

Dear Licencing Authorities,

Heathrow Authorised Vehicle Area (AVA)

We are writing to you as a taxi and private hire vehicle licensing authority to raise awareness of Heathrow Airport's Authorised Vehicle Area (AVA). Heathrow is committed to working with residents and local authorities to address airport-related parking in residential areas and the associated anti-social behaviour. Through ongoing community engagement, we are aware of persistent issues caused by private hire vehicles waiting on local roads before picking up passengers from Heathrow terminals. These issues include littering, anti-social behaviour, verbal and physical intimidation when challenged, and vehicles parking bumper-to-bumper on main roads and residential streets. This creates inconvenience and potential safety risks for other road users, including buses and pedestrians, particularly children.

In response, Public Space Protection Orders (PSPOs) have been introduced in the London Boroughs of Hillingdon and Spelthorne to tackle airport-related parking, including idling and obstructive behaviour. The PSPOs are intended to discourage inappropriate waiting by taxi and private hire vehicles in residential areas and to encourage use of appropriate airport facilities. Feedback from both councils indicates that the PSPOs have been effective in reducing the number of private hire and taxi vehicles waiting on residential streets, alongside a reduction in reports of associated anti-social behaviour. The PSPOs enable enforcement officers to take formal action where breaches occur, including issuing Fixed Penalty Notices (FPNs). In more serious cases, failure to comply or pay an FPN may result in prosecution through the courts. In Hillingdon, this has already led to successful prosecutions for PSPO breaches.

Further information on the PSPOs, including areas covered and enforcement arrangements, can be found on the councils' websites:

- [Restriction of activities in public places | Hillingdon Council](#)
- [PSPO | Spelthorne Borough Council](#)

Private hire vehicles should use the AVA when waiting for passengers and must not park on local roads. The AVA is a dedicated facility for private hire vehicles and licensed taxis to wait before collecting passengers from a short-stay car park or meeting at an agreed location within the terminal. The AVA is located on the Northern Perimeter Road and is clearly signposted: Heathrow Airport, Northern Perimeter Road, Middlesex, TW6 2EQ.

Facilities available on site include:

- Kitchen facilities and dine-in area
- Newly refurbished, fully accessible toilets
- Prayer room
- Covered smoking area

Further enhancements are planned, including electric vehicle charging infrastructure, with 15 fast chargers proposed to support the transition to cleaner vehicles. More information about the AVA is available at www.heathrow.com/ava.

We would be grateful for your support in sharing this information with private hire vehicle drivers to raise awareness of these issues and encourage greater use of the AVA. An attached postcard is included for distribution to drivers, providing further details and directions to the AVA.

Yours sincerely,
Heathrow Community Engagement Team