



AVRO News

Association of Vehicle Recovery Operators

Issue 45

June 2017

Welcome to our new member in Region 4

FAM Commercials Ltd,
Heywood

The Associations come together with FOVRA

For too long the independent recovery operator has been struggling with increases in costs and regulations against which they have found it difficult to manage their business activities. There has for some while been a growing demand for a body to represent the independent recovery operator; that will have the interests of the operator at the centre of its activities and be able to work to provide better framed, less expensive regulations and services.

The three associations representing the recovery industry in the UK and Ireland have come together to form a new structure that will provide a platform on which to develop services and representation that will give the independent operators better control of key development services and better representation in the industry's overloaded regulatory development.

AVRO, RRRRA and SVRA have come together and decided to use FOVRA (The Federation of Recovery Associations) as the basis of the new organisation.

FOVRA (through the associations) now represents a large number of registered recovery operators and importantly it is being managed by people who currently run recovery companies (of all sizes) and can speak from real experience of the industry.

FOVRA is an organisation jointly owned by the 3 associations and provides a vehicle developing service and representation available ONLY to their members.

Thus it is not an organisation that offers individual membership to operators but is an organisation run by, working for and providing advantages to the members of the associations. Each association has their own directors on the board of the company, collectively allocating resources to the various projects as required.

A full list of activity areas will emerge over time but the initial projects addressing the issues of Training are already underway. This area will deliver quality training and personnel development with certification, at an affordable cost and will be available to members shortly.

Although FOVRA will develop services and representation solely for its members it will also, through any work with regulatory authorities and work providers, deliver for the whole industry when working on issues that impact the wider community.

Therefore FOVRA will always have the interests of both its members and the general industry at heart seeking through its actions to protect and promote the recovery industry.

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AVRO scrapheap challenge

Eamon Kelly would like to ask you all for a little help.

On the 24th of this month, 38 people will be doing the sponsored AVRO SCRAPHEAP CHALLENGE.

For any of you who did not hear about it, it's where a team of two or more fly to Budapest, Hungary and get a car out of a scrapyard and drive it back home. The car must be at least 25 years old. We did this last year and it was a great success and this year we have 12 teams for the challenge.

All the money raised goes to the AVRO BENEVOLENT FUND. The fund is for recovery people who need help (YOU DON'T HAVE TO BE AN AVRO MEMBER TO GET HELP), i.e. help with funeral costs, sickness, cancer etc. The AVRO Benevolent Fund has no employees and all the Trustees are volunteers, they get no pay in any shape or form and work in secret so anybody who gets help is confidential.

What I need is if anyone would like to donate anything, it all adds up and could change someone's life greatly. You can give whatever you feel like. Any donations can be given to AVRO Head Office. The Fund will send you a receipt so please remember before you give that someday someone close to you or you could be very glad of help from the Fund.

If you have any questions, please don't hesitate to contact me or AVRO Head Office.

Thanks for your donations in advance.

Eamon Kelly

P.S. Thanks to those that have already helped, you know who you are

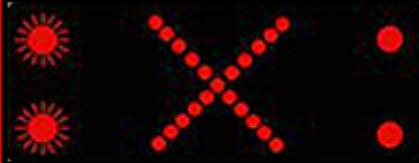


**Association of Vehicle Recovery Operators
Celebrates 40 years service**

BE SMART



Red cross
lane closed
White diagonal arrow
means change lane
Green arrows
lanes open





SLOW DOWN MOVE OVER FOR MOTORWAY OPERATORS



As it's our 40th anniversary this year, we thought it would be good to make a display of old recovery photographs at the AGM.

If you have any suitable photos, please send them in to Head Office.



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Young mum's LPG tank explodes on forecourt

Mother describes the terrifying moment her car's gas tank 'exploded' in her hands.

Emergency services responded to a call from a Wrexham filling station after an LPG-converted vehicle began leaking gas.



28-year-old Katie Wilkinson was refuelling her car when the LPG tank valve "exploded" in her hands.

In the car at the time was her seven-year-old son, friend Rebecca Wide and two of her

children, Sam, seven and Shola, 10.

Miss Wilkinson said: "The valve on the LPG tank blew up and exploded in my hands and gas leaked everywhere.

