

**Eddie Scott**

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**From:** Peter White [REDACTED]  
**Sent:** 01 June 2021 16:40  
**To:** Licensing Team  
**Subject:** Hackney Carriage (Taxi) and Private Hire Licensing Policy 2021-2026

Dee/Paula,

I trust you are well.

Please see below for comments of Draft policy:-

5.20 Display of driver's identification It is a legal requirement that licensed drivers wear their drivers badge in a conspicuous position where it can be seen by passengers. The Council has provided lanyards for this purpose. Drivers will be issued with an identification 'badge' and paper counterpart. Drivers will also be issued with a second 'driver identification notice' which must be displayed in a clearly visible, safe position in the vehicle for customers to see. **Please can you confirm how this will be attached to the dashboard. It was mentioned this would be a similar sticky type substance. Please can you ensure that this product won't case any damage to the vehicle when the hot sun bakes it on. I would suggest a clip type fix that can clip onto the air vents. We also need to confirm that the driver ID bade can be swapped over as we have more than one driver per vehicle.**

6.1 the vehicle is capable of safely carrying a minimum of 4 passengers, but no more than 8 **Why restrict this to a min of 4 passengers. Vehicles are rapidly changing and it could be that an operator finds a suitable vehicle that only carries one passenger.**

the vehicle's windscreen and front side windows comply with national legal tint specifications. All other windows let enough light through for a person 20 meters away to be able to see the number of passengers in the vehicle in daylight and have no additional 'tint' applied

**Please can we have more clarity on this. as it seems like its an opinion based decision. can we not have a percentage so it will be either pass or fail. Need to bear in mind how dark a standard tint would come on an executive vehicle.**

7.9 Spare wheels

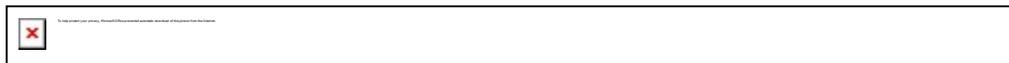
All vehicles must carry as a minimum a space-saver spare wheel, to be used as a means of conveying the vehicle to a place where the tyre can be changed in the result of a puncture.

**Not all vehicles come with a spare wheel or a place to carry them. They come with Gel packs or run flat tyres. It would be unseasonal and possibly dangerous to have a steel in the book to a vehicle. If you had a saloon vehicle and as spare when in the boot it would leave vehicle little space for luggage. I would suggest just a small change to allow gel packs if no spare wheel.**

Please advise if you need any further details.

Best Regards

Peter White  
 Director





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## Eddie Scott

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**From:** Ehtazaz Jamal [REDACTED]  
**Sent:** 19 May 2021 10:25  
**To:** Licensing Team  
**Subject:** New draft policy

Dear Licensing Team,

Thank you for emailing the new policy Draft Hackney Carriage (Taxi) and Private Hire (PH) Licensing Policy 2021-2026

I do have some points I would like to discuss with you for consideration. As follows:

Removal of metres from PHV:

Being a operator and driver, on some occasions it is hard to price a job, especially if they have number of drops, a metre gives a clear price to the customer. Removal of metres can cause issues for the drivers especially if the customer is intoxicated. Additionally, the presence of a meter offers a clear indication of price incurred, affording customers with identified learning needs extra security and piece of mind with visual confirmation of prices.

Licence Fees:

We ask that consideration is given to adding the following caveat: If due to ill health or sudden death, the driver or immediate family should be refunded all remainder fees.

Licensed Drivers:

“All licensed drivers are subject to a condition that they are not to wait for bookings outside the Council’s licensed area. As such, drivers may travel to any destination to pick up a booking, or receive a booking whilst they are travelling between destinations, however they cannot wait outside of the Borough to receive bookings”. - Does this rule also apply to London TFL drivers who are working within the Surrey Heath area, via a mobile app.

Big Face Badge:

Big Face badge to be placed on dashboard. The vehicle already has a sticker on the rear and a window sticker, drivers wear their badges, what is the need of another badge? Passengers who we pick up or have booking with are well aware that we are a licensed taxi and very rarely question us about our taxi license card which we have on.

