



Licensing Department

Private Hire & Hackney Carriage Vehicles Renewal Applications

Application Guidance Document

Version 1

April 2018

Note: Version 1 of the guidance notes - screen shots are taken from a testing platform and as such content may vary slightly when the site is live.

Introduction

Thank you for your interest in applying to renew either a New Private Hire or Hackney Carriage Vehicle Licence with Reigate & Banstead Borough Council. This guide is intended to help you with completing your application. In this document we present a step by step guide with screen shots of the whole online application process.

In some of the steps we have put our own example text in as a guide on how best to enter the information, please enter your own details into the form. Input fields marked with a **red asterisk (*)** cannot be left blank.

Step 1: Enter your vehicle reference number

As you are attempting to renew a vehicle that is currently licenced you **MUST** enter your unique online vehicle booking code NOT your driver badge number as the reference number below. This code will have been emailed to you. If you can not find your code or your code doesn't seem to work then contact the licensing team and we can reissue the correct code for you.

e.g J7SO4IMV5A670

Reference Number *

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When entered your reference number as explained above, click on the 'Next' button.

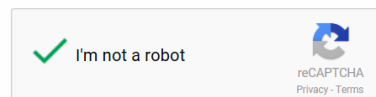
Step 2: Enter the car registration details

Please enter **your own** registration number in the text field below. You will need to select the 'I am not a robot' captcha box then click the 'Find your vehicle button'. Once you have done this you will need to wait a minute or so for the vehicle details to be sourced from the DVLA. Once your details have popped up, please check to ensure they are correct and then click 'Next' to proceed to **Step 3**

Registration Search

This step provides a registration search. By entering the registration number the vehicle details are retrieved from the DVLA. These details are then used within the form.

Registration number *

This will be used to find existing vehicle details held by the DVLA.

Find your vehicle

The following details were found for this registration number

Make: FIAT
Model: GRANDE PUNTO ACTIVE 77
Colour: GREY
First registered: 18/06/2009

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Step 3: Type of Application you are making

Please select the option that best describes your application status and then click 'Next'.

Applicant Status

** Indicates a mandatory field*

Under what capacity are you applying for this licence? *

- Individual Applicant (Usually Owner / Drivers)
- Joint Applicant (Where more than 1 person is involved)
- Limited Company (Usually Fleet Cars)

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Step 4: Applicant details

Please enter **your own** details into the form as shown below. Our example is for an individual applicant.

When you have fully completed the form click 'Next' to move to **Step 4**.

Individual Applicant Details

** Indicates a mandatory field*

Title *

Mr

Please use Capital Letters for the start of your First Name and Surname

First name *

Taxi

Surname *

Driver

Street Address *

Castlefield Road

Town/City *

Reigate

Postcode *

RH2 0SH

Please enter your post code using the same format (capitals and spaces) as shown here.

Contact number *

01737276000

Email *

Licensing@reigate-banstead.gov.uk

Please check you have entered your email address correctly as this will be used as the main means of correspondence between yourself and the Council.

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Step 4: Alternative Correspondence Address?

If you **do** require to provide alternative correspondence postal address details then please select 'Yes' and click 'Next'. If you **do not**, then select 'No' and click 'Next' to proceed.

Correspondence Address

** Indicates a mandatory field*

Do you have an alternative correspondence address you would like us to use? *

Yes No

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Step 5: Alternative Correspondence Address Details

If you selected 'Yes' in **Step 4** then please fill in your alternative postal correspondence address details in the text field below. If you selected 'No' move to **Step 6**.

Alternative Correspondence Address

** Indicates a mandatory field*

Street Address *

Town/City *

Postcode *

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When completed click 'Next'. We will then use this address as the main form of postal communication.

Step 6: Previous Application Made

If you have made a previous application to Licence a vehicle with Reigate & Banstead Borough Council or to another Local Authority select 'Yes' and click 'Next' then follow the information presented below. If you **have not** made a previous application then select 'No' and click 'Next' to move to **Step 7**.

Previous Application Made

**Indicates a mandatory field*

Have you previously applied for a Hackney Carriage or Private Hire Vehicle Licence for this or any other area? *

Yes No

Step 7: Previous Licence History

If you selected 'Yes' in **Step 6** then please fill in your previous licence history in the text field below. (if the page looks different to the below just use this as a reference guide). If you selected 'No' move to **Step 8**.

Previous Licence History

**Indicates a mandatory field*

As you have answered yes, please indicate whether previous application was granted or refused. *

Granted
 Refused

Licensing Authority *

Not Known

Previous Application Decision Date *

DD/MM/YYYY

Step 8: Vehicle Details

The details you entered at the start of your application will have populated through to this page. You will need to add some further details where text fields are not populated, e.g Number of Doors, Engine Size, Seating Capacity and Wheel Chair Accessible Status of the Vehicle.

Details of Vehicle

** Indicates a mandatory field*

Please set out below details of the vehicle you wish to licence.

Registration Number *

Make of Vehicle *

Model *

Colour *

Date of First Registration *

Number of Doors *

Engine Size *

Seating Capacity (excluding driver) *

Wheelchair Accessible *

Yes No

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When you have entered the information click 'Next' to continue.

