



# Licensing Department

## Operator Licence

## 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 screen shots and content may vary slightly when the site is live.

## Introduction


Thank you for your interest in renewing your 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: Licensing Details for Renewal

Please enter your unique alphanumeric renewal code- this would have been emailed to you before the expiry of your licence. If you haven't received a code or misplaced it please contact the licensing department and we can reissue the code for you. The code will look similar to the example below:

Operator Reference Number you are seeking to renew in the text field below, then click 'Next'.

Reference Number \*   e.g NJT0LWMMV0K890

## Step 2: 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'.

### 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)

## Step 3: Individual Applicant Details e.g

Some applicant details will be drawn from our system and auto populate some text fields. Please check these details are current and correct. If something isn't correct you can amend in the text field. Please add and further information as required if a text field is blank.

### Individual Applicant Details

*\*Indicates a mandatory field*

Title \*  
Mr

First name \*  
Taxi

Surname \*  
Driver

Street Address \*  
Castlefield Road

Town/City \*  
Reigate

Postcode \*  
RH2 0SH

Contact number \*  
01737276000

Email \*  
Licensing@reigate-ban...u.gov.uk

Have you been known under any other previous names? \*  
 Yes  No

Quit Previous Next

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.

**If** 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 4**.

### Other or Previous Name

*\*Indicates a mandatory field*

Title \*  
Mr

First Name \*  
Hackney

Surname \*  
Carriage

Quit Previous Next

## Step 4: Offences

If you **do** 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 **do not**, then select 'No' and click 'Next' and move to **Step 5**.

### Offences

*\*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

Are you currently being investigated or have you been charged or summoned for any offence?\*

Yes  No

[Quit](#) [Previous](#) [Next](#)

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 5**.

## Step 5: Previous convictions

If you **do** have any previous convictions select 'Yes' and follow the information below. If you **do not** have any previous offences select 'No' and move to **Step 6**.

### Previous Convictions

*\*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 declared on a previous application.

Do you have any previous convictions?\*

Yes  No

[Quit](#) [Previous](#) [Next](#)

Enter the details of your previous conviction in 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 declared 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.

If you **do** 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 **do not** have another previous conviction move to **Step 6**.

## Step 6: 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 7**.

### Correspondence Address

*\* Indicates a mandatory field*

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

Yes  No

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 \*

## Step 7: 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 **have not** made a previous application then select 'No' and move to **Step 8**.

### Previous Application Made

*\* Indicates a mandatory field*

Have you previously applied for a Private Hire Operators Licence for this or any other area? \*

Yes  No

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. \*

Granted  
 Refused

Licensing Authority \*

Previous Application Decision Date \*

## Step 8: 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 9: Planning Permission

Please enter details of any planning permissions that are required to enable you to operate 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

*\* Indicates a mandatory field*

Please give details of any Planning Permission obtained (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 Permission, then please give full details below: \*

Quit

Previous

Next

When you have entered any details, if applicable click 'Next' to progress to **Step 10**.

## Step 10: 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'.

### Operation Details

*\* Indicates a mandatory field*

How many vehicles do you intend to operate from the premises? \*

How many drivers do you intend to operate under this licence? \*

Quit

Previous

Next

## Step 11: Declaration

Carefully read **ALL** 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 \*

Declaration Made \*

[Quit](#) [Previous](#) [Next](#)

## Step 12: Upload Files

As part of your application you will need to supply a number of supporting documents to us. Click on this [Document Guidance web link](#) 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 supporting documents. You **MUST** click on the 'Document Guidance' web link below for further important information on what these documents are and how to supply them.

[Documents Guidance](#)

⚠ Maximum file size: 7200 KB per file / 7200 KB total

📄 Supported file types

[Previous](#) [Next](#)

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 13: 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.

[Quit](#) [Previous](#) [Next](#)

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 14: 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 amount

£ 202.00

[Previous](#) [Next](#)

Click 'Next' to progress to **Step 15**.

## Step 15: 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
<a href="#">Preview</a>
Fee
Fee amount: £202.00
<a href="#">Previous</a> <a href="#">Continue</a>

Click 'Continue' to advance to our payment site.

## Step 16: 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

Expiry date (month, year)

Issue Number (Switch/Maestro Cards only)

Security Code

[Back to Top](#)

**Card Account Details**

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

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

House number/name \*

Street \*

Area

Town \*

County

Postcode \*

[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 17: 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 request has been submitted successfully.


Your unique reference
DSFX1521206825223

Your Private Hire Operator <input type="text"/>
<a href="#">Preview</a>

Fee
Fee amount:
Payment reference: FIRM00000149

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 18: 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 renew your 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](http://www.reigate-banstead.gov.uk/info/20119/taxi_and_private_hire_licensing)

**Document End**