

TV Licensing Field Operations Staff Briefing

Briefing date 20th June 2010

Withdrawal Of Implied Rights of Access (WOIRA)

This brief relates to a change in reply code use for the Withdrawal of Implied Rights of Access (WOIRA).

If a person being visited states that they have already withdrawn the implied right of access for TV Licensing officers to visit the premises, you should proceed as follows:

1. Apologise and leave immediately assuring the person seen that the matter will be investigated.
2. Mark the visit as reply code 9P.
3. Add "Existing WOIRA claimed" in the 'Close Visit Comments' list from the list of standard comments available.
4. Full use should also be made of an additional notes form to report any other relevant information and/or comments concerning the visit.

New WOIRA request

If you believe the person being visited is withdrawing the implied right of access for TV Licensing to make any further visits to their property, you should proceed as follows:

1. Try to gain the person's name if they are willing to provide it.
2. Explain that you will report their request not to receive further visits from TV Licensing.
3. Apologise and leave immediately assuring the person seen that the matter will be investigated.
4. Mark the visit as reply code 9P.
5. Add "New WOIRA request" in the 'Close Visit Comments' list from the list of standard comments available.
6. Full use should also be made of an additional notes form to report any other relevant information and/or comments concerning the visit.

On receipt of the visit outcome Customer Relations will correspond further with the customer to confirm their request

If you have any questions regarding this brief please speak to your line manager.