

Operations Officer
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Accessible Transport Unit

Date: As post date

Dear Applicant,

RE: Application for a Disabled Person's Freedom Pass

I am enclosing an application pack for a Disabled Person's Freedom Pass.

Please read the application form carefully and follow the guidance given.

Although there may appear to be a lot of questions, the information we are requesting is to give you an opportunity to tell us exactly what your difficulties are. The answers will help us assess your eligibility for the Freedom Pass by giving us a much clearer picture of how your life is affected by your health problems or your disability.

Unfortunately, if anything is left out we may have to return your form to you and this will delay your application.

The following items are enclosed with this letter:

- **Application Form for Disabled People**
Page 4 gives information on who is eligible and how to complete the form.
Note: if you are applying because of a mental health difficulty, and are not eligible under any of the criteria described in this form, you may still be eligible if you are a client of one of the borough's Community Mental Health Teams (CMHT). Please contact your Care Manager at the CMHT for further information.
- **Information on the required photo standards**
- **List of stores within London Borough of Richmond that provide DVLA standard photographs**
- **The assessment and appeals procedure for Freedom Passes**
- **Full Eligibility Criteria**
- **Personal Information Policy**

When you have completed your application form, please refer to the checklist on page 21 of the form and return it with all the necessary documentation to: **The Accessible Transport Unit, Freedom Pass Section, 4 Waldegrave Road, Teddington, TW11 8HT**

Please note: Within two weeks of receipt of a complete application we will write to you directly with our decision. If your application is successful we will provide you with further details about how you can obtain your Freedom Pass via your local Post Office.

If you have any queries concerning your application please contact a member of staff from the Accessible Transport Unit (ATU): 020 8831 6312 / 020 8831 6191.

Yours sincerely,

Operations Officer
Freedom Pass scheme