"It was terrifying, we thought it was going to blow up.

"We were running to get the kids out of the car.

"I went to the people in the shop and told them to turn the tanks off.

"We had to push my car away without turning the engine on and then phone the fire service.

"I've had a bit of a freeze burn on my hands from the gas, so they're a bit numb but we're very lucky."

North Wales Fire and Rescue Service attended the scene but the cause is as yet unknown.

*Article courtesy of Garage Wire
www.garagewire.co.uk*



AVRO AGM

The AVRO 2017 AGM will take place on **Saturday 1st July 2017** at 5.15 p.m. in the Aviery Room at Jurys Inn Hinckley Island, Watling Street, Hinckley LE10 3JA (members only).

******* Last-minute bookings are being taken for dinner and accommodation. Please call Head Office to book (01788 572850) *******



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www.riesuk.com

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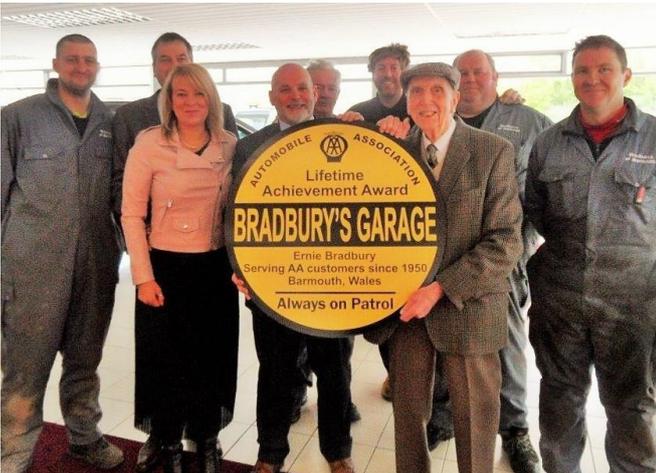
Mobiles: 07800 913040 - 07951 797012 - 07773 390498

Email: inspectionsries@aol.com

Supporting the Vehicle Recovery Industry



Lifetime achievement award



Duncan MacRae, National Operations Manager at The Automobile Association was proud to present the very first "AA Contractor Lifetime Achievement Award" to Ernie Bradbury, owner of Bradbury's Garage, Barmouth, Gwynedd, in recognition of delivering a high quality customer service to AA members and customers for over 67 years!!! Ernie (who recently celebrated his 90th birthday) was joined on the day by his close family, son and daughter in law, Chris and Carolyn Bradbury and also his grandson Matt along with his garaging team. A special award for a very special person.



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Change to the overnight subsistence allowance

As of 6 April 2017, HMRC requires operators paying drivers the Industry Scale Rate for overnight subsistence allowance to apply for an Approval Notice.



Operators must now demonstrate that they have a checking system to ensure that the amount claimed for subsistence correlates with the amount spent.

The Industry Scale Rate is currently £26.20 per night for drivers with a sleeper cab in the vehicle and £34.90 per night for drivers without a sleeper cab.

An operator who, due to their specific requirements, regularly pays more than these amounts must apply for a Bespoke Scale Rate Agreement which again must be backed up by an appropriate checking system.

Therefore, Operators can continue to pay overnight subsistence tax free providing they get an Approval Notice from HMRC.

In addition, they must have a random checking system in place to ensure that they are satisfied that drivers are actually incurring the expenses they are claiming. Whilst an operator will need to cross reference work schedules and time sheets, a further check on driver receipts, e.g. for hotels/food/parking, should be carried out to ensure the costs were incurred.

Details of the HMRC checking model are available at <https://www.gov.uk/hmrc-internal-manuals/employment-income-manual/eim30275>

The HMRC models suggests that for a small employer (less than 100 workers) a 10% check of all employees' expense claims should be made, and the check must be random, for example every 10th claim received.

Employees should be required to retain receipts for a period of 12 months from the date of expenditure.

