

# Licensing Department Operator Licence New 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.

Reigate & Banstead BOROUGH COUNCIL Banstead I Horley | Redhill | Reigate

#### Introduction

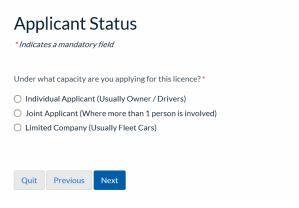
Thank you for your interest in applying for a new Operator Licence with Reigate & Banstead Borough Council. This guide is intended to assist you with completing your application. In this document we present a step by step guide with screen shots of the whole online application process.

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: Applicant Details**

Please select the correct option that best sums up your application from the options below. For the **purpose of this guide we have selected 'Individual Applicant'**. If you are applying for a Joint Application or Limited Company some of the screens will be different, but you can use our examples to help with your specific application still.

When you have made your selection click 'Next'.



Further information is overleaf.

# Step 2: Individual Applicant Details e.g

Please enter **your own** details into the form as shown below.

Individual Applicant Details "Indicates a mandatory field	
Title*	
Mr	
First name*	
Тахі	
Surname*	
Driver	
Street Address *	
Castlefield Road	
	Please check you have entered your email
Town/City*	address correctly as this will be used as the
Reigate	main means of correspondence between
Postcode *	yourself and the Council.
RH2 0SH	
Contact number *	
01737276000	
Email*	
Licensing@reigate-banstead.gov.uk	
Have you been known under any other previous names?*	
○ Yes ○ No	
Quit Previous Next	

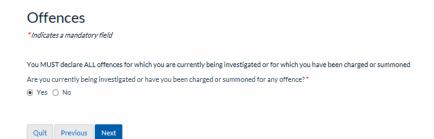
**<u>If</u>** you have been known under any other name(s) please select 'Yes' at the bottom of the form and then click 'Next' and enter your previous details.

If not then select 'No' and click 'Next' and move to Step 3.

Other or Previous Name Indicates a mandatory field	
Title*	
Mr	Y
First Name *	
Hackney	
Surname*	
Carriage	
Quit Previous Next	

#### **Step 3: Offences**

If you <u>do</u> have any offences, currently being investigated or for which you have been historically charged or summoned select 'Yes' and follow the steps below. If you <u>do not</u>, then select 'No' and click 'Next' and move to **Step 4**.



The screen below will be seen if you selected 'Yes'. Please enter the details of any and all offences in the text field below.

Offence Details "Indicates a mandatory field
You MUST declare ALL offences for which you are currently being investigated or for which you have been charged or summoned
Please provide more information below on offences that are currently under investigation (you will be prompted to enter Previous Convictions at the next stage)
Quit Previous Next

When you have entered all the required details click 'Next' and move to Step 4.

#### **Step 4: Previous convictions**

If you <u>do</u> have any previous convictions select 'Yes' and follow the information below. If you <u>do not</u> have any previous offences select 'No' and move to **Step 5**.



Enter the details of your previous conviction in the text fields below. If you are unsure of the exact date you can provide an approximate date, see overleaf.

Conviction Details (1) Indicates a mandatory field	
You MUST declare ALL previous convictions: Criminal and non-criminal, cautions, whether spent or unspent, no matter how long ago they occurred and no matter whether they have been d	eclared on a previous application.
Offence*	
Date of Conviction*	
DD/MM/YYYY	
Court*	
Result*	
Enter another "Conviction Details"     Tick the above checkbox to enter another set of this data.	
Quit Previous Next	

If you <u>do</u> have another previous conviction please select the box at the bottom of the page called 'Enter another Conviction Detail' and do the same as above. If you <u>do not</u> have another previous conviction move to **Step 5**.

#### **Step 5: Correspondence Details**

If you have an alternative address for correspondence please select 'Yes' and click 'Next' and see below. If your correspondence address is the same as what you entered at the beginning select 'No' and click 'Next' and move to **Step 6.** 



If you have selected 'Yes' above please fill in the information below, when completed click 'Next'.

#### Alternative Correspondence Address

\* Indicates a mandatory field

Street Address*	
Town/City *	
Postcode *	
Quit Previous Next	

# **Step 6: Previous Applications**

If you have made a previous application to become an operator with Reigate & Banstead Borough Council or to another Local Authority select 'Yes' and click 'Next' then follow the steps below. If you <u>have not</u> made a previous application then select 'No' and move to **Step 7**.



If you have selected 'Yes' above please fill in the information below, when completed click 'Next'.

Previous Licence History
* Indicates a mandatory field
As you have answered yes, please indicate whether previous application was granted or refused.*
O Granted
○ Refused
Licensing Authority *
Not Known
Devices A silved a Device Device
Previous Application Decision Date *
DD/MM/YYYY
Quit Previous Next

#### **Step 7: Operator Details**

Please enter your own details into the form as shown below, when completed click 'Next'.

