**F.A.Q.s**

Q. How do I apply for an initial Combined Hackney Carriage & Private Hire driver’s licence?

A. Information can be found on the Taxi Licensing web site at [Combined Hackney Carriage and Private Hire Driver's licence - Nottingham City Council](https://www.nottinghamcity.gov.uk/information-for-business/business-information-and-support/business-and-trading-licences-and-permits/taxi-licensing/apply-for-a-taxi-licence/combined-hackney-carriage-and-private-hire-licence/)

Q. How do I pay for my licence application?

A. Once your application form has been received, a member of staff will ring you to take a card payment over the phone.

Q. Why hasn’t my Combined driver’s licence been issued for a full three years?

A. This could be due to the expiry of your medical or right to work status. Applicants with a short term DVLA driving licence will receive a licence to drive a licensed vehicle valid until the expiry date of their driving licence.

Q. How do I renew my existing licence?

A. All renewal application forms are available from the Taxi Licensing web site at [Combined Hackney Carriage and Private Hire Driver's licence - Nottingham City Council](https://www.nottinghamcity.gov.uk/information-for-business/business-information-and-support/business-and-trading-licences-and-permits/taxi-licensing/apply-for-a-taxi-licence/combined-hackney-carriage-and-private-hire-licence/) When you have completed the application form, please email it to [taxi.licensing@nottinghamcity.gov.uk](mailto:taxi.licensing@nottinghamcity.gov.uk) together with copies of all required documents.

Q. I’m renewing my Combined driver’s licence, do I need to re-do my medical and DBS?

A. Applicants that require a medical/DBS will be advised of this in their renewal letter/e-mail.

We aim to notify renewals at least one calendar month before the expiry.

However, please note we are not obliged to do this. It is the licence holder’s responsibility to ensure a renewal application is submitted before the expiry of their current licence.

Your medical certificate expiry date is on the reverse of your driver’s badge.

DBS checks are carried out every 6 months. If you have not signed up to the DBS online service, you will be required to submit an enhanced DBS application form for each check.

Q. What should I do if I have applied for a licence/if I am currently licensed and receive a fixed penalty notice, caution, conviction, reprimand or warning?

A. You must notify Taxi Licensing within 7 days in writing by emailing [taxi.licensing@nottinghamcity.gov.uk](mailto:taxi.licensing@nottinghamcity.gov.uk)

Q. How old can a vehicle be to be first licensed as a Hackney Carriage or a Private Hire Vehicle?

A. All applications for replacement Hackney Carriage vehicles will be ordinarily REFUSED unless the vehicle to be licenced is newer than the existing vehicle and is no more than TEN (10) years of age from the date of first DVLA registration

Only Private Hire vehicles TEN (10) years of age and under from the date of first DVLA registration will be considered for first licensing or as a replacement vehicle.

Q. Can you plate an insurance category C/D or S/N vehicle?

A. Your vehicle will be subject to a HPI check. If the vehicle is reported as having a condition alert (accident damage) then a licence will not be granted until such time as the vehicle has been inspected by Autolign and a certificate of confirmation of works undertaken is produced which will allow the condition alert to be removed.

Q. Can I have a car with tinted windows?

A. Only manufactured/factory fitted privacy glass is permitted. Aftermarket tints are not permitted and must be removed before licensing.

Q. Can my Private Hire Vehicle be exempt from displaying plates?

A. Yes if you intend only to carry out executive/contract work. Email [taxi.licensing@nottinghamcity.gov.uk](mailto:taxi.licensing@nottinghamcity.gov.uk) to request an application form.

Q. My Vehicle is licenced as a Private Hire Vehicle elsewhere can I licence it with Nottingham City Council?

A. Nottingham City Council does not permit dual-licensing of vehicles.

This means you are required to either surrender the Private Hire licenses:

* with the other authorities
* with Nottingham City Council.

Q. Can someone else drive my licensed vehicle for private use?

A. Only if they hold a Combined driver’s licence with Nottingham City Council and have the appropriate insurance. If you are unsure, please email us.

Q. Can a vehicle be plated without the log book?

A. A log book or new keepers slip is required to apply for a Hackney Carriage/ Private Hire Vehicle Licence.  A replacement log book can be obtained from the DVLA by completing a V62 form. If the vehicle is brand new, we can accept a vehicle invoice.

We do now accept the V5 on demand scheme for fleet services.

Q. I've changed address How can I report this?

A. Please email your new address to [taxi.licensing@nottinghamcity.gov.uk](mailto:taxi.licensing@nottinghamcity.gov.uk) and include your badge, plate and telephone numbers.

Q. My Hackney Carriage/Private Hire plate has been lost/stolen what do I do?

A. A replacement can be obtained from Eastcroft Depot.

Q. Can I put a private registration number on my licensed vehicle?

A. In order to have your licensed vehicle registration amended to your private DVLA registration you are required to provide the following documents by emailing [taxi.licensing@nottinghamcity.gov.uk](mailto:taxi.licensing@nottinghamcity.gov.uk) the V778 Retention Document, V750 Certificate of Entitlement with the online reference number or V5 document and Insurance Certificate showing the new registration has been transferred.

You will be contacted for payment by phone. Updated plates can be collected from Eastcroft Depot.

Q. How do I report an accident?

A. Email [taxi.licensing@nottinghamcity.gov.uk](mailto:taxi.licensing@nottinghamcity.gov.uk) and you will be sent an accident report form to complete.

Q. How do I apply for an operator licence?

A. Please email [taxi.licensing@nottinghamcity.gov.uk](mailto:taxi.licensing@nottinghamcity.gov.uk) and you will be sent a pre application form. Email the completed form back to Taxi Licensing and once the Licensing Manager has given approval, an initial application form will be sent to you.