For more details on the changes, see <https://www.gov.uk/hmrc-internal-manuals/employment-income-manual/eim66130>

*Article courtesy of Backhouse Jones
www.backhousejones.co.uk*

BACKHOUSE
solicitors **JONES**



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Prices from Fuelmate



W/C 8th May

Esso	: 93.95 ppl Excl VAT
BP Bunker	: 93.96 ppl Excl VAT
Shell	: 95.09 ppl Excl VAT
Texaco	: 93.94 ppl Excl VAT
UK Fuels	: 93.62 ppl Excl VAT
Keyfuels	: 93.61 ppl Excl VAT

W/C 15th May

Esso	: 93.60 ppl Excl VAT
BP Bunker	: 93.62 ppl Excl VAT
Shell	: 94.65 ppl Excl VAT
Texaco	: 93.60 ppl Excl VAT
UK Fuels	: 92.55 ppl Excl VAT
Keyfuels	: 93.00 ppl Excl VAT

For further details, or to obtain a fuel card please contact:

Tracey Easton
 T: 01482 387777
 F: 01482 338591
 E: tracey.easton@fuelmate.co.uk
 W: www.fuelmate.co.uk
 Witham House, 45 Spyvee Street, Hull HU8
 7JR

fuelmate

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 Oxygen Care Ltd
 John O'Reilly Recovery
 Danu Media, Galway
 Midhurst Engineering
 Lee Hire
 David Palfrey
 John & Aileen Coupland
 Richford Recovery
 Carl & Rhonda Mulroy
 Kelly Family
 Murray Family
 Thomas Morgan
 Eoin Cox & Nadia
 Boniface
 Evening sponsor: Roger Dyson
 RTR

Call Assist new commercial rates

Dear AVRO member,

I am pleased to confirm that Call Assist has carried out a full review of its light and heavy vehicle recovery network, to ensure that we continue to provide a first class roadside assistance service to our clients.

This review has included recruiting a number of additional Recovery Operators, understanding and improving the capability of our network and benchmarking our rates for vehicles in excess of 3.5t GVW. The review will result in improved performance across all areas and assist us as we increase new business volumes.

As previously mentioned, we have benchmarked this new rate against our competitors, as well as asking the opinion of independent operators and industry associations to achieve a competitive and fair rate.

If you are not a partner of Call Assist but feel that joining the Call Assist recovery Network is of interest to you, then please apply on line via our website WWW.CALL-ASSIST.CO.UK and follow the VRO application link.

The review is just the start of many reviews and changes across our network and demonstrates that Call Assist is listening to its network partners and looking to strengthen relationships moving forward

Regards,
Ben Johnson, Director of networks



Commercial Rates – Vehicles in Excess of 3,500kg Gross Vehicle Weight (GVW)

Service Van	
Callout	£38.00
Hourly Rate A (06:00 – 18:59)	£42.00
Hourly Rate B (19:00 – 05:59 & Weekends and all Bank Holidays)	£62.00
3,501kg to 7,500kg GVW	
Callout	£35.00
Hourly Rate A (06:00 – 18:59)	£45.00
Hourly Rate B (19:00 – 05:59 & Weekends and all Bank Holidays)	£55.00
7,501kg to 26,000kg GVW	
Callout	£40.00
Hourly Rate A (06:00 – 18:59)	£55.00
Hourly Rate B (19:00 – 05:59 & Weekends and all Bank Holidays)	£75.00
26,001kg and over GVW	
Callout	£42.00
Hourly Rate A (06:00 – 18:59)	£70.00
Hourly Rate B (19:00 – 05:59 & Weekends and all Bank Holidays)	£90.00
Low Loader	
Callout	£45.00
Hourly Rate A (06:00 – 18:59)	£95.00
Hourly Rate B (19:00 – 05:59 & Weekends and all Bank Holidays)	£115.00
Storage – Per Night	
3,501kg to 7,500kg	£25.00
7,501kg and over	£35.00
Other	
Additional Person – Per Hour	£35.00
Fluid Absorbent Granules	£15.00

1. Hourly Rates are charged per 15 minutes, from the time of dispatch of the resource in question, to the time it returns to base. If the resource is not returning to base, the calculation of the hourly rate will end once that resource calls clear.
2. For the avoidance of doubt, the Hourly B Rate is only paid when assistance is provided during those hours. For example, a job dispatched at 05:00 that finishes at 07:00 is charged at 1 x B Rate hour and 1 x A Rate hour.
3. Costs must be agreed and authorised before proceeding with the assistance.
4. Tachograph trace logs must be available to Call Assist upon request to substantiate the number of hours charged.
5. Operating procedures and rates paid are in accordance with the agreement held with Call Assist.
6. All amounts are shown net of VAT.

