a. environmental conditions on the use of an operating centre if he/she feels they are necessary to prevent or reduce adverse effects, and/or
 - b. road safety conditions if he/she considers they are necessary to prevent authorised vehicles causing danger to the public at any point where vehicles first join a public road on their way to and from an operating centre, and on any private approach road.
- 1.15 It is a criminal offence to break licence conditions and an operator faces penalties if he does so.

WHAT ENVIRONMENTAL CONDITIONS CAN BE PUT ON A LICENCE?

- 1.16 These cover:
- the number, type and size of authorised vehicles, including trailers, kept at the operating centre for maintenance or parking;
 - the parking arrangements for authorised vehicles, including trailers, at or in the vicinity of the operating centre;
 - the times when the centre may be used for maintenance or movement of authorised vehicles;
 - how authorised vehicles enter and leave the operating centre.

ARE THERE LIMITS TO A TRAFFIC COMMISSIONER'S POWERS?

- 1.17 Conditions on the use of an operating centre can apply only to the licence holder concerned and the use of vehicles authorised under the licence. A Traffic Commissioner cannot place restrictions on any vehicles which are visiting the site or are using it for other purposes.
- 1.18 It is important to recognise that the Commissioner's powers are quite separate from those of highway, planning and local authorities. A Commissioner cannot control the use of the premises for other purposes. This is the responsibility of the local planning authority.
- 1.19 A Traffic Commissioner cannot take into account the non-environmental suitability, including safety, of the public highway leading to the operating centre or the road network. These are matters for highway authorities.
- 1.20 In certain circumstances a Traffic Commissioner may not refuse an application on environmental grounds (other than for parking).

PART 2

Representations

WHO OR WHAT IS A REPRESENTOR?

- 2.1 Statutory provision has been made for owners and occupiers of land or buildings near an operating centre who feel that the use or enjoyment of their own land would be “prejudicially” affected by the proposed operating centre use. They can represent against the grant of an application and are called “representors”. Representations can be made only on environmental grounds and in response to an advertisement placed by an applicant (see paragraphs 1.10 and 1.11).
- 2.2 A Traffic Commissioner may consider that some people who respond to an advertisement live too far away from the operating centre to be affected by it and may not accept the representation as valid.
- 2.3 The Traffic Commissioner’s decision on whether a representation is acceptable or not is final.
- 2.4 Parish Councils, residents associations and action groups cannot make representations unless they are owners or occupiers of affected land in the vicinity of an operating centre. Groups of residents, Parish Councils, or others who cannot be accepted as representors can consider the merit of approaching statutory objectors, such as local authorities, in order to put their case and ask them to consider making an objection (see paragraph 1.7).

HOW IS A REPRESENTATION MADE?

- 2.5 For a representation to be valid it has to:
 - be made in writing to the Traffic Area address shown in the advertisement. There is no set form but the grounds must be clearly stated;
 - be made within 21 days of the date the advertisement appeared in the newspaper;
 - be signed. If an individual makes a representation it must be signed by that person. If it is made by a firm or by any other group of persons it must be signed by one or more persons authorised to sign by that group of persons. A solicitor acting on behalf of a representor, be it individual, firm or other group may sign on their behalf. Anyone thinking of presenting a petition should read the notes below in paragraphs 2.8 & 2.9;
 - state relevant grounds; and

- be copied to the applicant on the same day, or next working day, as the representation is made to the Traffic Commissioner.
- 2.6 Unless there are exceptional circumstances which would justify him/her doing otherwise, a Traffic Commissioner must refuse to accept a representation as 'duly made' unless it is made by the required date and in the required manner. However, it should be emphasised that a Traffic Commissioner will look at all matters drawn to his/her attention.
- 2.7 When submitting a representation it is helpful to:
- indicate in the letter of representation whether a copy has been sent to the applicant/operator and, if not, the reason for not doing so;
 - submit a sketch map showing the distance from your property to the operating centre.

IS IT WORTH GETTING A PETITION TOGETHER?

- 2.8 Petitions have a limited value since it is usually difficult to exclude people who might not be considered to be owners and occupiers in the vicinity of the operating centre and, in addition, the substance of the petition may not be relevant to all signatories.
- 2.9 If it is decided to proceed with a petition then one person should be nominated as the contact point for dealing with a Traffic Commissioner's staff. The full name and address, including post code, should be given by all signatories who will usually be contacted on an individual basis by the Traffic Area. The original of the petition should be made available to the Traffic Commissioner.

WHAT GROUNDS ARE RELEVANT TO A TRAFFIC COMMISSIONER'S CONSIDERATION?