Step 9: Registered Keeper Information

Enter the registered keeper for the vehicle you are applying to Licence in the text fields below. When you have entered the required information click 'Next'.

Registered Keeper Details

** Indicates a mandatory field*

Please state the full name and address for the registered keeper of the vehicle as shown on the DVLA V5C document.

Title *

First name *

Surname *

Street Address *

Town/City *

Postcode *

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Step 10: Operator Details

On this screen you need to select the Operator you will be driving for or intend to drive for from the drop down list. As this is a mandatory field you must select the relevant operator. Should you change operator when you are licenced please let Licensing know as we need to record any changes on your driver file.

Operator Details

** Indicates a mandatory field*

Please select the name of the person, proprietor, company or firm for whom you will drive. *

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When you have selected your Operator you will be or intend on driving for click 'Next'.

Step 11: Application Fees

If you wish to view the fee for your application or other Taxi Licensing related fees this can be done by clicking the blue 'Taxi Licensing' link.

Application Fees

View the full list of application fees for [Taxi Licensing](#) or click Next to continue.

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Step 12: Fee

You will then be shown the correct fee for your application. The amount below is used as an example only.

Fee amount

£	263.00
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Click 'Next' to progress to **Step 13**, shown over the page.

Step 13: Summary


You will then be shown the summary of you application so far and can preview your application form by clicking the blue 'Preview' link. Click 'Continue' to advance to the next step.

Your unique reference
DSFX1520703565159
Your vehicle

Make: FIAT
Model: GRANDE PUNTO ACTIVE 77
Colour: GREY
First registered: 18/06/2009
Your Private Hire Vehicle New PDF
Preview
Fee
Fee amount: £263.00
Previous Continue

Step 14: Submission page

You will then be shown the submission summary of you application that will be provided to Reigate & Banstead Borough Council. this is not the end of your application as it is not fully made until payment has been successfully made in the following Steps.

Your request has been submitted successfully.

Your unique reference
DSFX1520703565159
Your vehicle

Make: FIAT
Model: GRANDE PUNTO ACTIVE 77
Colour: GREY
First registered: 18/06/2009
Your Private Hire Vehicle New PDF
Preview
Fee
Fee amount: £263.00

Finish

Click 'Finish' to advance to our payment site.

Step 15: Payment

You will then be taken to the Council's external payment screen, enter **All** your card and card account details correctly. Once you are sure the details are correct click the 'Submit' button.

Make a Payment

Please note - information on this page will time-out after 15 minutes of inactivity
* =Mandatory Field

Payment Amount: £254.00

Card Details

Enter card number without spaces
0000000000000000

Expiry date (month, year)
01 2018

Issue Number (Switch/Maestro Cards only)
[]

Security Code
000

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p

Card Account Details

Enter cardholder name and address details:
Name appearing on card *
T Driver

Select address from list, and click 'Select' button. Or enter details manually below.
[] Select

House number/name *
Townhall

Street *
Castlefield road

Area
[]

Town *
Reigate

County
[]

Postcode *
RH2 0SH

Submit Cancel Payment Back to Top

Enter the address the card is registered to. If no address auto populates if you click 'Select' then you will need to enter your details manually.

Click 'Submit' when you have fully filled in this form and happy to proceed.

You will now be shown a summary of your payment, check again that it is all correct and once you are happy click 'Confirm' at the bottom of the page. If you don't click confirm then your application will not be valid, we won't receive payment or your application this is very important.

Payment Confirmation

Please note - information on this page will time-out after 15 minutes of inactivity

Payment Amount: £254.00

Payment Details			
Card Number: *****0437		Card type: Visa	
Account Type	Amount (£)	Charge (£)	Address
Pest Control	254.00	0.00	
Payment Amount	254.00		

Confirmation

After pressing Confirm, you will be re-posted to a holding page while your request is processed. When your request is completed you will be redirected to the next step in the payment process.

Please confirm the payment for the items listed above.

[Back To Payment Details](#) [Confirm](#) [Cancel](#) [Back to Top](#)

You MUST click the 'Confirm' button to complete payment and continue your application.

Step 16: Submission summary

Once you have clicked on the 'Confirm' button, you are now shown the submission summary page similar to the below but relevant to your application. This confirms that you have successfully made your payment and you will receive confirmation by email for your payment in the near future.

Your request has been submitted successfully.

Your unique reference

DSFX1520682779703

Your Private Hire Driver New PDF

[Preview](#)

Fee

Fee amount: £254.00

Payment reference: FIRM00000109

[Finish](#)

Now you must click 'Finish' to complete your application. By click this button it will submit your application to Reigate & Banstead Borough Council. Your application will not be submitted if you fail to click 'Finish'.

Step 17: Application Confirmation

After you have clicked on the 'Finish' button, you will receive an email confirmation that your submission has been sent to the council, with a copy of your application in PDF format (please retain a copy for your records).

To progress you application further and book your vehicle in for the relevant inspection at our Earlswood Depot Site please see further information [here](#).

Thanks for your application to renew either a Private Hire or Hackney Carriage Vehicle Licence with Reigate & Banstead Borough Council.

Document End