MOT:

If the car fails a MOT (or compliance) , it is stated that plates will not be renewed. Surely if the cars been repaired by a reputable VAT registered garage, and has passed in the re-test what is the issue? The current MOT (or compliance) test is required and governed for every vehicle on UK roads.

Roof Lights:

Currently the Hackney drivers have a roof light, a rear taxi plate what states they are licensed from Surrey Heath. If the Borough intend to request a new roof taxi light is required, please can a link be inserted in the new policy signposting to

when these can be obtained, timescales for the Borough's expectation of deadlines for these to be implemented and also costs for the lights and details of if any of the cost will be met by the Borough. The alternative as to saying getting taxi's wrapped or putting magnets on taxi's is not something I'm personally liking to the idea. I believe the 'Surrey Heath' writing on the taxi roof light would be better in my opinion.

Wear and Tear:

Scruffs and scratches. If a car is being driven daily for 10 years, the interior and exterior will show signs of wear, it is our view that it is unreasonable to expect otherwise. I understand if there's a dent in the door, but small marks should be passed. It is indeed feasible for a brand new vehicle to sustain paint chips or alloy wheel dinks within days of being on the road. With the current climate and how quiet work has gone, drivers cannot afford additional costs to get small scratches resprayed.

Vehicle Age:

Vehicle age limit should be changed from 3 to within 5 years old to be registered with the local council. Again, with the current climate in mind, reasonable consideration should be given by the Borough in terms of the financial commitment of both new and current drivers to put vehicles on the road.

And from 6 years to 8 years overall.

Remote consultations:

It is noted that the Borough intend to hold remote consultations in regard to the possible changes. Could the Borough please identify and publish how and when these consultations will take place. Drivers would like the opportunity to discuss these intentions face to face.

Look forward to hearing from you.

Kind regards

Ehtazaz Jamal

[Sent from Yahoo Mail on Android](#)

## Eddie Scott

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**From:** F Ghani [REDACTED]  
**Sent:** 20 May 2021 10:19  
**To:** Paula Barnshaw  
**Subject:** Re: Free Face Masks - Latest Guidance from GOV.UK

Good Morning

Please find my suggestions below :

- 1) Install electric car charging ports on the High Street whilst it is under construction and by the train station-only for Public Hire vehicles
- 2) To impose a ban on Uber drivers using our station to queue whilst awaiting fares.
- 3) Allocate Uber licenses to Private Hire drivers. Other boroughs such as Birmingham, Wolverhampton, Lancashire etc have allowed drivers to join Uber whilst working as Private Hire with their registered councils.
- 4) If the Council wish to Logo the top Taxi sign or consider wrapping the car then the council should pay 90pc of the charge for existing drivers.
- 5) Give serious consideration to increase fares as they were last increased numerous years ago.
- 6) Surrey Heath Borough Council should allocate local garages for mechanical test/inspection of cars to minimise journeys times for drivers
- 7) increase age of vehicles from 6 to 10 years

[Sent from Yahoo Mail for iPhone](#)

On Monday, May 17, 2021, 11:13 am, Paula Barnshaw <Paula.Barnshaw@surreyheath.gov.uk> wrote:

Good morning Mr Ghani,

I am afraid that the Additional Restrictions Grant has ended, there are some links on GOV.UK for assistance/loans to taxi and private hire drivers I believe  
<https://www.gov.uk/guidance/coronavirus-covid-19-taxis-and-phvs>

I will send the link to the meeting shortly I am waiting for my IT department to set it up.

Kind regards,

Paula Barnshaw

Senior Licensing Officer

Surrey Heath Borough Council, Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

01276 707100

[www.surreyheath.gov.uk](http://www.surreyheath.gov.uk)

[Licensing@surreyheath.gov.uk](mailto:Licensing@surreyheath.gov.uk)

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**From:** F Ghani <camb.farnb@yahoo.co.uk>  
**Sent:** 17 May 2021 11:09  
**To:** Licensing Team <[Licensing@surreyheath.gov.uk](mailto:Licensing@surreyheath.gov.uk)>; Paula Barnshaw <[Paula.Barnshaw@surreyheath.gov.uk](mailto:Paula.Barnshaw@surreyheath.gov.uk)>  
**Subject:** Re: Free Face Masks - Latest Guidance from GOV.UK

