

# Withdrawal of the Implied Right of Access (WOIRA) Enquiries

## Impact area – Call Centre and Customer Administration

**Summary** – *This brief gives information on how to deal with ‘Withdrawal of the Implied Right of Access’ (WOIRA) enquiries over the telephone. This brief contains the new process for the Customer Support team to submit WOIRA requests using the Outlook form TVL – WOIRA Requests.*

### **BACKGROUND INFORMATION**

TV Licensing receives a small number of enquiries from customers who are refusing access to visiting officers (WOIRA). The right of access they are withdrawing is a common law right of access to walk up to someone’s front door and knock on the door. Previously if the customer wanted to withdraw the implied right of access to their property they would have to put their request in writing. This policy was updated and we have been accepting verbal requests since 10 January 2011.

If you have identified a WOIRA request, you must transfer the call to the Customer Support Team (CST). They will then ascertain if the customer is making a WOIRA request and process it accordingly.

It is sometimes difficult to identify a WOIRA request, so some examples of typical wording is provided below.

### **HOW WILL I KNOW IF THE CUSTOMER WANTS TO WITHDRAW THE IMPLIED RIGHT OF ACCESS?**

Customers may use the following words (see bullet points) and these phrases will probably be prefixed with the word ‘withdraw’, ‘revoke’ or ‘remove’:

- Common law right of access
- Common law right to visit
- Revoke the right to visit
- Implied right of access

In addition to this, if they mention anything to do with "trespass" this will also qualify. This wording will be kept under review and updates provided as necessary.

## **HOW TO DEAL WITH A CUSTOMER WHO WITHDRAWS THE IMPLIED RIGHT OF ACCESS?**

### **CALL CENTRE AGENTS**

Once you have identified a WOIRA request you will need to transfer the call to the Customer Support Team (CST). All WOIRA requests must be processed by the Customer Support Team.

If you are unable to transfer the call, because the CST is not available, arrange for a callback by following the usual CST call procedure. CST callbacks are arranged by emailing the details of the customer/query to TVL – Managers Calls (TVLManagers@capita.co.uk).

If the customer refuses to be transferred you should ask them to confirm their address – and their name, if provided – then advise the customer that you will deal with their request. You should then email the CST, providing the date and time of the call and state you have received a WOIRA request. The CST will listen to the call and manage the customer's request.

### **CUSTOMER ADMINISTRATION / CAPITA INDIA**

If you receive a letter or email from a customer who is withdrawing the right of access to their property, you should redirect their correspondence to Customer Relations. Do not reply directly to the customer.

If you are taking part in the phone rota, you will need to transfer the call to the Customer Support Team (CST).

If you are unable to transfer the call, arrange for a callback by following the usual CST call procedure, CST callbacks are arranged by emailing the details of the customer's query to TVL – Managers Calls (TVLManagers@capita.co.uk).

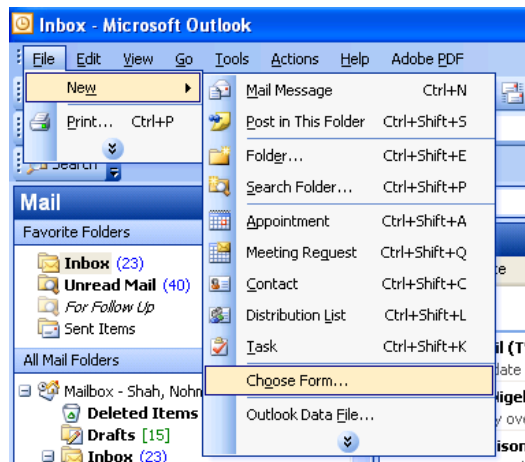
### **CUSTOMER SUPPORT TEAM ONLY**

If you handle a transferred call from a customer, who has stated they are withdrawing the right of access, ascertain if the request fits the WOIRA wording.

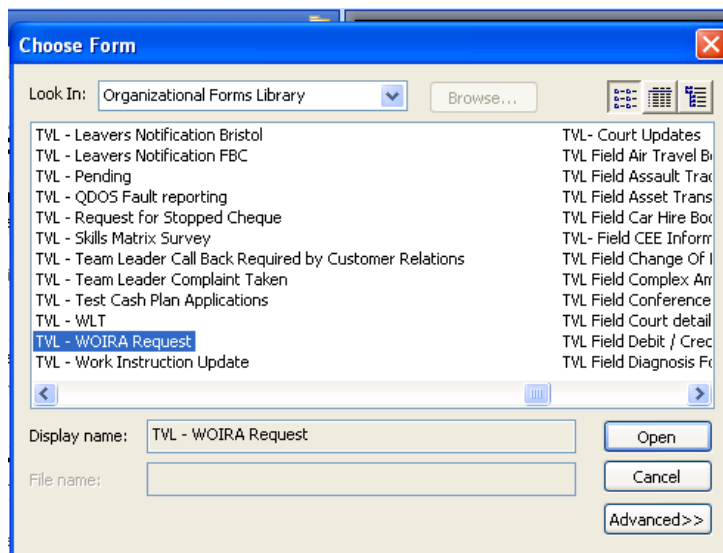
If the wording used by the customer meets the WOIRA requirements, you must complete the TVL – WOIRA Request Outlook form, which can be found in Microsoft Outlook.

- Select 'File',
- Select 'New',
- Select 'Choose form'.

A screen shot of these steps can be found on the next page.



From the pop up list, select 'TVL – Woira Request'.



Complete the form

**WOIRA Request - TVL - WOIRA Request (HTML)**

File Edit View Insert Tools Actions Help

Send Print Copy Paste Undo Redo Find Options...

## WOIRA Request Form

- THIS FORM IS FOR CST USE ONLY - \* Denotes a Required Field

**Customer Details**

Caller Name:

Address:  \*

Address 2:

Address 3:

Post code:  \*

**Call Details**

Licence Number:

Contact ID:

Time Of Call:  \*

Date Of Call:  None \*

Lassy ID:  \*

**Summary Of Wording Used \***

If the customer also claims they are not using any TV receiving equipment, do not apply a NLN. Instead, you should include this information on the Multi Form and Customer Relations will process this action

☐ Did the customer request a NLN

After you have completed the form, you need to advise the customer that a letter will be sent to the address given to confirm the information they have provided.

**CST ONLY - WHAT SHOULD I DO IF THE CUSTOMER ALSO CLAIMS NO LICENCE NEEDED (NLN)?**

If the customer also claims they are not using any TV receiving equipment, do not apply a NLN. Instead, you should include this information on the Multi Form and Customer Relations will carry out this action.

**CUSTOMER RELATIONS ONLY**

When you receive a completed Multi Form from the Customer Support Team, you must process it as per the process for WOIRAs received by Whitemail. If requested, the NLN should also be created.