

Southampton Hackney Carriage & Private Hire Trade

17 August 2020

So my team can process all of the applications we receive and remain Covid 19 compliant it is essential licence holders do their bit to assist as well and there are some very simple things applicants can do in this regard. These measures are being done to ensure we can get everyone their licence before their old one expires.

- **All applications have to be submitted via email.** My team will no longer print out forms. They are all accessible online and can be completed online and emailed to the office for staff to process.
- **Any incomplete applications will be rejected,** and full documents will need to be resubmitted when they are all available.
- **Must attend on the appointed date.** Once the application is processed applicants will be given a date to attend the Civic to collect the licence/badge/plate. It is essential applicants attend on the dates given, if they know in advance they are unable to attend because of a prior engagement then contact the office for an alternative date. My team is only capable of dealing with so many of these each day, if applicants continue to ignore appointments or turn up any time, they run the risk of not having their licence given to them before the old one expires as we will always prioritise those attending their correct appointment date. Applicants who turn up late without making another appointment run the risk of being turned away and not being licensed before their licence expires.

Your support in following these simple instructions is appreciated and will help to ensure you and other applicants receive your licences in time.

Phil Bates

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