Good morning

I hope you ok and well I heard that council giving a helping hand of money I have received the email it's was confusing i tough it for the people who own business can you please let me know if you can be done

Second one we need linked for meeting which takes in place on 19 May thanks

[Sent from Yahoo Mail for iPhone](#)

On Monday, May 17, 2021, 10:37 am, Licensing Team <[Licensing@surreyheath.gov.uk](mailto:Licensing@surreyheath.gov.uk)> wrote:

Good morning,

Surrey Heath have been given face masks to issue to all licensed drivers – 50 per driver, please collect a pack from either the Contact Centre between 9am and 1pm or the security office window when the Contact Centre is closed.

Please follow this link to GOV.UK regarding the latest guidance for drivers and passengers of taxi and private hire vehicles.

[https://www.gov.uk/guidance/coronavirus-covid-19-taxis-and-phvs?utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_source=1da97484-995a-4a02-b1a6-e61346ab0119&utm\\_content=daily](https://www.gov.uk/guidance/coronavirus-covid-19-taxis-and-phvs?utm_medium=email&utm_campaign=govuk-notifications&utm_source=1da97484-995a-4a02-b1a6-e61346ab0119&utm_content=daily)

Kind regards,

Paula Barnshaw

Senior Licensing Officer

Surrey Heath Borough Council, Surrey Heath House, Knoll Road, Camberley,  
Surrey, GU15 3HD

01276 707100

[www.surreyheath.gov.uk](http://www.surreyheath.gov.uk)

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## Eddie Scott

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**From:** arfaat jamal [REDACTED]  
**Sent:** 19 May 2021 09:17  
**To:** Licensing Team  
**Subject:** RE: Hackney Carriage and Private Hire Licensing Policy Consultation

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Licensing Team,

Thank you for emailing the new policy Draft Hackney Carriage (Taxi) and Private Hire (PH) Licensing Policy 2021-2026

I do have some points I would like to discuss with you for consideration. As follows:

Removal of metres from PHV:

Being a operator and driver, on some occasions it is hard to price a job, especially if they have number of drops, a metre gives a clear price to the customer. Removal of metres can cause issues for the drivers especially if the customer is intoxicated. Additionally, the presence of a meter offers a clear indication of price incurred, affording customers with identified learning needs extra security and piece of mind with visual confirmation of prices.

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Big Face Badge:

Big Face badge to be placed on dashboard. The vehicle already has a sticker on the rear and a window sticker, drivers wear their badges, what is the need of another badge? Passengers who we pick up or have booking with are well aware that we are a licensed taxi and very rarely question us about our taxi license card which we have on.

MOT:

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Wear and Tear:

Scruffs and scratches. If a car is being driven daily for 10 years, the interior and exterior will show signs of wear, it is our view that it is unreasonable to expect otherwise. I understand if there's a dent in the door, but small marks should be passed. It is indeed feasible for a brand new vehicle to sustain paint chips or alloy wheel dinks within days of being on the road. With the current climate and how quiet work has gone, drivers cannot afford additional costs to get small scratches resprayed.

Vehicle Age:

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Remote consultations:

It is noted that the Borough intend to hold remote consultations in regard to the possible changes. Could the Borough please identify and publish how and when these consultations will take place. Drivers would like the opportunity to discuss these intentions face to face.

Look forward to hearing from you.

Kindest regards,

Arafat Jamal  
Sent from my Galaxy

----- Original message -----

From: Licensing Team <Licensing@surreyheath.gov.uk>

Date: 11/05/2021 17:24 (GMT+00:00)

To: Denise Reynolds <Denise.Reynolds@surreyheath.gov.uk>

Subject: Hackney Carriage and Private Hire Licensing Policy Consultation

## **CONSULTATION**

### **Draft Hackney Carriage (Taxi) and Private Hire (PH) Licensing Policy 2021-2026**

In July 2020 the Department for Transport (DfT) issued Statutory Taxi and Private Hire Standards. The document recommends that all councils make publicly available a cohesive policy that brings together all their procedures on Taxi and PH vehicle licensing.

