

WOIRA (WITHDRAWAL OF IMPLIED RIGHT TO ACCESS)

The right to access they are withdrawing is a common law right of access to walk up to someone's front door and knock on it. 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 has now been updated so you can now accept such requests over the telephone.

How to deal with a customer who withdraws the implied right of access?

Once you have identified a possible 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 call back by following the usual CST call procedure. CST call backs are arranged by emailing the details of the customer/query to TVL – Managers Calls.

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 stating you have received a WOIRA request. The CST team will listen to the call and manage the customer's request.

Accepted WOIRA Wording is as follows (display on flipchart):

They will probably be prefixed with the word 'withdraw' or '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 these, anything mentioning "trespass" will also qualify