

DISTRICT OF SOUTH HOLLAND

PRIVATE HIRE OPERATOR - CONDITIONS OF LICENCE

The following conditions shall be attached to the grant of a private hire operator's licence, and the operator shall, when making application for such a licence, declare his/her intention to comply with such conditions.

1. Records

- (a) The licensed operator shall keep a record in a suitable book or log, the pages of which are numbered consecutively and shall enter or cause to be entered therein, before the commencement of each journey, the following particulars of every booking of a private hire vehicles invited or accepted by him/her:-
 - (1) The time and date of the booking
 - (2) The name and address of the hirer
 - (3) Method of booking (phone, personal call, etc)
 - (4) The time of pick-up
 - (5) The point of pick-up
 - (6) The destination
 - (7) The time at which a driver was allocated to the booking
 - (8) The registration number of the vehicle allocated for the booking
 - (9) Remarks (including details of any sub-contract work)
- (b) The operator shall also keep a separate record of the particulars of all private hire vehicles operated by him/her, which particulars shall included details of the owners, registration numbers and drivers of such vehicles., together with any radio call sign used.
- (c) All records whether manual or computerised kept by the operator shall be preserved for a period of not less than 12 months following the date of the last entry.
- (d) Such records shall be made available for immediate inspection by an authorised official of the Council when requested to do so.

2. Standards of Service

The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:-

- (a) Ensure that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place.
- (b) Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access. whether for the purpose of booking or waiting.
- (c) Ensure that any waiting area provided by the operator has adequate seating facilities.
- (d) Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.

- (e) Ensure that any radio equipment provided by the operator is inspected at his expense at least once a year by a company approved by the Council and that a certificate that the equipment is in sound condition is submitted to the Council within one month of the inspection.

3. **Fares**

The operator may charge whatever fare has been agreed between him/herself and the hirer before the commencement of the journey. However, he/she shall inform the Council of the basic scale of fares intended to be charged, and give the Council at least one calendar month's notice of any changes proposed thereto.

4. **Taximeters**

The operator is not required to fit a taximeter to a private hire vehicle, but where such a vehicle is so equipped, the meter shall not be operated unless it has been previously tested and sealed by a tester authorised in writing by the Council and a Certificate of Compliance/vehicle test report lodged with the Council.

5. **Unauthorised Hiring**

No private hire vehicle shall wait on stands appointed for hackney carriages, nor proceed along the highway for the purposes of plying for hire.

6. **Authorised Checks**

The operator shall be aware that any authorised officer of the Council or any Police Constable shall have the power at all reasonable times, to inspect any private hire vehicle licensed by the Council, for the purpose of ascertaining its fitness.

7. **Complaints**

Where any complaint is made against a private hire vehicle driver., then the complainant shall be requested to put that complaint in writing immediately and submit it to the Council or the proprietor who shall in turn, within 48 hours of receipt of the complaint, notify the licensing authority.

8. **Change of Address**

The operator shall notify the Council in writing of any change of his/her address (including any address from which he/he operates or otherwise conducts his/her business as an operator) during the period of the licence within seven days of such change taking place.

9. **Convictions**

The operator shall within seven days disclose to the Council in writing details of any conviction imposed on him/her (or if the operator is a company or partnership, on any of the directors or partners) during the period of the licence.

10. **Operator's Licence**

The operator shall not assign or in any way part with the benefit of his/her operator's licence without prior written consent of the Council.

11. The operator shall at all times operate his/her private hire business in compliance with the terms of Part II of the Local Government (Miscellaneous Provisions) Act 1976 , and failure so to do may result in the licence being suspended or revoked.

As amended April 2002

BJH/PK