In response Surrey Heath has put together a draft Hackney Carriage (Taxi) and Private Hire (PH) licensing Policy, (The Policy), which brings together all of our relevant current Taxi policies and

procedures in one document. The draft Policy builds on our current good practice and acknowledges the potential impact that licensed vehicles may have on the environment. Please follow this link to view the new Hackney Carriage (Taxi) and Private Hire Policy [Hackney Carriage \(Taxi\) and Private Hire Licensing Policy 2021-2026 | SURREY HEATH BOROUGH COUNCIL](#)

The Council aims to ensure that licensed vehicles are of a good, safe standard. This includes an aim to minimise the impact of their emissions on both the public and the environment. Section 7 the draft Policy sets minimum standards for vehicles licensed in the Borough for both vehicle age and emissions, it is anticipated that these would replace our current standards.

We are also introducing a number of additional requirements that may affect the trade. Our aim is to minimise the costs to the trade whilst improving the service provided.

These requirements are set out below:

Driver code of conduct and dress code

Big face badge to be placed on dashboard

Purpose built full hybrid, or plug in hybrid must have a minimum range of 16km (10 miles) using battery power only, a full electric vehicle must have minimum range of 112km (70 miles)

A written HPI check at first application only (the status of outstanding finance/ insurance write-off)

Plate exemption criteria – proprietor must provide evidence that 80% of jobs are for a specified customer(s) and vehicles must be a certain type

Taxi roof light to have TAXI on one side and Surrey Heath Borough Council TAXI on the other

Replacement auto lamps to be kept in the vehicle

No meters in Private Hire Vehicles from 01/04/2022

Card payment terminals in all Taxis to enable contact less payment

Vehicles with a 3<sup>rd</sup> row of seats must have adequate legroom and headroom and a gap of 300mm at the narrowest point to allow ease of egress

Wheelchair accessible vehicles must have M1 classification on V5C and must comply with EC Whole Vehicle Type Approval

Covid-19 considerations- advice to drivers and operators is provided.

We recognise that this is a change in our approach to licensing the taxi trade, however we believe it builds on our current good practice and represents our aim of being transparent, fair and consistent. We are keen to hear your views on the Policy and would like to invite you to a virtual zoom meeting which we are planning to hold on 19 May with a further meeting being held on 1 June. You will only need to attend one of these meetings. We look forward to hearing your views, details of the meeting and how you can join will be sent out in due course.

Have your say by emailing your comments to [licensing@surreyheath.gov.uk](mailto:licensing@surreyheath.gov.uk) by 21 June 2021. Alternatively you can write to the licensing team at the Council offices by the same date.

Once adopted we will keep the Policy under review and formally review it every 5 years. The Policy will be updated as appropriate.

If you would like further information on this consultation please email the Licensing team [licensing@surreyheath.gov.uk](mailto:licensing@surreyheath.gov.uk) .

Regards,

Paula Barnshaw

Senior Licensing Officer

Surrey Heath Borough Council, Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Work: 01276 707100

[www.surreyheath.gov.uk](http://www.surreyheath.gov.uk)

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## Eddie Scott

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**From:** Nahman Khan [REDACTED]  
**Sent:** 19 May 2021 08:31  
**To:** Licensing Team  
**Subject:** Re: Join Zoom Meeting - Taxi and Private Hire Licensing Policy 2021-2026 Consultation

Dear Licensing Team,

Thank you for emailing the new policy Draft Hackney Carriage (Taxi) and Private Hire (PH) Licensing Policy 2021-2026

I do have some points I would like to discuss with you for consideration. As follows:

Removal of metres from PHV:

Being a operator and driver, on some occasions it is hard to price a job, especially if they have number of drops, a metre gives a clear price to the customer. Removal of metres can cause issues for the drivers especially if the customer is intoxicated. Additionally, the presence of a meter offers a clear indication of price incurred, affording customers with identified learning needs extra security and piece of mind with visual confirmation of prices.

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Remote consultations:

It is noted that the Borough intend to hold remote consultations in regard to the possible changes. Could the Borough please identify and publish how and when these consultations will take place. Drivers would like the opportunity to discuss these intentions face to face.