- 2.10 A representation must be about the adverse environmental effects that the use of an operator's vehicles at an operating centre is expected to have on the use or enjoyment of the property owned or occupied by the representor.
- 2.11 In considering the environmental impact an operating centre may have, the Traffic Commissioner will consider the proximity of the site to a representor's property and the suitability of the site for its intended use.
- 2.12 A Traffic Commissioner can take into account:
- the nature or use of any other land in the vicinity of the operating centre and the effect which the issue of the licence would be likely to have on the environment;
 - if the site has been used as an operating centre before, the extent to which the grant of the application would result in a change which would adversely affect the environment of its vicinity;
 - if it has not been used as an operating centre before, any information known to him/her about planning permission relating to the operating centre or other land in the vicinity of the operating centre;

- the number, type and size of authorised motor vehicles and trailers;
- the arrangements, or proposed arrangements, for the parking of motor vehicles or trailers;
- the nature and the times of use of the land as an operating centre;
- the nature and times of use of equipment installed (or proposed to be installed) at the operating centre in connection with its use as an operating centre;
- the means by which, and frequency of, vehicles authorised by the licence entering and leaving the operating centre.

2.13 Generally speaking a Traffic Commissioner will consider the effects of:

Noise – from the applicant’s vehicles moving in and out of, and while at, the operating centre. This may be intrusive in the neighbourhood, bearing in mind the use of other land in the surrounding area and the intended hours of operation;

Visual Intrusion – the effect the parking of vehicles at the operating centre may have on the outlook from a representor’s property or land;

Vibration – the effect vehicle movements may have, either at the operating centre or on their way to or from the operating centre;

Fumes/Pollution – the effect of fumes from the applicant’s vehicles on the use or enjoyment of property.

NB. A traffic commissioner can consider only those vehicles being operated by the applicant. If the site is already being used by other goods vehicle operators it is possible to make a complaint (see Part 3 – Complaints).

WHAT HAPPENS AFTER A REPRESENTATION HAS BEEN SUBMITTED?

- 2.14 Representations are acknowledged and sometimes supplementary information is sought. Shortly afterwards representors are advised whether or not their representations are valid.
- 2.15 The applicant will normally be asked for his views on the matters raised by any representors and, where appropriate, he will be asked to liaise direct with representors to see if any differences can be resolved without formal intervention by the Traffic Commissioner.
- 2.16 The Traffic Commissioner may also ask for one of VOSA’s Traffic Examiners to visit and report on an operating centre’s suitability.
- 2.17 The Traffic Commissioner will then consider if he/she needs to hold a Public Inquiry to hear the evidence of both sides before reaching a decision (see Part 5) or whether he/she already has sufficient evidence to make a decision.
- 2.18 On making a decision the Traffic Commissioner can grant the application as applied for, or with modifications. He/she can attach conditions or refuse the application.

ARE REPRESENTORS TOLD OF THE TRAFFIC COMMISSIONER'S DECISION?

- 2.19 If it is decided to hear the application at Public Inquiry representors will be invited to attend to put their case. (See Part 5 for more information about Public Inquiries).
- 2.20 If the decision can be made on the basis of the written evidence before him/her the Traffic Commissioner will advise representors of the final decision in writing; this will include details of any special conditions or undertakings attached to the licence.

IS THE TRAFFIC COMMISSIONER'S DECISION FINAL?

- 2.21 An operator or statutory objector may appeal to the Transport Tribunal against the decision of a Traffic Commissioner. Representors have no such right. If an appeal is lodged representors are told and have 14 days from date of notification to apply to the Transport Tribunal to be made party to the appeal.
- 2.22 Although representors cannot initiate an appeal to the Transport Tribunal against a Traffic Commissioner's decision they can apply to the High Court for a judicial review.

PART 3

Complaints

WHAT ARE COMPLAINTS?

- 3.1 Unlike representations which are made in response to applications (see previous Parts), complaints can be made at any time by anyone.
- 3.2 In general complaints can be about the use of an existing operating centre or about breaches of any of the terms, for example conditions, under which a licence was issued, including parking.
- 3.3 Where possible a Traffic Commissioner would encourage those parties involved to resolve any problems between themselves on a one to one basis. Quite often a direct approach to the operator can result in a satisfactory solution without substantial involvement by the Commissioner.

ON WHAT GROUND CAN COMPLAINTS BE MADE?

- 3.4 A complaint about an operating centre which is specified on a goods vehicle operator's licence can be on either environmental or road safety grounds.

HOW DOES SOMEONE MAKE A COMPLAINT?

