

## Frequently Asked Questions – Vehicles



### **Q. How do I make an application to licence a new vehicle?**

Please see the document [Vehicle Application Process](#) which will take you through the steps to licence a vehicle.

### **Q. When is the test for my vehicle?**

All of the test dates for the vehicle are printed on the reverse of the licence, an additional separate sheet is provided with test dates on too. If you have misplaced your licence then you can purchase a replacement at the link below. This will reprint any test dates for the vehicle.

[www.aylesburyvaledc.gov.uk/taxiupdate](http://www.aylesburyvaledc.gov.uk/taxiupdate)

### **Q. I want to buy a vehicle how old can it be?**

The vehicle may be no older than 6 years. Please do not call us to ask how old your vehicle is. Check the log book and calculate the age. If it is over 6 years then it will, in all likelihood not be licensed. There is a discretion for renewing vehicle licences but not on new vehicle applications. **Registration date and manufacturer date** - Please remember that when determining age, it is the earliest of either of these dates if they are different.

### **Q. How much does it cost?**

The full price list can be found at the website below and has also been attached onto this document:

[www.aylesburyvaledc.gov.uk/taxi-licensing-fees](http://www.aylesburyvaledc.gov.uk/taxi-licensing-fees)

### **Q. My plate/badge/door-sign needs replacing or I need a reprint of my licence?**

Replacement parts can be ordered by clicking this link:

[www.aylesburyvaledc.gov.uk/taxiupdate](http://www.aylesburyvaledc.gov.uk/taxiupdate)

When door signs were introduced, the fees were not increased. Each vehicle is issued with a free set when first licenced. Any replacements must be paid for at a cost of £16 each.

### **Q. My badge / plate was stolen what do I need to do to get a new one?**

You must report this to the police on 101. If you provide us with a crime reference number or UPRN. You will be required to order a replacement. Once this is received we shall endeavour to get the new item printed within 48 hours. Replacement items can be ordered from the website below:

[www.aylesburyvaledc.gov.uk/taxiupdate](http://www.aylesburyvaledc.gov.uk/taxiupdate)

**Q. I missed my taxi test and need to re-book, what do I do?**

If a taxi test has been missed and we were not notified at least 24 hours before, then the test needs to be rebooked. Please call into the taxi licensing team rebook. There will be a missed appointment and admin fee of £75.00 to be paid before the vehicle may be re-booked.

**Q. When will my plate/badge be ready?**

A vehicle plate will be issued within 2 working days following complete and full application, mechanical inspection and receipt of all required documents.

You will be telephoned on the number you provided on your application to let you know that your licence is ready. If we are unable to contact you we may email you. Please **don't** call us as this just delays the process.

**Q. The vehicle will reach 10 years of age during the course of the next licence, will we licence it for the full year or only partially.**

As long as the vehicle is under ten years of age at time of application, the vehicle will be provided a full years licence including a test at 6 months, however no end of year MOT will be booked as the vehicle will have reached its upper age (there are exceptions see the next question)

**Q. My vehicle is now over 10 years of age, will it get a licence if I apply?**

We cannot pre-determine an application. The application must still be made and there is a section on the application form where the applicant **must** detail why we should depart from the policy and licence the vehicle. The vehicle may be granted a licence if the officer deems that we have sufficient reason to depart from policy and grant an exemption. Specific examples of this could be where the vehicle is a mini-bus fitted with a wheelchair lift or a high class executive vehicle. Hackney Carriage vehicles may also be extended beyond 10 years as these are purpose built specific vehicles designed for the rigours of taxi work. However in all cases the consideration of the licence may be dependant upon a successful visual check by a licensing officer.

**Q. I have been involved in an accident – what should I do regarding my vehicle?**

If you are replacing your vehicle with a temporary courtesy car provided by the insurance company (usually referred to as the 'insurance car') The insurance company will need to register for a MyAccount and apply for an 'Insurance Transfer' application. You **MUST** surrender the plates of the car that is coming off the road to the council office. (These will be handed back once the car is returned to the road)

The 'Insurance car' will then be plated using the remaining term on the licence of the old car temporarily while your car is being fixed. If your licence is due to expire during this period

you MUST renew the licence as you usually would using the details of the 'Insurance car'. We can switch this back over once your car returns to the road. If your vehicle is written off please let us know as soon as possible so that we may update our records and issue any refund necessary.

**Q. I have been using a hire car and now need to put my old car back on the road?**

Once your car is ready to be returned to the road, your car will need to attend an inspection at our garage to make sure it is fit for the road. Please allow for this when planning the return of the hire care as we may not be able to accommodate a test at short notice and you may find yourself with no licenced vehicle to drive. Once the insurance car is ready to be returned to the company please be sure to remove the plate and window card. These must be returned to us. The old plates will be returned to you subject to a satisfactory inspection at our garage and the licence for your repaired vehicle will be re-instated

**Q. I wish to sell the vehicle and licence to another taxi driver**

The applicant will need to complete a variation via MyAccount online. The new owner will need to provide proof of ownership with the log book (we will accept the new keeper supplement) and a valid insurance certificate. The paperwork will be reissued in the new owners name and be called to advise of collection.

**Q. I need to replace my vehicle but want to keep my licence plate**

You will need to complete a vehicle transfer application online via MyAccount. Complete the application and make the payment online. This application will then be sent to us.

We will then contact you to arrange for the vehicle to be inspected at our garage for the MOT and Taxi inspection. We will require you to forward us a copy of the Log Book and Insurance certificate. If we do not received these in time it could the licensing of the vehicle. Once the vehicle successfully asses its MOT the licence plate will be made up within 48 of receiving the last required piece of documentation and the applicant will be called to inform then when to collect.