Look forward to hearing from you.

Kindest regards,  
Nahman Khan

On 18 May 2021, at 16:08, Licensing Team <Licensing@surreyheath.gov.uk> wrote:

Good afternoon,

Please find attached an agenda for the discussion scheduled regarding the draft Hackney Carriage (Taxi) and Private Hire Licensing Policy consultation with the licensed trade.

There will be 2 Zoom meetings at 11:00 on 19 May 2021 and 11:00 on 1 June 2021, you will only need to attend one of these meetings if you wish to comment on the draft policy.

**19/05/2021**

Join Zoom Meeting

<https://us02web.zoom.us/j/88234196596?pwd=R3I1ZjhQY1B4ZU5qKzZUQXJ3VkVaZz09>

Meeting ID: 882 3419 6596

Passcode: 325757

**01/06/2021**

Join Zoom Meeting

<https://us02web.zoom.us/j/86176156478?pwd=Mmk5QVBiS05wdm4yVjJndU1rSXRvQT09>

Meeting ID: 861 7615 6478  
Passcode: 685714

Kind regards,

Paula Barnshaw

Senior Licensing Officer

Surrey Heath Borough Council, Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD  
01276 707100

[www.surreyheath.gov.uk](http://www.surreyheath.gov.uk)

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<Agenda for taxi licensing meeting.docx>

## Eddie Scott

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**From:** Arfan Khatana [REDACTED]  
**Sent:** 18 May 2021 13:00  
**To:** Paula Barnshaw  
**Subject:** Re: Hackney Carriage and Private Hire Licensing Policy Consultation

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Paula,

Thank you for emailing the new policy Draft Hackney Carriage (Taxi) and Private Hire (PH) Licensing Policy 2021-2026

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I look forward to hearing from you.

Arfan Khatana

On 11 May 2021, at 17:26, [REDACTED] > wrote:

Hi Paula,

How many years can a taxi/phv run for now

On Tue, 11 May 2021 at 17:24, Licensing Team <[Licensing@surreyheath.gov.uk](mailto:Licensing@surreyheath.gov.uk)> wrote:

## **CONSULTATION**

### **Draft Hackney Carriage (Taxi) and Private Hire (PH) Licensing Policy 2021-2026**

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If you would like further information on this consultation please email the Licensing team [licensing@surreyheath.gov.uk](mailto:licensing@surreyheath.gov.uk) .

Regards,

Paula Barnshaw

Senior Licensing Officer

Surrey Heath Borough Council, Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Work: 01276 707100

[www.surreyheath.gov.uk](http://www.surreyheath.gov.uk)

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## Eddie Scott

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**From:** Mark Hullah <[REDACTED]>  
**Sent:** 14 May 2021 10:36  
**To:** Licensing Team  
**Subject:** Re: Hackney Carriage and Private Hire Licensing Policy Consultation

Morning Paula,

A couple of questions. Section 6.1. Hybrid/plug in hybrid minimum range 10 miles using battery power only. Can you explain this in more detail please? Section 7.9. A lot of cars these days do not come with a spare, rather a puncture repair kit and as such there is no provision for the storage of a spare without compromising luggage space. There is also the question of securing the spare. Most, if not all, electric and hybrid vehicles come into this category and have also slightly smaller luggage capacity than normal due to battery location. I am not aware of any concerns raised by the provision of a puncture repair kit and as such believe it should be considered in the same way as run flat tyres.

Hear from you.

Regards

Mark

On May 11, 2021 at 5:41 PM, Licensing Team <Licensing@surreyheath.gov.uk> wrote:

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[| SURREY HEATH BOROUGH COUNCIL](#)

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Regards,

Paula Barnshaw

Senior Licensing Officer

Surrey Heath Borough Council, Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Work: 01276 707100

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## Eddie Scott

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**From:** Tharka Thapa [REDACTED]  
**Sent:** 12 May 2021 06:34  
**To:** Denise Reynolds; Licensing Team  
**Subject:** Re: Hackney Carriage and Private Hire Licensing Policy Consultation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Madam Paula (Licensing officer Surrey Heath)

