

Public Carriage Office  
Transport for London  
**PRIVATE HIRE VEHICLE LICENSING**

Responsibilities of PHV  
Licensees

(Following Licence Issue)

## Responsibilities of PHV Licensee

### Statutory responsibilities

The London Private Hire Vehicle (PHV) licence will be issued in the name of the name of the registered keeper (vehicle owner). This is the person who is recorded with the DVLA as the registered keeper of the vehicle and should match the name and address recorded on the DVLA Vehicle Registration Document/Certificate (V5c).

Once a vehicle has been licensed, the responsibilities of the owner (ie the registered keeper) are defined in the Private Hire Vehicles (London) Act 1998 and the Private Hire Vehicles (London PHV Licences) Regulations 2004. A summary of these responsibilities is given below.

### Prescribed conditions of London PHV licences

The following conditions will apply as soon as the vehicle has been licensed. These conditions apply to the licensee of a London licensed PHV and, in some cases, to the **user** (i.e. the driver or the operator), where the user is not the same person as the owner.

#### 1. Use by persons other than the owner

The owner must keep records of the specified details set out in paragraph 2 below on each occasion the owner:

- allocates a vehicle to a London PHV operator for use as a PHV; or
- not being a London PHV operator, permits a London PHV driver to use the vehicle as a PHV.

(London licensed operators will, as part of their operator's licence already keep relevant details of the vehicles they use and do not need to keep two sets of records).

#### 2. Contents of records

The records that need to be kept by the owner must include:

- vehicle registration mark;
- the name and address of the PHV operator or driver to whom the vehicle has been allocated;
- the number of the PHV operator's or driver's licence;
- the date from which the vehicle was allocated; and
- the date from which the vehicle ceased to be allocated.

### 3. Retention and production of records

The records to be kept:

- shall be retained by the owner for a period of at least 12 months from the date the vehicle ceased to be used or allocated; and
- and must be produced by the licensee (owner) for inspection at the request of an authorised officer.

### 4. Change of ownership

Within 14 days of a change of ownership, and the new owner intends to use the vehicle, or permit the vehicle to be used as a PHV, the **new owner** must:

- inform the PCO in writing;
- return the existing PHV licence to the PCO to enable a replacement licence to be issued to the new owner; and
- provide a signed declaration to the PCO confirming that:
  - ✓ the new owner intends to confirm to use the vehicle as a PHV;
  - ✓ the DVLA have been notified about the change of ownership;
  - ✓ a policy of insurance is in place for the vehicle; and
  - ✓ a second MoT test certificate was issued 6 months from the date of the licensing inspection (if the vehicle was required to produce an MoT certificate at the time of the licensing inspection).

### 5. Number of passengers

The number of passengers carried in the vehicle must not at any time exceed the number of passengers that it is licensed to carry, or passenger seats fitted with seat belts.

If your vehicle has been licensed to carry less passengers than you applied for, you can first of all appeal informally to the PCO who will be happy to review the decision made at the licensing inspection. If the PCO uphold the decision taken at the point of licensing, the licensee, ultimately may appeal to the Magistrates' Court against this decision. In order to exercise that right, you may appeal to City of London Magistrates' Court, 1 Queen Victoria Street, London EC4N 4XY **within 21 days** of the date of the inspection. During the time that you are appealing the original decision (formally or informally) you are only permitted to use the vehicle to carry the number of passengers for which it has been licensed.

### 6. Condition of the vehicle

The vehicle appearance must remain in the same as when it was licensed and be maintained in good and efficient mechanical condition and be properly adjusted.

## **7. Vehicles exempted from displaying an identification disc**

Where a vehicle is exempt from displaying the identification disc, a copy of the London PHV licence must be carried in the vehicle whilst it is being used as a PHV.

## **8. MoT Test certificates**

For those vehicles that required an MoT certificate at the time of the licensing inspection, the vehicle owner must ensure a second MoT is obtained 6 months from the date the vehicle was licensed.

## **9. Communication devices**

All radio equipment fitted to the vehicle must be fitted securely and safely and in accordance with the MPT 1362 Code of Practice (as amended) for the installation of radio and related ancillary equipment in land based vehicles and the guidelines specified by the PCO in the licensing criteria guidance note.

