



# KENT REVS FAQs

## 1. How can I apply to the scheme?

Once you have registered your interest in the scheme we will add you to our records and send an acknowledgement email. We will then contact you in due course to carry out a fleet review to assess your suitability for the scheme.

## 2. What are the requirements to qualify for the scheme?

Each business will be assessed on an individual basis for suitability, however businesses that do the following will not be eligible:

- Courier services
- Transportation of large amounts of hazardous products/chemicals (this excludes those using the products to carry out their daily service/tasks, who will be assessed on an individual basis).

## 3. What is an eligible business?

Any SME, charitable body or public sector authority are eligible to apply.

## 4. Will any checks be carried out to assess suitability?

Yes, we will carry out company checks, and licence checks on all potential drivers.

## 5. Is this scheme only for use in Kent?

Yes, only businesses in Kent and Medway are eligible to apply.

## 6. Can we use the vehicles outside of Kent?

Yes, you can take the loan vehicle anywhere in the UK, but not outside of the UK.



## **7. Is there any cost associated with the loan?**

The loan vehicle is free, however you will need to pay a £250.00 deposit.

## **8. How long is the loan period for / can we extend?**

The loan period is for 2 months. If you would prefer to have it for a shorter period the minimum is 1 month. Unfortunately we cannot offer extensions on the loans.

## **9. Will we need to make any alterations to our depot / will any works be needed in the meantime, if our bid to trial the van is successful?**

You won't need to have an electric power point installed for the purpose of the trial, you can use your local infrastructure to charge the vehicle (e.g. charging points located in service stations, and also those situated within supermarket/business park carparks etc.).

## **10. How much notice will we have if we are offered a trial van and what else will need to be done if we are successful?**

Once we have a vehicle for you we will be in contact to offer a date for collection. There will be a loan agreement and driver forms to complete, which will need to be returned prior to the loan commencement, but you will have plenty of notice to make the necessary arrangements.

## **11. Do we get to choose which van we loan?**

No, we will allocate a vehicle based on the findings of your fleet review, but we will work with you to make sure the vehicle supplied is the most suitable from those we have available.



## **12. What type of van? Is it Transit size or smaller like a Transit Connect?**

We currently have the below vehicles available:

- Renault Kangoo Vans (2 seater)
- Renault Kangoo Crew Vans (5 seater)
- Nissan E-NV200 Vans (2 seater)

## **13. What is the range of the van?**

The range is dependent on the vehicle, please refer to the Nissan and Renault websites for this information.

- [www.nissan.co.uk](http://www.nissan.co.uk)
- [www.renault.co.uk](http://www.renault.co.uk)

## **14. Is there a limit to the number of drivers that can use the vehicle during the loan?**

No there is no limit, but each driver will need to complete a driver form, and approval will be subject to driving licence checks.

## **15. Will I be able to charge with a standard 3 point plug cable?**

No, the vehicle will only be supplied with a fast charge cable that can be used with any home, office or public charging point.



## **16. Do we have to cover the cost of charging the vehicle?**

Yes, if you are using local charging points you will need to pay any associated costs. The cost varies depending on the charge point, provider and length of charge. There are a number of charging apps on the market – we recommend you do your own research and find the best one for you and your business.

## **17. Is the vehicle insured?**

Yes, the vehicle is provided with fully comprehensive insurance.

## **18. Will we have to pay the excess if there is an accident, or if the vehicle is damaged?**

Yes, in the event of an accident there is an excess charge of £250.00, and you will be charged the full cost of repairs if the vehicle is returned with damages. Any costs will be deducted from the £250.00 we take before the loan commences, or if the cost exceeds the deposit amount you will need to pay by credit/debit card for the balance of the charge.

## **19. What measures are being put in place related to COVID-19?**

Masks are to be worn by when you collect and return the loan vehicle, and social distancing must be adhered to at all times. Staff will be wearing masks and gloves during handover/hand back and vehicles will be COVID cleaned.

## **20. How many people can attend the handover?**

Only 1 person can attend on site to collect the vehicle.