Thank you for an emailing us to all this points and planning for future changes. I have few points to say to you and must put in the your meeting please now this points isn't only mine are from all Taxi Drivers in Surry Heath I am hearing and now i understand everyone suffering from Corvid situation on top of we are really really suffering from UBER in our Surry Heath because of now we have very few jobs now and 70% our jobs taking by Uber and we are just looking them we are doing only 30% jobs i think in our Surrey Heath. We are paying fee for our Surrey Heath to work but jobs are taking by Uber. My Question is are they paying fee for Surrey Heath? Please Paula this is for Biggest problem for us now days. I have started this job 3 years before when I started I didn't notice Uber here now slowly slowly they are more Uber them surrey heath Taxis and another point is High street we have just 4 taxi Rank but private cars park there we have repot to ticket warden and said they can't issue the ticket why I don't know. what's going on we are really suffering and some of drivers I know they left taxi job we are also very confusing what to do next? So my main points is can you do anything for Uber please? and I'm hearing around our neighbouring area like Fleet, Farnborough, Bracknell and Reading said no Uber so please I request put this point in the meeting please. Thanks you very much for my points I raised really appreciated.

Kind Regards  
Mr Tharka Thapa  
(Taxi Driver)

Get [Outlook for Android](#)

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**From:** Licensing Team <Licensing@surreyheath.gov.uk>  
**Sent:** Tuesday, May 11, 2021 5:22:31 PM  
**To:** Denise Reynolds <Denise.Reynolds@surreyheath.gov.uk>  
**Subject:** Hackney Carriage and Private Hire Licensing Policy Consultation

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## Eddie Scott

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**From:** Holliday, Paul [REDACTED]  
**Sent:** 11 May 2021 17:16  
**To:** Paula Barnshaw  
**Subject:** FW: [EXTERNAL] Hackney Carriage and Private Hire Licensing Policy Consultation

Hello Paula,

Lots of good stuff in your policy that I will steal when I look at ours later this year. I will try and find the time to complete the consultation, but just thought I'd quickly mention that (on page 86) it refers to attaching conditions to a HC driver licence. Unfortunately I do not believe you can do this, as there is no statutory condition to allow this, hence why most councils dual licence so they can attach conditions via the pH driver licence. Let me know if I need putting straight, but thought it worth an early shout.

Regards

Paul

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**From:** Licensing Team <Licensing@surreyheath.gov.uk>  
**Sent:** 11 May 2021 16:44

[REDACTED]

**Subject:** [EXTERNAL] Hackney Carriage and Private Hire Licensing Policy Consultation

Warning: email from outside of MVDC - if in any doubt do not open links or attachments, or carry out requested actions

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Good afternoon all,

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- Covid-19 considerations- advice to drivers and operators is provided.

Before finalising our new Policy it is recommended that we consult on proposed changes in licensing rules that may have significant impacts on passengers and/or the trade. We are therefore seeking your views on the proposed draft Policy which can be viewed on our website [Hackney Carriage \(Taxi\) and Private Hire Licensing Policy 2021-2026 | SURREY HEATH BOROUGH COUNCIL](#)

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Yours faithfully,  
Paula Barnshaw  
**Senior Licensing Officer**

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## Eddie Scott

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**From:** [REDACTED]  
**Sent:** 11 May 2021 13:44  
**To:** Licensing Team  
**Subject:** Electric Vehicles

Hi Paula

Hope your well.

I was wondering if you could let me know the council position and legislation towards electric private hire and hackney carriage vehicles. Is there still a time limit on these vehicles and/or a minimum range required. I was looking to invest in these vehicles to become more sustainably and reduce our carbon footprint but would like more information on the council guidelines. Although there is a government grant for these vehicles, they are considerably more expensive so will need to find out if it would be financially viable.

