

Frequently Asked Question's

Q: How can I obtain my personal P11d Vehicle Details?

A: For P11d information please contact your HR department or vehicle coordinator. In the event that they are unable to assist you please contact the Helpdesk on 0845 602 7064 for the information.

Q: Can I receive prices for optional extras on my new vehicle order?

A: Yes, we can supply a price including the discount we receive from the Manufacturers and Dealerships.

Q: How can I find out the estimated delivery date for my new vehicle order?

A: Firstly, we will ask you to contact the person who placed your order within your business on your behalf as contact will have been made regarding an estimated delivery time within 14 days of the dealer receiving the order from us. In addition to this please feel free to contact the Helpdesk on 0845 602 7064 for an update on this information.

Q: How do I obtain permission to fit a towbar or roof rack to my company vehicle?

A: Please contact the Helpdesk on 0845 602 7064 who will facilitate you obtaining authorization for this request. We will provide you with confirmation that your request has been accepted along with any necessary important information i.e. towing limits.

Q: What comes free when ordering my new car?

A: Metallic Paint & Rear Parking Sensors

Q: What choice or limit do we have when ordering additional extras on Company Cars?

A: The choice is yours providing that it is authorised within your Operating Company or business area. Please be advised that we do not allow upgrades on wheels or changing the registration number to a private plate.

Q: Can I take my vehicle abroad?

A: Yes you can, please call 01452 887686 who will provide you with breakdown cover and the necessary documentation.

Q: I am interested in purchasing my company car, who do I contact?

A: Please submit your request to the Fleet Services team advising the vehicle registration number and current mileage. We will respond to you with a purchase price. If you wish to proceed with the purchase please contact us to discuss payment options and next steps.

Q: I require residential or commercial parking permit for my company vehicle, how do I obtain the necessary information required by the Council to arrange this?

A: Please submit your request to the Fleet Services team advising of the vehicle registration number, your name and the address of where the vehicle is to be parked and we will then respond with the necessary letter and a copy of the vehicles V5 document (Log Book).

Q: Where can we obtain Road Vehicle Driver Log Books from and how much are they?

A: Please submit your request to the Fleet Services team. The books cost £2.81 each and are usually dispatched in boxes of 25. We will require an order number from you before the books can be dispatched.

Q: I have received a letter reference my car MOT which states it is the driver's responsibility to send the MOT certificate to Derby. However the garage has kept the certificate to send to NSN?

A: Whenever cars are booked for MOT through the Balfour Beatty Platinum Service Helpline, the certificate will be forwarded onto our Derby office. However, if for any reason your car is booked for an MOT directly with a garage, then it is the drivers responsibility to ensure the Certificate is sent on to Fleet Services in Derby as soon as possible.

Q: My tax is due for renewal the same month as my MOT is due, when do I need to get my MOT completed by to get my tax disc on time?

A: The earliest you can present your vehicle for MOT is 28 days before your MOT expiry date; we need to have received the certificate by the 10th of the month if the tax and MOT fall in the same month.

Q: When will I receive my new tax disc?

A: Fleet Services will issue your tax disc to your Vehicle Co-coordinator or your HR team on or around the 10th of the month. The co-ordinator / HR team will then distribute the disc to you direct.

Q: Why haven't I received my tax disc?

A: Firstly please check that your vehicle is not due or overdue an MOT. We cannot obtain a tax disc until we have received a valid MOT certificate. If the problem is not MOT related please contact your coordinator or HR Team to check whether they are in possession of the disc. If the disc is still missing please contact the Fleet Services team on 0845 602 7064, who can arrange a duplicate disc.

Q: My tax disc has been mislaid, how long before I receive a replacement?

A: A duplicate will be collected the day it is requested and sent special delivery to guarantee delivery next day. Please forward any duplicate requests to the Fleet Services team.

Q: Where can I book my vehicle in for MOT?

A: Please call the Balfour Beatty Platinum Service Helpline on 0844 2771306. The team will advise you of your nearest authorised MOT garage.

Q: What is an O'Licence (Operator Licence)?

A: An Operator Licence is required to be held to operate vehicles above 3.5 tonnes gross vehicle weight (gvw) that are used to carry goods on a public road in connection with a trade or business. Further information regarding Operator Licencing can be obtained from this site.

Q: What is an Operating Centre?

A: Vehicles over 3.5t gvw must be kept overnight in an authorised Operating Centre and the details of which must be notified to Balfour Beatty Fleet Services Derby. Your Transport Manager / Vehicle Coordinator will be able to inform you of the address of your nearest Operating Centre or alternatively please contact our Fleet Support team. If you have any doubts as to whether you are complying with any requirements relating to the operation of HGVs please contact your Transport Manager / Vehicle Coordinator or Balfour Beatty Fleet Services Derby.

Q: Where are the Balfour Beatty Fleet Services workshops located?

A: Bellshill, Northallerton, Selby, Skipton, Pickering, Derby, Birmingham, Cefn Fforest, Llandarcy, Ruislip, Kent, Eastleigh, Essex. For full address details and contact telephone numbers, please refer to the Address Book section within this site.

Q: How can I book a service with a Balfour Beatty Fleet Services workshop?

A: Please call the Balfour Beatty Platinum Service Helpline on 0844 2771306 who will be happy to look after your requirements.

Q: What sort of work can be carried out within the workshop?

