

## **PRIVATE HIRE VEHICLE OPERATORS LICENCE**

### **CONDITIONS**

#### **1 Introduction**

The operator of the private hire vehicle must ensure that he or she complies with these conditions at all times. These conditions may be amended or varied by the Council at any time.

#### **2 Pre-Licensing Conditions**

Satisfy the Pre-licensing conditions for Private Hire Vehicle Operators.

#### **3 Vehicles**

A private hire operator shall keep records in written or electronic form of all private hire vehicles operating under this licence in a register which shall contain the following information:

- 3.1 Make and type of vehicle.
- 3.2 Vehicle registration number.
- 3.3 Owners name and address.
- 3.4 Private hire vehicle licence number.
- 3.5 Name and address of all private hire drivers employed by him (if applicable).
- 3.6 Maintain copy of MOT and vehicle insurance.

#### **4 Bookings**

- 4.1 An operator shall keep a record in written or electronic form of every booking of a private hire vehicle invited or accepted on his behalf. Details will be recorded in a register which will contain the following information:
  - 4.1.1 Time and date of booking and hiring.
  - 4.1.2 Name of hirer.
  - 4.1.3 Name of driver.
  - 4.1.4 Details of journey, e.g. from and to.
  - 4.1.5 Private hire vehicle number.
- 4.2 The operator shall not invite to accept bookings for private hire work for any vehicle, which has not been licensed by the District Council for such work.

## **5 Production of Documentation**

The operator shall produce all or any of the records specified in the above conditions on request to any authorised officer of Rochford District Council or to any police constable for inspection. These records must be retained for a minimum period of one year.

## **6 Advertising**

It shall be made clear in any trade description or advertising material used by the operator that the service is a private hire vehicle service and should not imply that the vehicles used are Hackney Carriages.

## **7 Change of Address**

A private hire vehicle operator must notify in writing or by electronic means to the Hackney Carriage Officer at Rochford District Council within seven days of any change of his or her address during the period of the licence.

## **8 Convictions**

The operator shall within seven days disclose in writing or by electronic means to the Hackney Carriage Officer at Rochford District Council, details of any convictions or police cautions imposed on him/her during the period of the licence.

## **9 Operational Considerations**

- 9.1 The operator shall not employ or otherwise engage whether directly or indirectly any driver to drive any private hire vehicle for which the operator invites or accepts bookings unless the driver has been granted the appropriate licence by the District Council.
- 9.2 The operator shall provide a prompt and efficient service to all members of the public at all reasonable times and for this purpose shall, in particular:
  - 9.2.1 Ensure that when a private hire vehicle has been hired to pick up at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place.
  - 9.2.2 Keep clean, adequately heated, ventilated and lit any premises provided and to which the public have access whether for the purpose of booking or waiting.
  - 9.2.3 Ensure that any waiting area provided has adequate seating facilities.
  - 9.2.4 Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.
  - 9.2.5 Operators License to be displayed at the proprietors office.

## **10 Complaints**

The operator shall immediately upon receipt of a complaint made against him or one of his operatives, notify the Hackney Carriage Officer at Rochford District Council.