Any two-way radio equipment must be of a type approved by Office of Communications (Ofcom).

## **10. Compliance with the Road Vehicles (Registration and Licensing) Regulations 2002**

The owner must comply with all relevant requirements in relation to the vehicle.

## **11. Display of additional disc**

All the licensing identification discs, which will be affixed to the front and rear windscreens, must remain visible to passengers whilst the licence is in force.

## **12. Vehicles Licensed outside London**

A vehicle, which has been licensed as a PHV outside London is not permitted to display the licence plate(s) or disc(s) issued by another authority whilst the vehicle is being used as a London PHV.

## **13. Compliance with Licensing requirements**

The vehicle should only be used as a London PHV as long as it continues to satisfy the standards it met at the time it was licensed.

## **14. Insurance**

Whilst being used as a PHV in London, the vehicle must have in place a policy of insurance which covers its use to carry passengers for hire and reward.

## **15. Accidents**

The licensee is required to notify the PCO, within 72 hours of any accident which **materially** affects the safety, performance or appearance of the vehicle or the comfort or convenience of the persons carried in the vehicle. The PCO may wish to examine the vehicle before allowing it to continue as a PHV.

Licensees (owners) are required to contact the PCO to report such accidents. The PCO does not need to be notified about superficial damage to the vehicle but, if there is doubt, the owner is advised to contact the PCO. Details about how to contact the PCO are given below.

### **Replacement licences/change of personal details**

In the event that your paper licence has been lost, stolen or damaged, you should contact the PCO PHV Contract Management Team using the number given below. If your personal details or the vehicle ownership details change, follow the instructions given on the reverse side of the paper licence.

### **Replacement vehicle identifiers (windscreen discs)**

In the event of the vehicle identifier being damaged or stolen/lost, please follow the same procedure described above for 'replacement licences' to enable a replacement to be issued and affixed. For any other circumstances contact the PCO PHV Contract Management Team.

### **Expired licences or vehicle no longer used as a PHV**

If during the currency of the licence, the vehicle is no longer to be used as a PHV, please complete the PHV licence and send this and the licence discs to the PCO PHV Contract Management Team at 15 Penton Street, London N1 9PU.

### **Stolen vehicle**

If in the event of your licensed PHV being stolen, it will be necessary for you to report the theft to the police, obtain a crime reference number and then inform the PCO for further advice using the number given below.

## **Change of VRM**

If during the currency of the licence you change the registration number of the vehicle, you must notify the PCO PHV Contract Management Team as soon as the new number has been assigned to the vehicle to enable a replacement licence to be issued and the new licence discs to be affixed to the vehicle. Your vehicle will need to be presented at an inspection centre (by appointment) and you will need to produce the following documents:

- the existing PHV licence for replacement;
- appropriate evidence from the DVLA that confirms the transfer has been effected;
- insurance certificate or cover note bearing the new registration number;
- a new tax disc affixed to the vehicle bearing the new registration number;
- the registration plate bearing the new number affixed to the vehicle; and
- an amended MoT certificate bearing the new registration number, if the vehicle required a MoT certificate at the time of the original licensing inspection.

## **Finally**

Please ensure that your vehicle is always well maintained and is kept in a presentable condition.

## Contact telephone numbers

SGS call centre	0845 378 2345
PCO PHV Contract Management Team	020 7126 1806
PCO Fax	020 7126 1933
PCO (Vehicle Licensing)	
	e-mail <a href="mailto:phvvehicles@pco.org.uk">phvvehicles@pco.org.uk</a>

## Inspection Site Locations

### ENFIELD

Unit 6 Watermill  
Business Centre  
Edison Road  
Enfield  
EN3 7XF

### CROYDON

Unit 4  
Twin Bridge Ind Pk  
232 Selsdon Road  
South Croydon  
CR2 6PL

### HANWORTH

Unit 9, Links Ind Estate  
Popham Close  
Hanworth  
TW13 6JE

### WOOLWICH

Unit 2, IO Centre  
Cornwallis Road  
(Off Tom Cribb Road)  
Woolwich  
SE18 6SR

24 Hour travel information  
**020 7222 1234**

Textphone  
**020 7918 3015**

Website  
**[www.tfl.gov.uk](http://www.tfl.gov.uk)**

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