- 3.5 Complaints should be made in writing to the Traffic Area (see Annex 1) in whose area the operating centre is situated. It should clearly:
 - a. state who the complaint is from;
 - b. state the grounds for complaint; and
 - c. identify the operating centre concerned giving the full address of the operating centre and the name(s) of the operator(s) using the operating centre to which the complaint relates, and if relevant, and possible, details of the vehicles, and movements giving cause for concern.

WHAT HAPPENS WHEN THE COMPLAINT IS MADE?

- 3.6 Complaints will be acknowledged and the person making the complaint will be sent further information about the complaints procedure and be asked to fill in a short form.;

This is needed in order to provide the Traffic Commissioner with the further information he/she will need to consider the views put forward.

- 3.7 The relevant part of the form will be copied to the operator(s) concerned. This will give him the opportunity to comment on the matters raised and to rectify any problems of which he may not have been aware.

WHAT HAPPENS NEXT?

- 3.8 Although a complaint may be made at any time against an operating centre specified on a licence, the Traffic Commissioner can only take immediate action if it is considered that the operator concerned is operating outside the terms of his licence. Otherwise, the time at which the Traffic Commissioner can act is determined by what is known as the 'Review Date' (see Part 4 for further information on the Review of Operating Centres).
- 3.9 Unless an operator applies to vary the use of his operating centres (see paragraph 3.12), a Traffic Commissioner has the opportunity to review the suitability of that centre only at five yearly intervals. On receipt of a complaint by a Traffic Area, it will be registered against the relevant operator's licence. If it is not a complaint that indicates an operator is operating outside the terms of his licence, the complaint will be brought forward and taken into consideration at the centre's review stage.
- 3.10 It should be noted that further complaints can be made by the same person at any time leading up to the review date should it be felt necessary to do so.
- 3.11 People who make complaints will be advised when the next review date is due and will be informed about the Traffic Commissioner's decision at that time.
- 3.12 If in the meantime an operator applies to vary his licence in a way which would affect an operating centre he will have to advertise his intentions in the local press. People who have made complaints can make representations against the grant of the variation. The complaints already made will not be treated as representations. Separate representation will have to be made in accordance with Part 2 of this guide.

PART 4

Review of Operating Centres

WHAT IS A REVIEW?

- 4.1 The complaints procedure (as outlined in Part 3), is linked to the Traffic Commissioner's ability to review the suitability of the operating centres on an operator's licence. The Traffic Commissioner may conduct such a review every five years commencing with the date when a goods vehicle operator's licence came into force.
- 4.2 The review is not however automatic and is entirely at the Traffic Commissioner's discretion. In making his/her decision whether or not to review he/she will take into account any complaints received against an operating centre in the preceding five years.

HOW WILL PEOPLE KNOW IF A REVIEW IS TO TAKE PLACE?

- 4.3 In most circumstances a person who has made a complaint against an operating centre will have been told when the operating centre(s) is due for review. Near to the review date the Traffic Area may write to them again asking if the points made in the original letter are still relevant and if the writer still wishes them to be considered.

WHAT HAPPENS NEXT?

- 4.4 The Traffic Commissioner will consider all the evidence before him/her and decide if it justifies a review of the operating centre concerned. As soon as the decision has been made people who have complained will be notified.
- 4.5 This does not mean that the operator is free to do as he pleases for five years. The review procedure does not affect the Traffic Commissioner's powers to act and take disciplinary action at any time if a licence holder is operating outside the terms of his licence, for example by breaking any condition of use that appears on the operator's licence.

WHAT HAPPENS IF A REVIEW IS TO TAKE PLACE?

- 4.6 The Traffic Commissioner will consider:
 - i) whether the operating centre continues to be suitable for the purposes for which the operator's licence authorises it to be used;
 - ii) whether, if it is considered to be no longer suitable, conditions for environmental or road safety reasons could be attached or changed which would make it suitable; or

- iii) whether it is incapable of being made suitable by the imposition or changing of such conditions.
- 4.7 On a review the Traffic Commissioner has the power to remove an operating centre from the licence or to attach conditions or vary existing conditions.
- 4.8 The Traffic Commissioner can attach conditions for environmental reasons, such as the times vehicles use the operating centre, or for non-environmental reasons such as road safety.
- 4.9 The Traffic Commissioner can remove an operating centre from a licence for both environmental and non-environmental reasons. But in the case of environmental reasons the operating centre can be removed in only limited circumstances, on the grounds of the adverse effects of the parking of the operator's vehicles.

