

## Ad hoc compliance inspections

In cases where a compliance inspection has been carried out and one or more defect/s are identified, you will be issued with an inspection report (VIR).

The defects listed on the VIR **must** be rectified before making a re-test appointment. To make a re-test appointment, you will be required to telephone the SGS admin team on 0208 755 2368 and specify the type of inspection appointment.

Should you fail to have any defects rectified and/or fail to present the taxicab for further inspection, your licence may be suspended or revoked.

## Refund

If you fail an annual licensing inspection, or in the event of your application being abandoned without giving 24 hours notice, you will be entitled to a refund of the grant of licence fee portion only. It must be clearly understood that no refund will be given to that part of the fee relating to the application.

## Congestion charge exemption

Your motor cab will qualify for exemption from the congestion charge from the date the licence is issued. The cab will continue to be exempt providing the licence remains valid. Should the licence be refused, suspended or revoked the cab will **not** be exempt from the congestion charge, other than on those occasions the vehicle is travelling to and from an inspection centre for a licensing inspection.

## Further information

Should you require any further information or clarification about what you can do following an inspection failure, please contact the Taxi Contract Management Team via the details given below.

## Privacy Notice

Transport for London (TfL) its subsidiaries and service providers will use your personal information (including any references to your health, ethnic origin, nationality, or previous criminal convictions), for the purpose of assessing your application, administering the licensing regime, and equal opportunities monitoring. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

Your name, badge/licence number and the status, start/expiry date of your licence may be made available on request or on a register for public inspection. If you have licensed a vehicle, the vehicle registration mark, licence number and expiry date may also be made available in the same way.

Information obtained by the police about taxi/private hire related criminal offences may be disclosed to TfL and used by TfL to refuse, suspend or revoke a taxi or private hire driver, operator or vehicle licence. TfL may inform the police of any decision to refuse, suspend or revoke a licence. In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

Your name and contact details may be disclosed to an external research company to conduct research amongst licensees on TfL's behalf. This research will be related to TfL's responsibilities for licensing, regulation, and integration between taxis/private hire services and other elements of the transport system. Your details will not be used for any marketing or other research activities.

## Inspection Centres

### Tottenham

Unit 1  
Lockwood Ind Park  
Mill Road  
London  
N17 9QP

### Deptford

Unit 2  
Deptford Trading Est  
Blackhorse Road  
London  
SE8 5HY

### Hanworth

Unit 9  
Links Ind Estate  
Popham Close  
Hanworth  
TW13 6JE

## Contact numbers

### SGS Call Centre

**0845 378 2345**

 Taxi Contract Management Team  
**0845 602 7000**

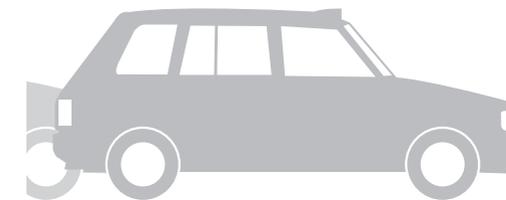
 TPH Facsimile  
**020 3054 3160**

 Taxi Contract Management Team E-mail address  
**TPH.taxicontract@tfl.gov.uk**

 Website  
**www.tfl.gov.uk**

## London Taxi and Private Hire

### Transport for London Taxi Licensing



### Motor Hackney Carriages Taxi Inspections (What to do following an inspection failure)



# 3

## Important information

It is important that you read the following information carefully as it summarises the options open to you when your taxicab fails any one of the following types of inspections:

- Annual licensing inspection; or
- Special inspection.

This leaflet should be read in conjunction with the Vehicle Inspection Report (VIR) issued at the time of the inspection. The vehicle inspector will explain to you the reason/s that led to the inspection failure.

## Options following a failure

Should your vehicle fail one of the inspections listed above, the following options are available to you:

- Informal appeal (second opinion)
- Arrange a re-test
- Personal hearing
- Appeal to Magistrates' Court

Each of these options are explained in greater detail below.

## Informal appeal

Following the inspection failure, you may opt for an informal appeal by requesting the SGS team leader to re-consider the failure decision. Should this route be considered, one of the following outcomes will occur.

- If the SGS team leader accepts your representation, the original decision will be reversed and you will be granted a motor cab licence.
- Should the SGS team leader uphold the original decision, you **must** rectify the defect/s listed on the VIR before making a re-test appointment.

## Making a Re-test appointment

As of April 2010, a fee of £50 may be required in respect of a re-test following the failure of a licensing inspection. You must telephone the SGS call centre to make a re-test appointment within 28 days from the date of the inspection. The 28 days can be extended if you need to get specific repairs carried out. If, after you have confirmed a re-test appointment it is no longer convenient for you, or you are unable to attend the inspection, or you wish to change the inspection centre, you must contact the call centre again to re-arrange the re-test appointment.

**Note:** Should the taxicab be presented for the re-test with a serious defect which renders it unroadworthy and/or if there are other regulatory infringements, the taxicab will fail the re-test even though the original defect had been rectified.

## Personal hearing (formal appeal)

Following a licensing inspection failure, you have the right to a 'personal hearing' if you are dissatisfied with the inspection decision. You must submit your request in writing to the TPH within 28 days of the failure notice (VIR) being issued.

Your personal hearing will be heard by an independent representative appointed by Transport for London (TfL).

The representative will, upon considering your case submit their recommendation(s) to the Licensing Authority.

If the Licensing Authority upholds your appeal, the original decision will be reversed and the taxicab licence will be granted.

Should your appeal be declined, the original decision will remain. Upon receipt of the refusal notice, you will still have the right to appeal to a Magistrates' Court.

## Magistrate's court

You are entitled to appeal to a Magistrates' Court if the Licensing Authority refuses to issue a licence or suspend or revoke your licence. If you intend to appeal to the Magistrate's Court, you must apply in writing to City of London Magistrates' Court within 28 days of receipt of the VIR notice having been issued.

You should enclose the notice and any relevant correspondence including the postal dated envelope and address it to:

City of London Magistrates' Court  
1 Queen Victoria Street  
London  
EC4N 4XY

You can also contact City of London Magistrates' Court by telephone on: 020 7332 1830 or 1838. You should also bear in mind that your appeal may not be heard for several weeks.

**NB:** You must be aware that the decision of the Courts is final. If the Courts uphold your appeal, the MHC licence will be granted and will take effect as instructed by the Courts.

If the Courts reject your appeal, you will be required to make a new application if you wish to have your taxicab licensed.

## Failing a special inspection

A special inspection may be required for any one of the following reasons:

- traffic accident
- compliance (on-street unfit vehicle inspection)
- passenger complaint; and
- replacement licence and/or plate:
  - accident damage
  - VRM change
  - Epsom & Ewell dual licence
  - lost/stolen plate
  - modifications or approvals

In the event your taxicab fails a special inspection, the particular reason for the inspection and the reasons for failure will determine what further action might be taken.

If the taxicab fails a special inspection, **it will not be fit for public use**, and you will be required to contact the SGS admin team on 0208 755 2368.

## Re-test inspection (Special Inspection)

During the inspection, the defects listed on the VIR will be examined. It must be noted that the examination may extend beyond the items specified if safety related defects are clearly visible or if there are regulatory infringements identified such as; expired road fund licence, expired insurance certificate etc.

In the event that the defects or the regulatory infringement causes the taxicab to be deemed unfit for public hire, you will be required to contact the Taxi Contract Management Team.