



Taxi and Private Hire Vehicle Licensing

We are currently experiencing high levels of demand for our vehicle licensing inspection service as vehicle owners seek to licence vehicles for the first time, ahead of a change to licensing requirements for PHVs that come into effect on 1 January 2023.

This Notice sets out the additional measures we have put in place to manage this demand. It also sets out the action you may need to take to get a vehicle licensing inspection appointment.

Vehicle licensing inspection service

The taxi and private hire vehicle licensing service is currently experiencing high levels of demand. As a result, we are aware that taxi and private hire vehicle (PHV) owners are experiencing higher than usual wait times on the telephone booking line. We are sorry for any inconvenience this may have caused.

We have increased the number of staff available to answer telephone enquiries and this has allowed us to answer twice the number of calls normally received.

We did recognise that there was a likelihood of higher demand at this time. In anticipation of this, we had significantly increased our capacity to inspect and licence vehicles. However, the scale of the demand has exceeded this increased capacity.

New licensing requirements

From 1 January 2023, all PHVs that are being licensed for the first time must be zero emission capable (ZEC) and meet Euro 6 emissions standard.

These licensing requirements were subject to a full public consultation and were confirmed in 2015. In recognition of the fact that vehicle technology was still evolving, a stepped approach was taken for the introduction of ZEC licencing requirements for PHVs, so that vehicle owners had sufficient time to ensure compliance.

Renewal of existing taxis and PHV licensees

We are working hard to help existing taxis and PHV owners, that are due for renewal, to obtain a vehicle licensing inspection appointment.

If you own a licensed taxi or PHV with a licence that is due to expire in December 2022, we are contacting you to offer you a vehicle licensing inspection appointment.

We have also set up an alternative dedicated booking line for you to contact us which will only be used for existing vehicle owners with a licence expiry date in December 2022. We are writing to you with these contact details.

If you receive a phone call or an email from us then please respond promptly.

We will endeavour to provide a vehicle licensing inspection appointment at your preferred inspection centre, but this may not always be possible.

Vehicle owners seeking to replace a vehicle

We recognise that some existing vehicle owners may be in the process of changing their vehicles and may require a vehicle licensing inspection appointment. For example, if they are replacing their vehicle with a newer, cleaner vehicle or if the licensed vehicle has been involved in an accident.

The quickest and easiest way to do so is still via the [online booking portal](#) which is available 24 hours a day, seven days a week. Inspection appointments are released 28 days in advance.

Requests to inspect large numbers of vehicles

If you are seeking to licence a large number of vehicles, that are new to licensing, ahead of the changes to PHV licensing requirements that come into effect on 1 January 2023, you will need to telephone 0343 222 5555 to request vehicle licensing inspection appointments. Please be aware that wait times will be longer than usual. We will endeavour to meet your requirements but we cannot guarantee that the requested number of appointments will be available.

When you have a vehicle licensing inspection appointment

Please do all you can to attend your booking. If you are unable to attend, please contact us as soon as possible to make alternative arrangements so that we can offer the appointment to someone else.

Measures to increase vehicle inspection capacity

We have introduced a number of measures to increase capacity and to meet demand.

We have increased the number of vehicle licensing inspection slots by:

- Opening vehicle licensing inspection sites at the weekend
- Utilising TfL staff who are able to undertake vehicle licensing inspections
- Utilising our new inspection site in Rainham for some vehicle licensing inspections.

We are ensuring continuous licensing by:

- Ensuring vehicle licensing inspection slots are available to renew existing vehicle licences
- Contacting existing taxi and PHV licensees with a licence due to expire in December
- Creating a dedicated booking line for existing taxi and private hire vehicle licensees which will be available until the end of 2022 and will seek to ensure continuous licensing by providing vehicle licensing inspection slots. This line will not be used for any other bookings or enquires

Booking your vehicle licensing inspection online

If you need to book a vehicle licensing inspection slot in the future, the quickest and easiest way to do so is still via the [online booking portal](#).

The portal is accessible 24-hours a day, seven days a week. It allows you to book an appointment in the next 28 days and then to amend that booking if you need to.

Vehicle inspection licensing slots are released daily.

If you have other enquires, please email TPHenquiries@nslservices.co.uk

Thank you for your patience at this time.

Graham Robinson

**General Manager
Taxi and Private Hire
Transport for London**

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For previous Notices and additional licensing information, please visit tfl.gov.uk/tph