

## Transport for London Vehicle Licensing

### Licensing Inspection (What to do following an inspection failure)



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## Important information

It is important that you read the following information carefully as it summarises the options open to you when your PHV fails any one of the following types of inspections:

- Annual licensing inspection, or
- Special inspection.

This leaflet should be read in conjunction with the Vehicle Inspection Report (VIR) issued at the time of the inspection. The vehicle inspector will explain to you the reason/s that led to the inspection failure.

## Options following a failure

Should your vehicle fail one of the inspections listed above, the following options are available to you:

- Informal appeal (second opinion)
- Arrange a re-test
- Personal hearing
- Appeal to Magistrates' Court

Each of these options, are explained in greater detail below.

## Informal appeal

Following the inspection failure, you may opt for an informal appeal by requesting the vehicle inspection site team leader to re-consider the failure decision. Should this route be considered, one of the following outcomes will occur.

- If the vehicle inspection site team leader accepts your representation, the original decision will be reversed and you will be granted a taxi licence.
- Should the vehicle inspection site team leader uphold the original decision, you **must** rectify the defect/s listed on the VIR before making a re-test appointment.

## Making a Re-test appointment

You must telephone the vehicle licensing call centre to make a re-test appointment within 21 days from the date of the inspection. The 21 days can be extended if you need to get specific repairs carried out.

If, after you have confirmed a re-test appointment it is no longer convenient for you, or you are unable to attend the inspection, or you wish to change the inspection centre, you must contact the call centre again to re-arrange the re-test appointment.

**Note:** Should the Vehicle be presented for the re-test with a serious defect which renders it unroadworthy and/or if there are other regulatory infringements, the vehicle will fail the re-test even though the original defect had been rectified.

## Magistrate's court

You are entitled to appeal to the Magistrates' Court if TfL refuses to issue a licence or if it suspends or revokes a licence. If you intend to appeal to the Magistrate's Court, you must apply in writing to Westminster Magistrates' Court within 28 days of the date of the VIR notice. You should enclose the notice and any relevant correspondence including the postal dated envelope (if applicable) and address it to:

Westminster Magistrates' Court  
181 Marylebone Road  
London  
NW1 5BR

You can also contact Westminster Magistrates' Court by telephone on: 0203 126 3050. You should also bear in mind that your appeal may not be heard for several weeks.

**NB:** You must be aware that the decision of the Court is final. If the Court upholds your appeal, the PHV licence will be granted and will take effect as instructed by the Court. If the Court rejects your appeal, you will be required to make a new application if you wish to have your PHV licensed.

## Failing a special inspection

A special inspection may be required for any one of the following reasons:

- Road traffic collision
- Compliance (on-street unfit vehicle inspection)
- Passenger complaint; and
- Replacement licence and/or plate:
  - Collision damage
  - VRM change
  - Epsom & Ewell dual licence
  - lost/stolen plate
  - Modifications or approvals

In the event your Vehicle fails a special inspection, the particular reason for the inspection and the reasons for failure will determine what further action might be taken.

If the vehicle fails a special inspection, **it will not be fit for public use**, and you will be required to contact the vehicle licensing contact centre on 0343 222 555.

## Re-test inspection (Special Inspection)

During the inspection, the defects listed on the VIR will be examined. It must be noted that the examination may extend beyond the items specified if safety related defects are clearly visible or if there are regulatory infringements identified such as; expired road fund licence, expired insurance certificate etc.

## Ad hoc compliance inspections

In cases where a compliance inspection has been carried out and one or more defect/s is identified, you will be issued with an inspection report (VIR).

The defects listed on the VIR **must** be rectified before making a re-test appointment. To make a re-test appointment, you will be required to telephone the vehicle licensing call centre on 0343 222 555 and specify the type of inspection appointment.

Should you fail to have any defects rectified and/or fail to present the PHV for further inspection, your licence may be suspended or revoked.

## Refund

If you fail an annual licensing inspection, or in the event of your application being abandoned without giving 24 hours notice, you will be entitled to a refund of the grant of licence fee portion only. It must be clearly understood that no refund will be given to that part of the fee relating to the application.

## Congestion charge exemption

Your vehicle will qualify for exemption from the congestion charge from the date the licence is issued. The vehicle will continue to be exempt providing the licence remains valid. Should the licence be refused, suspended or revoked the vehicle will **not** be exempt from the congestion charge, other than on those occasions the vehicle is travelling to and from an inspection centre for a licensing inspection.

## Privacy Notice

Transport for London (TfL), its subsidiaries and service providers will use your personal information for the purpose of administering the licensing and inspection regime for taxis and private hire vehicles.

Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

TfL may validate information relating to yourself and/or your vehicle with a number of other organisations including the Driver and Vehicle Licensing Agency (DVLA), the Vehicle and Operator Services Agency (VOSA) and the Motor Insurers' Bureau (MIB).

You may appoint a third party to manage the vehicle inspection process on your behalf, and where this is the case, you must understand that:

- They may pass information about you and/or your vehicle to TfL for the purpose of the vehicle inspection
- They may receive the results of any validation checks carried out at TfL's request and
- TfL may share other information about you and/or your vehicle with them where necessary for the inspection process.

In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

## Inspection Centres

### (West) Heston

20A Airlinks Industrial Estate  
Spitfire Way  
Heston  
TW5 9NR

### (North) Enfield

Unit 2 Watermill Centre  
Edison Road  
Enfield  
EN3 7XF

### (East) Crayford

Unit Q1, Acorn Industrial Park  
Crayford  
Kent  
DA1 4AL

### (South) Coulsdon

Unit B5 Redlands  
Ulswater Crescent  
Coulsdon  
CR5 2HT


### (Central East) Canning

Town  
1 North Crescent  
Canning Town  
E16 4TL

### (Central West) Staples

Corner  
Unit 2 Aquarius  
Staples Corner  
Priestly Way  
NW2 7AN

## Contact Numbers

 NSL Call Centre

0343 222 5555

 LTPH

0343 222 4444

 TPH Enquiries

[tph.enquiries@tfl.gov.uk](mailto: tph.enquiries@tfl.gov.uk)

### [Taxi and Private Hire Link](http://www.tfl.gov.uk/tph)

<http://www.tfl.gov.uk/tph>

### [Policies and the law](http://www.tfl.gov.uk/businessandpartners/taxisandprivatehire/26925.aspx)

<http://www.tfl.gov.uk/businessandpartners/taxisandprivatehire/26925.aspx>

### [Mayors Air Quality](http://www.tfl.gov.uk/businessandpartners/taxisandprivatehire/27007.aspx)

<http://www.tfl.gov.uk/businessandpartners/taxisandprivatehire/27007.aspx>



24 hour travel information

**020 7222 1234**



Textphone

**020 7918 3015**



Website

**[www.tfl.gov.uk](http://www.tfl.gov.uk)**