Registered Office and Correspondence Address: Call Assist Ltd, Azis Court, North Station Road, Colchester, Essex CO1 1UX
Telephone: 01206 771771 Facsimile: 01206 364268 E-Mail: enquiries@call-assist.co.uk Website: www.call-assist.co.uk
Registered in England and Wales. Registered Company Number: 3668383 VAT Registration Number: 720289349
Authorised and regulated by the Financial Conduct Authority

Version 3.0



AVRO's new member service ... Licence Check! Saving you time and money

AVRO now has a driving licence verification service which will **save you time**, replace the burden of collecting paper records from your drivers and also support your corporate responsibilities as an employer under Duty of Care & Health & Safety legislation.

The Service

The AVRO licence check electronic service programme uses the latest technology to allow you to check your employee's UK driving licence details, status and credentials using the DVLA record. It is a **fully secure** service which allows AVRO access to provide full driver and licence reports.

Consent

To comply with the Data Protection Act, an employee must consent to their licence details being checked. AVRO licence check obtains this permission by issuing a D796 Driver Mandate Consent Document or by obtaining e-consent from the employee or driver. Once received consent is **valid for up to 3 years** providing he/she remains within your employ or control and does not withdraw their consent, meaning that you can recheck the licence as often as required.

The Process

Once consent has been granted and the Consent Document has been submitted, the AVRO licence check service is able to access the DVLA "LIVE" database via a dedicated secure Government Gateway connection. Licence information is then made available, **in real time**, to your customer portal account.

The licence results will;

- Verify that the driver is licensed to drive
- Verify the current endorsement status and penalty points (if any)
- Confirm all category entitlements, including start and end dates
- Provide warnings and Immediate Actions in case of expiries, revoked and disqualified drivers
- And more

The cost

You are simply charged for how many licence checks you intend to make, e.g. if you have 36 drivers and wish to check them once a year, you will be charged for 36 credits (1 credit = 1 check). You may of course purchase more credits at any time if your number of drivers or checks increase. Typically clients check their drivers at least twice a year.

From £4.25 per check*

Call 01788 572850 to find out how simple and cost effective it is for compliance and peace of mind

* Price for AVRO members, price excludes VAT. Non-member price is £5.50 + VAT per check.



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But not too close...

Win two tickets to Convoy in the Park, Donnington Park, 22/23 July 2017, inclusive of trackside hospitality and overnight accommodation.

Simply drop us an email with your details to be entered into the FREE PRIZE DRAW***



Preferred Insurance Provider for AVRO Members

Sponsors of BTRC Championship 2017

* Terms & Conditions Apply

1) **To enter the FREE PRIZE DRAW you must e-mail your business name, contact name, phone number and insurance renewal date to transport@towergate.co.uk with "Donnington Draw" in the subject line by 30/6/2017. Incomplete details and those received after 30/6/2017 will not be eligible for the draw.

2) The FREE PRIZE DRAW is only open to registered members of AVRO, who are UK residents aged 18 and over.

3) Only one entry per AVRO member is permitted

4) The winner drawn will be contacted by a Towergate representative and notified no later than one week from the end of the closing date of 30/6/2017 .

5) Tickets are for use on both race days. They are not transferrable and no cash alternative is available.

6) Accommodation is for a maximum of two people and is for the evening of 22 July 2017.

7) The judge's decision is final and that no correspondence will be entered into

8) No purchase necessary.



Association of Vehicle Recovery Operators Celebrates 40 years service

Applying for vehicle replacement documents: change to paying

When applying for replacement vehicle testing and plating documents and want to pay by credit card, you'll now need to phone DVSA to make the payment.

