



Documents Required by Recovery Operators for Recovery from the Pound

Before you will be permitted to remove a vehicle from the pound we need evidence of:

- Who you are.
- Your entitlement to drive the recovery vehicle.
- Your motor insurance, covering the recovery of the vehicle.
- Your authority to collect the vehicle.

You will also be required to:

- Pay any removal and storage charges.
- Read and sign the 'Recovery Operator - Instructions and Declaration Form'.
- Comply with the 'Loading and Unloading Guidelines for Recovery Operators'.

Copies of these documents can be found on Metropolitan Police website.

Documents required by all recovery operators

Valid UK or EU photocard driving licence.

(If a non-photocard licence is produced, we will also require verifiable photo ID*, e.g. passport, EU identity card, Digital Tachograph Card, Driver Qualification card. We will not accept company ID or student ID)

- Valid certificate of motor insurance - covering the recovery of a vehicle from the pound. (For motor trade policies: evidence of the extent of the insurance cover and the nature of the motor trade business will be required).
- Valid certificate of public liability insurance – covering recovery operations, loading/unloading in the pounds.

Operators instructed by the owner or registered keeper

- A letter of authority from the owner or registered keeper. (Unless they attend the pound in person with a valid original form of photo ID* - see below).
- A copy of the owner's photo ID*, to verify any letter of authority. (Copy acceptable).

Before arranging recovery, the keeper or owner must comply with the requirements for reclaiming a seized or impounded vehicle. (See the website and / or notice letter for full details).

Operators instructed by a finance or insurance company

- Documentary evidence of authority to collect the vehicle, which must be from the finance or insurance company with the interest in the vehicle.
- Job sheets or letters or authority must provide a clear link to that company.
- If the instruction has been passed through a claims handler and / or subcontracted by another recovery company, the paperwork must evidence the link to the insurance or finance company that initiated the instruction to collect.

Health and safety spot checks

Where you are subject to a health and safety spot check you may be required to provide additional documentation such as risk assessments, COSHH assessments, safe systems of work, employer liability insurance, operator's licence, CPC qualification card, training records, TFL Direct Vision permit, daily vehicles and equipment inspection records, LOLER and PUWER inspection records (This list is not exhaustive).

***Acceptable forms of photographic ID**

- UK or EU photocard driving licence
- Passport
- EU national identity card
- Digital tachograph photocard or driver qualification photocard

(We will not accept company ID or student ID).