Operator Details	
* Indicates a mandatory field	
Trading Name of Business *	
Company Registration Number	
Address of Operator's Office *	
Town/City *	

Postcode *	
Operator Telephone Number *	
Operator Email *	
Operator Website	
Quit Previous Next	

#### **Step 8: Planning Permission**

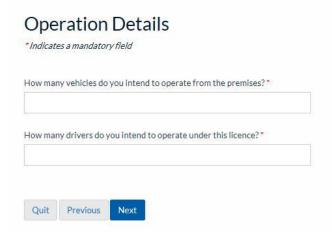
Please enter details of any planning permissions that are required to enable you to operator from your premises as an operator business. If you have spoken to planning officer or business rates officer you can include their information here and details of what they have said.

Planning Permission	
moleaces a mandacory new	
Please give details of any Planning Permission obtain then please give full details below: *	d (including reference number and date granted) that permits you to operate the proposed business from the address you have provided. If Planning Permission is not necessary for you to operate from the premises or if you have yet to apply for Planning Permis
Quit Previous Next	

When you have entered any details, if applicable click 'Next' to progress to Step 9.

#### Step 9: Details of Vehicles and Drivers you intend to operate

Please enter details of the number of vehicles and drivers you intend to operate as per the requirements of the boxes below. When completed click 'Next'.



#### **Step 10: Declaration**

Carefully read <u>ALL</u> the information on this page and when you have understood and you agree to them you will need to enter your name (the same as you entered at the start of the application) select the date you are making the declaration and select the 'Declaration Made' button' then click 'Next'.

Declaration
* Indicates a mandatory field
I confirm that all the information provided by me in this application to Reigate & Banstead Borough Council for the purposes of obtaining the Licence to which I am applying for is true, accurate and complete and I further confirm that if I have wilfully made any false declaration or omission in this application it could lead to prosecution.
Name *
Date *
DD/MM/YYYY
Declaration Made *
Quit Previous Next

#### **Step 11: Upload Files**

As part of your application you will need to supply a number of supporting documents to us. Click on this <u>Document Guidance web link</u> for further important information on what these documents are and how you can supply them to us.

As part of your application you will need to supply a number of documents are and how to supply them.	supporting documents. You MUST click on the 'Document Guidance' web link below for further important information on what these
Documents Guidance	
Browse	
A Maximum file size: 7200 KB per file / 7200 KB total	
Supported file types	
Previous	

When you have read and understood the document guidance information and you want to upload some documents you can click on the browse button and navigate to where your document is saved and click the 'upload' button and your document will be uploaded. Documents uploaded will then show on the right hand side of the page. You can add multiple documents. Please note there is a file size limit of 7200KB. When you have finished click 'Next'.

## **Step 12: 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.



By clicking 'Next' you will progress to the fee page where it will show you the fee you need to pay for your application. Please ensure you have a credit or debit card available and the card holders permission to use the card before proceeding.

#### Step 13: Fee

You will then be shown the correct fee for your application. The fee will vary depending on application type and number of vehicles you intend on licensing.

Fee a	mount		
£	£ 202.00		
Pre	vious	Next	

Click 'Next' to progress to Step 14.

#### Step 14: 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.

Your unique reference			
DSFX1521731827313			
Your Private Hire Operator New PDF			
C Preview			
Fee			
Fee amount: £202.00			
Previous Continue			

Click 'Continue' to advance to our payment site.

#### **Step 15: Payment**

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

#### Make a Payment

Payment Amount: £254.00

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

Card Details Enter card number without spaces Expiry date (month, year) Issue Number (Switch/Maestro Cards only) Security Code 000 Back to Top р 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 \* Enter the address the card is registered Townhall to. If no address auto populates if you Street \* click 'Select' then you will need to enter Castlefield road your details manually. Area Town \* Reigate Click 'Submit' when you have fully filled County in this form and happy to proceed. Postcode RH2 0SH Submit Cancel Payment Back to Top

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			Car	d type: Visa
Account Type Pest Control Payment Amount	Amount (5) 254.00 254.00	Charge (£) 0.00	Address	
Confirmation After pressing Confirm, you will be re-posted to a holdin When your request is completed you will be redirected t	g page while your request is processed. to the next step in the payment process.	You MUST click f		button to complete oplication.
Please confirm the payment for the nemes in the acove. Back To Payment Details Confirm Cancel	Back to Top			

#### **Step 16: Submission summary**

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

Your unique referer	nce		
DSFX15212068252	223		
Your Private Hire O	perator		
2 Preview			
ee			
ee amount:			
Payment reference:	FIRM00000149		

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 please see further information here.

Thank you for your application to become an operator Licence with Reigate & Banstead Borough Council.

Please see our website for more details: http://www.reigate-banstead.gov.uk/info/20119/taxi\_and\_private\_hire\_licensing

**Document End**