IS THE TRAFFIC COMMISSIONER'S DECISION FINAL?

- 4.10 Only the operator has a right of appeal against any decision made on review and then only if conditions have been varied or placed on the licence or if an operating centre has been removed. The only way complainants can challenge the Traffic Commissioner's decision on review or against his/her decision if he/she decides not to review, is by seeking a judicial review of that decision through the High Court.

PART 5

Public Inquiries

WHAT IS A PUBLIC INQUIRY?

- 5.1 There are three main types of Public Inquiry – those called to determine licence applications, reviews of operating centres, and those called for disciplinary reasons. This Guide is concerned mainly with the first, though much of it applies equally to the others.
- 5.2 A Public Inquiry is a hearing held by a Traffic Commissioner before deciding some applications for goods vehicle operator's licences. He/she will consider evidence from the applicant, statutory objectors, representors or from other people appearing on their behalf. He/she may also call witnesses of his/her own or be assisted by a financial assessor.

WHEN MIGHT A PUBLIC INQUIRY BE CALLED?

- 5.3 A Traffic Commissioner is not obliged to hold a Public Inquiry if he/she receives objections or representations. However where representations or objections have been received, or in cases where the Traffic Commissioner feels that further information, or clarification, is needed, Public Inquiries are usually called. This gives all interested parties an opportunity to make their case before the Traffic Commissioner or one of his/her deputies.

HOW DO REPRESENTORS KNOW IF A PUBLIC INQUIRY IS TO BE HELD?

- 5.4 Anyone who has made a representation will be advised in writing of the date, time and venue of the Inquiry and be invited to attend. They will be given at least 21 days notice and be asked to confirm whether or not they will be attending.

WHERE WILL THE PUBLIC INQUIRY BE HELD?

- 5.5 Inquiries will usually be held at the Office of the Traffic Commissioner or at a venue as close as possible to the operating centre.

WHAT HAPPENS IF REPRESENTORS CANNOT ATTEND?

- 5.6 If someone cannot attend in person they may ask someone to attend on their behalf. This can be by Counsel or a Solicitor, or if the Traffic Commissioner agrees, by anyone else. The person standing in should be familiar with the grounds of representation and the Traffic Commissioner should be advised in advance of the name of the person who will be attending.

IS ANY PREPARATION NEEDED FOR THE INQUIRY?

- 5.7 The Traffic Commissioner will have a copy of all representations but it is possible to present additional information (but not extra grounds of representation) or produce documents or photographs at the Inquiry. It is helpful if additional copies of evidence can be brought to the hearing since this will avoid having to take up a lot of time passing around the originals.
- 5.8 It is helpful to some people to prepare notes listing the relevant points they wish to raise at the Inquiry bearing in mind the factors the Traffic Commissioner may take into account. Those giving evidence at the Inquiry should stick to the facts giving examples where appropriate to support a case.
- 5.9 It is not necessary for all representors to speak, so if it is known that more than one person wants to make the same point those attending may wish to consider electing a spokesperson.

WHAT HAPPENS AT THE INQUIRY?

- 5.10 Representors should arrive in plenty of time to register with the Inquiry clerk who will make a note of names of people attending, and of those who want to speak at the Inquiry. Failure to register could result in losing the opportunity to be heard.
- 5.11 Once everyone is seated the Traffic Commissioner will enter the room. The clerk will announce the case by giving the name and address of the applicant, brief details, for example of the application and any representations and objections.
- 5.12 The Traffic Commissioner will commence the proceedings by giving his/her decisions on which objections or representations are valid and whether or not they should be heard.
- 5.13 The Traffic Commissioner will then invite the applicant or his representative to outline the application and may ask questions relevant to the application.
- 5.14 Objectors, representors or people acting on their behalf will then be asked to present their cases in general terms. Any points raised may be questioned by the Traffic Commissioner or any of the other parties.
- 5.15 During the proceedings the Traffic Commissioner may ask the applicant what the effects may be on his business if he/she were to impose conditions on the licence.
- 5.16 Once all the evidence has been heard the Traffic Commissioner will invite all parties to summarise their case. No new evidence can be introduced at this stage.
- 5.17 Finally the Traffic Commissioner will consider all the evidence which has been put before him/her and will either announce his/her decision at the Inquiry or defer it to a later date. In either case all representors will receive written confirmation of the decision and a statement of his/her reasons if so requested.

IS THE TRAFFIC COMMISSIONER'S DECISION FINAL?

