

## **A guide to Notifiable Alterations.**

As part of the Vehicle & Operator Services Agency's (VOSA's) continuing commitment to improve customer service, this document is intended to explain the 'Notifiable Alteration' procedures (VOSA application form VTG10).

### **What is a Notifiable Alteration?**

A Notifiable Alteration is notification of a change of vehicle or trailer specification or plating details, i.e. changes include (but are not limited to) vehicle registration (known as a "cherished transfer"), vehicle body, tyre sizes, brake systems, fixed equipment, weight changes. If you need further information on whether a change you have made to your vehicle is required to be notified please contact VOSA on 0300 123 9000.

The VTG10 is available to download from [www.businesslink.gov.uk](http://www.businesslink.gov.uk) (search for "Notifiable Alterations"). Multiple notifications of the same change must be submitted as individual applications.

There are two main types of alteration - both of which require the completion of a VTG10 application form.

### **VTG10 – Type 1**

This applies to the following changes –

- Where weight limits change and the vehicle has the design capacity.
- A change of tyre size or capacity.
- A change of registration number (cherished transfer)

### **Procedure to notify VOSA of a Type 1 VTG10**

1. Complete the VTG10 application form

All questions on the form should be completed. Failure to do so may cause the application to be delayed or returned.

2. Submit the VTG10 application form with the relevant fee and additional documentation (see below) to VOSA, TaSS (VTG10), Ellipse, Padley Road, Swansea, SA1 8AN or to any of VOSA's Goods Vehicle Testing Stations.

Additional documentation required –

- **For registered vehicles** – A photocopy of the current plating certificate (VTG7)
- **For unregistered vehicles** – all 3 copies of the Type Approval Certificate
- **Cherished Transfers** – a photocopy of the new V5 registration document supplied by DVLA if already received
- **Vehicles with current Reduced Pollution Certificates (RPC)** – the RPC certificate (a revised RPC will be sent back to you free of charge)

Up to date fee information can be found at [www.businesslink.gov.uk](http://www.businesslink.gov.uk) ("search for Annual test fees for commercial vehicles")

Further details of GVTs can be found at [www.businesslink.gov.uk](http://www.businesslink.gov.uk) ("search for Find VOSA Test Stations")

**In most Type 1 cases it will not be necessary to present the vehicle for examination at a Goods Vehicle Testing Station.** In order to ensure integrity, VOSA will examine a proportion of these vehicles and target checks where necessary.

## **VTG10 - Type 2**

This applies to all vehicle alterations not covered by VTG10 Type 1. Please ensure that you contact the manufacturer of your vehicle to discuss potential changes prior to carrying out the alterations.

### **Procedure to notify VOSA of a Type 2 VTG10**

1. Complete the VTG10 application form.

All questions on the form should be completed. Failure to do so may cause the application to be delayed or returned.

2. Submit the VTG10 application form with the appropriate fee and additional documentation to VOSA, TaSS (VTG10), Ellipse, Padley Road, Swansea SA1 8AN or to any of VOSA's Goods Vehicle Testing Stations.
3. Carry out the modifications to the vehicle.
4. Once notification of the test appointment has been received from VOSA, present the vehicle for examination on the allocated date and time and an examination of the relevant components will be carried out (usually a brake test is also carried out at this time).

If the inspection is satisfactory, amended plating documents will be issued by the Goods Vehicle Testing Station at this time.

**In all Type 2 cases you will be required to present the vehicle for examination at a Goods Vehicle Testing Station.**

### **Standards of Service**

Provided that a complete and correct application form – detailing all modifications to the standard necessary to make a technical assessment – is received for a Notifiable Alteration, we will strive to meet the following standards.

<b>Goods Vehicle Testing Stations</b>	<b>Testing and Support Services</b>
<b>For Tyre or Legal Limit Weight changes –</b> 90% of applications processed within 1 working day of receipt	<b>Vehicles VTG10 –</b> Applications processed within 4 working days of receipt
<b>All other VTG10's –</b> 90% of applications processed within 15 working days of requested examination date.	<b>Trailer VTG10 –</b> Applications processed within 6 working days of receipt.

## Complaints

VOSA is committed to continually improving its customer service and therefore we must listen to and act upon unsatisfactory aspects of our performance, but we need you to bring any issues to our attention. We believe that those who have business with VOSA are entitled to fair and consistent standards which are clearly explained. If you feel that we have not provided you with an acceptable standard of service, you have a right to complain.

When a complaint is received, we undertake to send you a full written reply within 10 working days, although in some cases where detailed investigation is required this period may be longer. In these cases we will write and inform you of when you can expect a reply.

- For complaints regarding Notifiable Alterations, please contact VOSA on 0300 123 9000. The VOSA Contact Centre will then be able to transfer you to the person best suited to help with your complaint, be it the Testing Station Manager, Regional Manager or TaSS Manager.

We hope that most complaints can be resolved at this level, however

- If you are not satisfied with the outcome at this point, you can contact

Customer Complaints Co-Ordinator  
VOSA,  
Berkeley House,  
Croydon Street,  
Bristol,  
BS5 0DA

Tel: 01179 543406  
Fax: 01179 543209

E-mail: [complaints@vosa.gov.uk](mailto:complaints@vosa.gov.uk) .

Complaints received will be fully investigated by the appropriate managers and replies will be provided to you in writing.

- Should you still be dissatisfied you can complain in writing to VOSA's Chief Executive, at

VOSA Corporate Office  
Berkeley House,  
Croydon Street,  
Bristol,  
BS5 0DA

Tel: 01179 543475 / 3274  
Fax: 01179 543209

E-mail: [VOSA.CorporateOffice@vosa.gsi.gov.uk](mailto:VOSA.CorporateOffice@vosa.gsi.gov.uk)

The Chief Executive may refer your case to our Department's Complaint Assessor. You can also ask a Member of Parliament to send your complaint to the Parliamentary Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

*Helpline: 0300 061 4000*

**For further details on any of the information contained in this document, please contact VOSA on 0300 123 9000.**