Kind Regards

Imran  
Camberley Taxis

Sent from [Mail](#) for Windows 10

**Annex A: Hackney Carriage (Taxi) and Private Hire Licensing Policy 2021-2026**  
**Representations made as part of Consultation on Draft Policy**  
**Consultation ended 21<sup>st</sup> June 2021**

**Copies of representations are included as Part 2 of Annex A**

<b>Representation made by:</b>	<b>Date Representation Received</b>	<b>Representation reviewed.</b>	<b>Policy Updated (Y/N)</b>	<b>Paragraph(s) in Policy updated or referred to – where appropriate</b>	<b>Notes</b>
Imran Quasid	11 <sup>th</sup> May	Y	N	6.1	Would Licence electric vehicles providing they meet the criteria required as set out in the policy.
Paul Holliday Mole Valley	11 <sup>th</sup> May	Y	Y	Page 86	All of our vehicles are dual licensed so conditions apply.
Tharka Thapa	12 <sup>th</sup> May	Y	N		Uber licensed by TFL- Outside remit of Policy.

Mark Hullah	14 <sup>th</sup> May	Y			<p>We believe all Electric cars currently have sufficient range to meet Policy requirement.</p> <p>Will review requirement for spare wheel etc. when vehicle license is applied for and/ or when the vehicle is being relicensed.</p>
<p>Arfan Khatana</p> <p>This is 1 of 4 similar representations . For the purposes of revising the draft Policy they are being treated as one.</p>	18 <sup>th</sup> May	Y	Y (where appropriate)	7.4.2(this is to be deleted)	<p>Relates to removal of Taxi meter in PH vehicles – this is a common thread in the representations received.</p> <p>Repayments of licence fees due to ill health – costs incurred when processing a licence – but may give consideration</p>

				5.20	<p>to refund on a case by case basis.</p> <p>Uber outside of our control.</p> <p>BIG Face Badge- We will take these comments on board – and carry out review of Badge requirements and concerns relating to potential damage to dashboard.</p> <p>Requirement for Big Face Badge to remain for time being.</p>
				7.5.1	<p>Additional requirement to add Surrey Heath to roof light to be removed.</p>
				7.1.2 (relevant paragraph to be deleted)	<p>Wear and Tear – agree that small scratches are acceptable –</p>

					<p>However this requirement only applies to exceptional criteria.</p> <p>Vehicle age requirements for first time licence- to remain at three years to ensure we have full vehicle history available.</p>
Nahman Khan 2 of 4 see above	19 <sup>th</sup> May				
Arfaat Jamal 3 of 4 see above	19 <sup>th</sup> May				
Ehtazaz Jamal 4 of 4 see above.	19 <sup>th</sup> May				
F Ghani	20 <sup>th</sup> May	Y			Suggestions 1-3 noted – request regarding electric charging point will be forwarded to the

				7.1.1	<p>Climate Change group.</p> <p>Uber drivers are licensed through TFL.</p> <p>Point 4 – requirement to add SH details to roof light removed – see above.</p> <p>Point 5- Report regarding Taxi Fares in hand. See separate report.</p> <p>Point 6-request re additional local garages for testing Taxis etc. to be considered separately.</p> <p>Point 7 – Increase in age of licensed vehicles already included in Policy.</p>
Peter White	1 <sup>st</sup> June				

Tony Mannan Hart Cars	7 <sup>th</sup> June	Y	Y	7.4.2 ( This will be deleted)	Relates to removal of meters from PH vehicles – in light of a number of representations – the relevant paragraph will be removed.
Ian Lewis HCD 253	17 June	Y			<p>Section 4.7- Comments re Taxi stands noted – there will be a review of taxi stands in due course.</p> <p>Section 4.13- Comments noted – recognise it may be difficult to return property to passenger and access to Police stations becoming difficult.</p> <p>Section 6.1 Vehicle Requirements –</p>

					<p>Paragraph will be amended as shown in Policy.</p> <p>6.10 Noted – see addition to 5.20</p> <p>7.3.3 requirement to remain- for safety reasons.</p> <p>7.4.2 – Already covered – PH vehicles will continue to be able to have meters.</p> <p>7.5- Roof signs – already covered above.</p> <p>7.6 Car payment terminals- Has been amended to allow paper receipts. Requirement applies to both Taxi and PH vehicles.</p>
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					7.15 – Relates to Big Face Badge – see above. 8.15.5 No suggestion you can't do this – i.e. provide 2 vehicles or more for larger groups. The paying public need to be made aware that this could be the case and the option to use PSV vehicles.

Helen Lolley

21<sup>st</sup> June 2021