

Guidance Notes for Hackney Carriage (HC) and Private Hire (PH) Vehicle Licensing



It is the council's responsibility to licence all taxi drivers, vehicles and operators to ensure the public receive a safe and reliable service.

Please read these notes and the relevant parts of the hackney carriage and private hire licensing handbook policy before beginning your application.

The Hackney Carriage and Private Hire Licensing Handbook can be viewed online at

http://www.westsuffolk.gov.uk/business/regulation_and_licensing/licensing/taxi_licensing/

New private hire vehicle

You will now have a Combined Hackney Carriage/Private Hire Driver Badge.

To obtain a private hire plate the vehicle must be **under five years old** at first application. For exceptions to this rule please see Handbook. Details regarding signs, fire extinguisher, first aid kit and advertising are as set out in the Handbook.

- Download application form and fully complete
- Book vehicle compliance test using one or our listed approved garages:
 - **West Suffolk council depot testing station:** entrance at Olding Road, Bury St Edmunds IP33 3YU Tel: 01284 757458
 - **Forestford**, North Terrace, Mildenhall, IP28 7AA Tel: 01638 515600
 - **West's Garage Ltd**, 11 Church Street, Exning, Newmarket CB8 8LR Tel: 01638 578348
 - **New Heath Autos Ltd**, 46 Exeter Road, Newmarket CB8 8LR Tel: 01638 665612
 - **JDG Motor Services Ltd**, Finchley Avenue, Mildenhall, IP28 7BG Tel: 01638 712649
 - **Brandon MOT test Centre**, 15 Barnes Close, Brandon IP27 0NY Tel: 01842 811130
- Once vehicle has passed its compliance test you will be issued with a certificate which should be then attached to your application form.
- Make appointment to see Licensing Officer 01284 758050.
- You will need to bring with you to the appointment:
 - Fully completed application form
 - Appropriate insurance certificate or cover note (see Handbook)
 - Compliance test pass certificate
 - MoT if vehicle more than 12 months old
 - Fee - payment should be made by card or cheque payable to West Suffolk Council

- Your plates will be made for you as arranged at the appointment and must be displayed securely on the vehicle as outlined in the Handbook.

Renewal of Private Hire vehicle licence

A renewal reminder pack will be sent out to the last address we hold on record for drivers two months prior to expiry date of your plates.

If for any reason you do not receive a reminder, it remains your responsibility to make sure a renewal application is received in plenty of time and at least two weeks prior to expiry date. If we are not given this amount of notice it cannot be guaranteed that your new plates and licence will be issued before it lapses.

Renewal applications are accepted by reception staff and can be presented any time during office hours.

How to submit your application

Make sure that all the questions on the application form are completed and submit with all original supporting documents and the correct fee.

You can submit your completed application to the appropriate address below Monday to Friday 8.45am to 5pm.

We do not accept incomplete applications under any circumstances.

Our offices are:

College Heath Road
Mildenhall
Bury St Edmunds
IP28 7EY

West Suffolk House
Western Way
Bury St Edmunds
IP33 3YU

customer.services@westsuffolk.gov.uk

Tel: 01284 758050