

# Vehicle Access Applications – FAQs

## Can you tell me if my application will be approved before submitting a form?

**Answer:** No, we will not give anyone definite confirmation of approval without an application form, £150 fee and site survey. Customers are to make their own judgement from the checklist within the information pack (VA1) found online.

## My neighbour has got an access, will mine be approved?

**Answer:** Not necessarily, some historical accesses were built a long time ago and might not meet our current standard now. Customers must look through the checklist online and make their own decision whether they should apply.

## Is the £150 refundable if my access is refused?

**Answer:** No, the application fee is not refundable on any application.

## How long does the whole process take?

**Answer:**

- An assessment is usually carried out within 4 weeks depending when we are next in the local area, this can take longer in particularly busy periods.
- We aim to get your approval & quotation, or refusal letter, sent out within **2 weeks** of the assessment. This is not always possible if further investigation is required.
- Once we have received and banked your payment for LCC to construct an access, we aim to complete the access work within **12 weeks**.
- If you choose to use a **3rd party contractor**, LCC will usually issue the permit within 2 weeks of receiving payment and the correct paperwork, this can take longer in particularly busy periods or if all the required documents are not supplied.

## Do I need to be at the property when the assessment officer comes?

**Answer:** No, you don't have to be at the property, marks will usually be left on the pavement to show the proposed area. The marks don't necessarily mean an approval. An annotated photo will be included in the quotation to show our approved location.

## Can I arrange to meet an officer for the assessment?

**Answer:** Only under exceptional circumstances can we arrange to meet at a specific time. Inspectors can have around 10-15 applications to visit in 1 day and **cannot guarantee an arrival time**.

## Do a different set of rules apply to me because I've brought an Electric Vehicle (EV) and I want to be able to charge my car at home?

**Answer:** No. All the same safety criteria must be applied to ALL new vehicle accesses.

## When will my access get constructed?

**Answer:** Once we have received the payment for LCC to construct your access and it has been banked, we aim to construct the access **within 12 weeks**.

## When will my 3rd party permit be issued?

**Answer:** Once the payment has been processed, and all the relevant paperwork received and verified. We will usually issue the permit **within 2 weeks**. This can take longer in particularly busy periods or if all the correct documents are not supplied.

## **I applied a 'long time' ago (i.e. 1 year, 2 years etc.) - do I need to re-apply if my application was previously approved?**

**Answer:** This is not a straight forward answer, see below:

- Yes, you will need to apply again if your quote issue date is before **January 2020**
- Yes, if you require changes to the original VA approval you will need to reapply.
- No, you don't need a new approval if your quote issue date is after **January 2020** AND you **don't require any changes** to the original quote. **HOWEVER**, if the quote was not issued in the last 6 months and has expired we may need to send a new quote with revised costs, you will need to contact us to find out

## **My quote has now passed the 6 month expiry date, but I am ready to make payment, do I need to request a new quote?**

**Answer:** Yes, you will need to contact customer services and they will check with our Engineering Services team if a new quote is required. It may be that we don't need to issue a new quote immediately if the costs have not changed, **HOWEVER** the quotation rates are normally updated yearly, each April, and this will likely result in an increase to the quote if rates have changed.

## **Can my approved access/quote be amended?**

**Answer:**

- Yes, if changes are simple - we will look into any proposed changes to the quote and if acceptable send a new quote out.
- No, if changes are significant and require another site visit, a new application is required.
- **No changes can be made on the day of construction**, it must be agreed and paid for well in advance.

## **Can I appeal if my access is refused?**

**Answer:** Yes, if you wish to appeal you need to submit this in writing to:

Customer Services

[Contact customer services online](#)

It will then be reviewed by our Engineering Services team.

## **What is the likelihood that my refusal will be overturned by appealing?**

**Answer:** The officer who has refused the original application generally consults senior colleagues before sending out a refusal, making it unlikely to be overturned.