A: All of the Balfour Beatty workshop facilities are fully equipped to carry out a range of service and repair requirements.

The services we offer

- Service & Repair for all types of vehicle
- MOT Testing facility *
- Brake Testing
- HGV Service and repair
- Welding & Fabrication Services *
- Mobile Technician services *
- Steam Cleaning
- Full Bodyshop and Spray shop with colour matching facility *

*Location specific

Q: Can I have my vehicle repaired where I work?

A: Yes - Birmingham, Cefn Fforest, Llandarcy, Ruislip, Kent, Eastleigh, Essex all operate a fully equipped mobile workshop service. Please ensure that you check with your site manager that work on site is permitted before booking.

Q: Do you operate a "while you wait" service?

A: Yes - Birmingham, Derby and Northallerton have a "while you wait" facility.

Q: Can I have my personal car serviced and repaired at a Balfour Beatty Fleet Services workshop?

A: Yes, we offer special rates for employees. We accept cash, cheque, credit and debit cards (excluding American Express).

Q: How do I contact the Balfour Beatty Plant & Fleet Services Central Hiredesk?

A: Tel: 0845 602 7064 / Email: bbfs.hiredesk@bbrail.com

Q: When is the Hiredesk open?

A: The Hiredesk is open Monday to Thursday 7:45am until 6.00pm / Friday 7:45am until 5.00pm

Q: Is the Hiredesk open out of hours?

A: At the weekends all of our calls are transferred through to Northgate Vehicle Hire, if an emergency vehicle is required they can supply. There are no procedures established for hires to be taken after 6.00pm as all hire companies are closed.

Q: My Balfour Beatty vehicle has broken down and I require a replacement vehicle, how do I arrange this?

A: If you have broken down you will need to call the relevant breakdown company to recover you to a local dealer or garage. The breakdown details for your vehicle can be found in the manufacturers handbook supplied with the vehicle, or alternatively please contact the Balfour Beatty Plant & Fleet Service Helpdesk on 0845 602 7064 for further information and assistance. Once your breakdown situation has been resolved the Central Hiredesk can be contacted to provide a replacement vehicle. Please contact the Hiredesk on bbfs.hiredesk@bbrail.com, or by phone 0845 602 7064, with the details of the vehicle required, date, time, delivery location and driver details.

Q: I need an additional hire vehicle?

A: Please contact the Hiredesk on bbfs.hiredesk@bbrail.com, or by phone 0845 602 7064, with the details of the vehicle required, date, time, delivery location and driver details.

Q: How do I off-hire a short term hire vehicle?

A: When the vehicle is finished with please advise the Central Hiredesk by email (bbfs.hiredesk@bbrail.com) or by phone (0845 602 7064) quoting your booking reference and collection of the vehicle can be arranged.

Q: My short term hire vehicle has broken down, who do I call?

A: For any breakdowns or damage relating to your hire vehicle please report the problem/s to the hire company that has supplied the vehicle by ringing the number that is on the back of the tax disc holder inside the vehicle. A recovery team will attend and either fix the problem or arrange a replacement at your convenience.

Q: How do I report an accident to my vehicle?

A: All motor vehicle accidents should be notified, by the driver, to the company's insurer via telephone – Chartis 0845 602 7064. In the unfortunate event of a fatal accident, immediate notification must also be given to the BB Group Insurance Manager, your Company Secretary, and your HR Director/Manager

Q: What happens if I have an accident and my vehicle needs recovering?

A: All company cars and light commercial vehicles are covered by the AA, for accident recovery, call them on 0845 602 7064.

Q: How are repairs to the vehicle arranged?

A: Following receipt of notification from Chartis, BB Insurance Services will contact the driver to arrange repair quotes/repairs.

Q: Who is allowed to drive a company vehicle?

A: Each Balfour Beatty Operating Company has their own particular rules for using company vehicles; therefore please confirm your own entitlements with your HR Director/Manager. Our guidelines stipulate that in addition to you, any other employee of the company may drive the vehicle providing they are on company business and hold a valid driving licence for the vehicle being driven and garage personnel for the purpose of repair and testing.

Q: I am concerned about the insurance implications of driving with a diagnosed illness?

A: This all depends what the illness is, some have to be reported to the DVLA and or the Insurers, please contact Insurance Services, Derby, directly for additional support and information.

Q: I am concerned about the insurance implications of carrying substances in my company vehicle – i.e. oxygen bottle (for medical reasons), explosives?

A: This all depends on what this is and in some cases we have to inform the insurers, please contact Insurance Services, Derby, directly for additional support and information.

Q: What driving licence do I require to drive my vehicle?

A: This will depend on the type of vehicle that you are driving, and when you gained your licence. Please contact Insurance Services, Derby directly for support and information, or follow the link to the Directgov Website Driver Licensing information - www.direct.gov.uk/en/Motoring/DriverLicensing/index.htm

Q: When is my company vehicle due for a service?

A: For cars and vans this can vary depending on the make and model of the vehicle. Information regarding the service intervals can be found in the Manufacturers "Owners Handbook" supplied with the vehicle. Alternatively please call the Helpdesk on 0845 602 7064. HGV servicing is managed by the Fleet Support Team in Derby who will advise the relevant vehicle coordinator in advance of any service requirements.

Q: Where can my company vehicle be serviced?

A: For cars and vans please call the Platinum Service Helpline who will arrange for the work to be completed.