



**Taxi and Private Hire Christmas and New Year  
Opening Arrangements 2009-10  
Revised Taxi and Private Hire Counter Service Arrangements  
from 4 January 2010 at Penton Street**

This notice details the availability of taxi and private hire licensing counter and vehicle inspection services for customers over the Christmas and New Year period and also the revised counter service arrangements at Penton Street from 4 January 2010.

**Taxi and Private Hire Counter Services – Penton Street**

21 December – 23 December

**Normal Opening Hours**  
(8.00am to 4.00pm)

24 December – 1 January

**CLOSED**

**SGS Inspection Sites (Taxi)**

21 December – 23 December

**Normal Opening Hours**

Hanworth 7.30am to 3.00pm

Deptford 7.00am to 3.00pm

Tottenham 7.00am to 4.00pm

24 December

7.30am to 12noon

25 December and 28 December

**CLOSED**

29 December – 31 December

**Normal Opening Hours**

Hanworth 7.30am to 3.00pm

Tottenham 7.00am to 4.00pm

Deptford **CLOSED**

1 January

**CLOSED**

**SGS Inspection Sites (Private Hire)**

21 December – 23 December

**Normal Opening Hours**

All Sites 8.00am to 4.30pm

8.00am to 12noon

24 December

**CLOSED**

25 December and 28 December

**Normal Opening Hours**

Hanworth 8.00am to 4.30pm

Enfield 8.00am to 4.30pm

Croydon and Woolwich **CLOSED**

29 December – 31 December

1 January

**CLOSED**

**SGS Call Centre**

The SGS Call Centre in Dublin will be **CLOSED** from **24 December** through to **1 January**. Vehicle owners wishing to contact SGS by telephone during the

above period should contact the SGS Hanworth inspection site on 020 8755 2368.

**Revised Taxi and Private Hire Counter Service Arrangements from 4 January 2010 at Penton Street**

In order to make the best use of available resources and deliver best value to licence payers with effect from 4 January 2010 TfL will be implementing revised opening hours for the counter services available to customers at Penton Street. These are:

Tuesday-Thursday 10:00am to 3:00pm

**From the 4 January counter services will no longer be available on Monday or Friday.**

Telephone services on 0845 602 7000 will be available during normal office hours (8:00am to 5:00pm) Monday to Friday.

**These planned changes do not affect the current arrangements in place for Knowledge of London students undergoing personal appearances.**

These new arrangements are being introduced to improve licensing services and enable applications and related services to be dealt with more quickly and effectively by telephone, email and post. Due to the high demand for telephone services these changes will result in increased staff availability for handling telephone calls, especially during peak periods.

TfL will undertake close monitoring of the counter services in the early weeks of the New Year to gauge the success of these new arrangements and are working on identifying and implementing changes to the licensing application process and the availability, clarity and ease of access to information that will seek to reduce the need for customers to use counter services completely in due course.

A further notice will be issued following the evaluation.



**John Mason**  
**Director, Taxi and Private Hire**

**1 December 2009**

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