

APPENDIX H

CONDITIONS OF LICENCE – PRIVATE HIRE OPERATORS

- 1 The operator shall keep a register of all private hire vehicles which the operator operates containing the following information:
 - a. The make and type of vehicle.
 - b. The vehicle registration number.
 - c. The name and address of the owner of the vehicle.
 - d. The private hire licence number.

- 2 The operator shall keep a record of every booking of a private hire vehicle invited or accepted on behalf of the operator including:
 - a. The time and date of the hiring.
 - b. The name of the hirer.
 - c. The name of the driver.
 - d. The start and end points of the journey.
 - e. The fare paid.
 - f. The private hire licence number of the vehicle.

- 3 The register and records referred to in paragraphs 1 and 2 above shall be kept in either paper format or electronically in a format which permits immediate inspection in response to a request made under section 56(3) Local Government (Miscellaneous Provisions) Act 1976 and in the case of records kept in an electronic format, must be capable of printed onto paper forthwith.

- 4 Records required by these conditions must be retained for at least one year.

- 5 Forthwith upon being requested to do so by any authorised officer of the council to provide a printed copy of any electronic records kept by the operator in accordance with these conditions.
- 6 The operator must notify the Assistant Chief Executive – Legal of the council in writing within 7 days of:
 - a. Any conviction, fixed penalty notice (save for in respect of civil parking fixed penalty notices which cannot result in the endorsement of points upon the driver's licence) or Police caution.
 - b. Any change of his or her residential address.
 - c. Any change of his or her business address.
 - d. Any additional addresses within or outside of the district from which the operator intends to carry on the business as a licensed private hire vehicle operator during the continuation of the licence.
- 7 The operator shall provide a prompt and efficient service to members of the public and in particular:
 - a. Ensure that unless delayed or prevented by some cause outside the control of the operator, vehicles attend appointments punctually.
 - b. Any premises to which the public has access for the purposes of booking or waiting are clean, adequately heated, adequately ventilated and well lit.
 - c. Ensure that any waiting area has adequate seating facilities.
- 8 The operator shall notify the Assistant Chief Executive – Legal of Uttlesford District Council of any complaints made against the operator or any driver used by the operator within two working days of receipt of the complaint.