The process

1. Fill in the relevant application form for replacement documents, such as:
 - a. replacement HGV plating and testing documents (VTG59)
 - b. replacement PSV fitness and testing certificates (VTP59)
 - c. replacement IVA approval (IVA5)
2. Use the appropriate online service, such as:
 - a. apply for a vehicle test certificate for a heavy goods vehicle

- b. apply for a vehicle test certificate for a heavy goods vehicle
 - c. apply for Individual Vehicle Approval (IVA)
3. Attach the completed PDF form to the application and send it.
4. You'll get an email telling you how to pay by credit or debit card.
5. Phone the number in the email to make the payment.

Further information

The fees are not changing.

This change doesn't affect other types of applications, for example, for a first HGV test.



Should you present a vehicle or trailer for a brake test laden or unladen?

One of the most common questions the DVSA receive is whether a vehicle or trailer should be laden or unladen when brake tested.

Vehicles must be laden for testing - ideally to 65% of their total maximum weight.

Their recommendation is that you should load your vehicle yourself if you can. If you can't, you'll need to arrange for someone else to do it.

Some ATFs offer this facility. They can inform you in advance if they do and how much it will cost.

Are there any vehicles that this doesn't apply to?

Yes, there are some vehicles that can't be presented laden. This could be to basic design limitations or other restrictions.

You can find more by reading the "Conditions for testing when unladen" section in the DVSA's best practice guide for heavy vehicle brake testing.

What about tri axle semi-trailers?

Tri-axle semi-trailers can be tested unladen. This is because it can be difficult to get a load for these trailers.

However, the best way to pass a brake test is to always present a loaded trailer.

For more information, read the DVSA's brake test best practice guide.



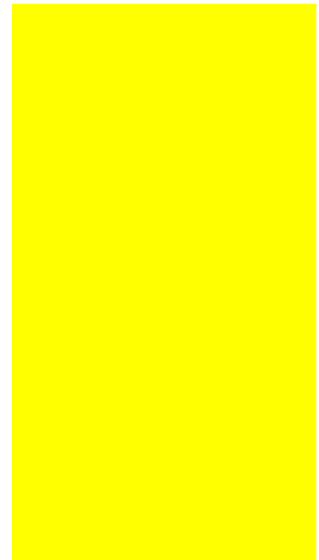
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Association of Vehicle Recovery
Operators

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Vehicle safety recalls

DVSA Reference number	Make and model	Issue
R/2017/030	BYD: K8SR	Steering may fail
R/2017/082	BYD: D9UR, K9UR & K8UR	Steering wheel may be adjusted whilst driving
R/2017/103	Land Rover: Range Rover & Range Rover Sport	Front passenger airbag may not deploy
R/2017/104	Jaguar: F-PACE (automatic transmission only)	Incorrect driveshaft may detach
R/2017/115	Audi: A4, A5, A6 & Q5 (with 2 ltr TFSI engine)	Coolant pump may overheat
R/2017/125	Peugeot: 208, 2008, 508, Partner III, Expert 4 & Traveller	Gearbox actuator may not be to specification
R/2017/126	Citroen: DS3, C4 Cactus, DS5 & Berlingo	Gearbox actuator may not be to specification
R/2017/131	Audi: Q5	Curtain airbag cylinder may corrode leading to possible rear passenger injury
R/2017/132	BMW: 1, X1, Z4, 3, 5, 6 & 7	Driveshaft universal joint may break
R/2017/135	Renault: Twingo III	Outer skin of rear spoiler may detach
R/2017/136	Renault: Twingo III	Outer skin of rear spoiler and bonnet may detach
R/2017/139	Citroen: C3 (b618), C Elysee, C4 Cactus, C4 Picasso (B78), Spacetourer & Dispatch IV	Starter motor may not operate correctly
R/2017/140	Peugeot: 208, 2008, 308 (t9), 3008 (P84), 508, Traveller & Expert 4	Starter motor may not operate correctly
R/2017/141	Volvo Truck: FL3	Risk of rear underrun detaching
R/2017/149	Ford: Mustang & Ford GT	Front driver side air bag inflator housing may rupture
R/2017/150	Mazda: 2, 3 & 6	Mounting points for seat runner may fail
R/2017/152	Volvo Bus: B5LH & B5TL	Incorrect oil pan fitted
R/2017/166	Peugeot: 308 (T9)	Front wishbone retaining bolts may not be to specification
RM/2017/015	Husqvarna: Strada 650	ECU software malfunction could cause stalling



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