



GLAA Brief

Issue 65 – September 2020
GLAA licence renewals

This Brief publishes the latest guidance on renewing your GLAA licence.

Introduction

Due to the COVID 19 pandemic the GLAA recognises that there has been a significant impact on our licence holders and that we have all had to make changes to the way in which we work. This brief aims to highlight the changes we have made to the licence renewal process and explain the new process to renew your GLAA licence.

Licence renewal process prior to the national lockdown

Prior to the national lockdown the GLAA's licence renewal process was as follows:

- Six weeks before the expiry date of the licence, the first renewal reminder letter was issued via the preferred method of communication along with a copy of the licence record.
- Three weeks before the expiry of the licence, the second renewal reminder letter was issued via email to the business email address and via post to the business postal address as recorded on the licence record.
- Upon receipt of payment of the renewal fee, the licence was renewed, and a new licence certificate issued via the preferred method of communication.

We have had to amend our renewal process to ensure licence renewals are still processed with minimal disruption to you, our licence holders.

Licence renewal process during the national lockdown

The national lockdown meant that we moved to remote working away from the office. This also meant we were unable to send and receive any post. Therefore, we made a small change to our licence renewal process.

To ensure minimal disruption to our licence holders, the following process was followed:

- Six weeks before the expiry date of the licence, the first renewal reminder letter was issued by e mail, if this was the preferred method of communication, along with a copy of the licence record.

Where the preferred method of communication was by post, the GLAA Licensing Team contacted the Principal Authority, or Alternative Business Representative, by phone to explain we were unable to send any post due to working remotely. We also requested an email address which we could use for sending future communications from the Licensing Team. The first renewal reminder letter was then sent by email.

- Three weeks before the expiry of the licence, the second renewal reminder letter was issued via email only to the business email address.

The second renewal reminder letter was not sent by post due to us not having access to the office.

- Upon receipt of payment of the renewal fee, the licence was renewed, and a new licence certificate issued via email only.

New Process

As we currently have very limited access to the GLAA office, we are still operating the renewal process by email only, as detailed above. We are also unable to accept payment of the renewal fee by cheque at this time. Therefore, your renewal fees must be paid by either BACS, CHAPS, FPS, bankers draft or international credit transfers. Further details will be provided when your licence is due for renewal.

Some of our licence holders are reporting that emails from us are going in to their spam/junk folder, therefore it is imperative that you ensure we have the correct business email address on record, and that the following email address is added to your 'safe sender' list to ensure all emails from the Licensing Team are delivered to your inbox: licensing@gla.gov.uk.

Your Responsibilities

It is the responsibility of every licence holder to ensure that they remain licensed. The licence expiry date is printed on the licence certificate. To ensure the licence is renewed before it expires, the renewal payment must be received by the GLAA, and this must clear in our account, before the expiry date. If it is not received and cleared in time, the licence will expire, and you may have to reapply for a new licence, paying the full application cost.

Further information

1. If you any further queries, please contact the GLAA helpline on 0345 602 5020 or email licensing@gla.gov.uk.
2. For the latest news and updates from the GLAA:



Twitter: [@UK_Glaa](https://twitter.com/UK_Glaa)



facebook: <https://www.facebook.com/TheGLAA>