- 5.18 An appeal may be made to the Transport Tribunal against the Traffic Commissioner's decision by either the applicant or statutory objector. Representors have no right of appeal.
- 5.19 A Traffic Commissioner can review his/her decision to grant or refuse an application if he/she is satisfied that there has been some procedural irregularity in dealing with it. A request to review the Traffic Commissioner's decision must be made within two months of the date of the Traffic Commissioner's original decision.

ANNEX 1

Traffic Area Offices

Traffic Area	Areas Covered	Office Address
North Eastern	<p>The Metropolitan Boroughs within South Yorkshire, Tyne and Wear and West Yorkshire</p> <p>The Counties of Durham, Northumberland, Nottinghamshire and North Yorkshire</p> <p>The Districts of Darlington, East Riding of Yorkshire, Hartlepool, Kingston upon Hull, Middlesbrough, North Lincolnshire, North East Lincolnshire, Nottingham, Redcar and Cleveland, Stockton-on-Tees and York</p>	<p>Hillcrest House 386 Harehills Lane Leeds LS9 6NF</p> <p>Tel 0300 123 9000 Fax 0113 2488521</p>
North Western	<p>The Metropolitan Boroughs within Greater Manchester and Merseyside</p> <p>The Counties of Cheshire, Cumbria, Derbyshire and Lancashire</p> <p>The Districts of Blackburn with Darwen, Blackpool, Derby City, Halton and Warrington</p>	<p>Hillcrest House 386 Harehills Lane Leeds LS9 6NF</p> <p>Tel 0300 123 9000 Fax 0113 2488521</p>
West Midland	<p>The Metropolitan Boroughs within West Midlands</p> <p>The Counties of Shropshire, Staffordshire, Warwickshire and Worcestershire</p> <p>The Districts of Herefordshire, Stoke-on-Trent and Telford and Wrekin</p>	<p>Hillcrest House 386 Harehills Lane Leeds LS9 6NF</p> <p>Tel 0300 123 9000 Fax 0113 2488521</p>
Welsh (Cymru)	Wales (Cymru)	<p>Hillcrest House 386 Harehills Lane Leeds LS9 6NF</p> <p>Tel 0300 123 9000 Fax 0113 2488521</p>

Traffic Area	Areas Covered	Office Address
Eastern	<p>The Counties of Bedfordshire, Buckinghamshire, Cambridgeshire, Hertfordshire, Essex, Leicestershire, Lincolnshire (except the Districts of North Lincolnshire and North East Lincolnshire), Norfolk, Northamptonshire and Suffolk</p> <p>The Districts of Leicester, Luton, Milton Keynes, Peterborough, Rutland, Southend-on-Sea and Thurrock</p>	<p>Hillcrest House 386 Harehills Lane Leeds LS9 6NF</p> <p>Tel 0300 123 9000 Fax 0113 2488521</p>
Western	<p>The Counties of Cornwall, Devon, Dorset, Gloucestershire, Hampshire, Oxfordshire, Somerset and Wiltshire</p> <p>The Districts of Bath and North East Somerset, Bournemouth, Bracknell Forest, Bristol, Isle of Wight, North Somerset, Plymouth, Poole, Portsmouth, Reading, Slough, Southampton, South Gloucestershire, Swindon, Torbay, West Berkshire, Windsor and Maidenhead and Wokingham</p>	<p>Hillcrest House 386 Harehills Lane Leeds LS9 6NF</p> <p>Tel 0300 123 9000 Fax 0113 2488521</p>
South Eastern & Metropolitan	<p>Greater London</p> <p>The Counties of Kent, Surrey, East Sussex and West Sussex</p> <p>The Districts of Brighton and Hove, The Medway Towns</p>	<p>Hillcrest House 386 Harehills Lane Leeds LS9 6NF</p> <p>Tel 0300 123 9000 Fax 0113 2488521</p>
Scottish	Scotland	<p>Hillcrest House 386 Harehills Lane Leeds LS9 6NF</p> <p>Tel 0300 123 9000 Fax 0113 2488521</p>

ANNEX 2

Relevant Legislation

The Goods Vehicles (Licensing of Operators) Act 1995

The Goods Vehicles (Licensing of Operators) Regulations 1995 (SI 1995/2869)

The Goods Vehicles (Licensing of Operators) (Fees) Regulations 1995 (SI 1995/3000)

The Goods Vehicles (Licensing of Operators) Act 1995 (Commencement and Transitional Provisions) Order 1995

EC Directive 96/26 as amended by 98/76 (Access to the occupation of road transport operator)

Council Regulation (EEC) No 881/92 (Access to the market in the carriage of goods by road within the community)

The Goods Vehicles (Community Authorisations) Regulations 1992