

Telephone :
Facsimile :

Our Ref :
Date :

The Present Occupier

Dear Sir or Madam

Thank you for contacting us, and please accept my apologies for any upset our letter may have caused.

I would like to clarify that I have placed a protective guard on your address stating that there is no television equipment in use, you will shortly receive confirmation of this fact in a separate letter (ref; NSA1) and the enquiry letters will then desist for approximately 3 years. As I have only amended our records today, you may receive a further letter, which has already been processed and regrettably cannot stop from being dispatched. If this does occur I would ask you to please ignore it

I would like to clarify that there is no legal requirement to send out enquiry letters, neither is there any legal requirement not to do so. The recipient of enquiry letters is under no legal obligation to respond to our enquiries, however, we do depend on the co-operation of the general public in operating the licensing system and minimising TV Licence fee evasion, and I would like to thank you for your co operation at this time.

It is a regrettable fact that there are a surprisingly high number of people who advise us that they do not use television equipment, but are subsequently found to be doing so. May I assure you that we have no wish to cause offence or to question your integrity, but in fairness to everyone, we feel that it is appropriate to visit all unlicensed addresses, periodically, to confirm that no television equipment is being used.

As you can appreciate we must act fairly and equitably in all cases and regret the effect this has on honest people. In your case the sole purpose of our Visiting Officers visit is to confirm the fact that there is no television at the address. The visit takes a matter of minutes and there is no reason for anyone who has not got a television to be concerned. Should an officer call at your address and you are not home, they would simply leave a letter advising of their visit and then call back at another time.

TV Licensing's Visiting Officers work to a very strictly defined set of procedural instructions, which have been laid down by the Licensing Authority. When they visit an address, they will ask to view the main living accommodation, however, the occupant is not obliged to permit entry.



If we cannot gain access to the address, we are able to use detection equipment in an attempt to obtain evidence of unlicensed use. If the Officer has reason to believe that the occupant is using a television without a valid TV Licence, we can apply to the court for a warrant to search the address.

If you have any enquires regarding any of our officers, and the visit required, please call our regional office on: 08705 001 013.

I hope this information has been helpful, and clarifies the situation for you.

Yours sincerely

Gemma Bourne
Customer Relations