



## PHV/101

### Application Form for a London Private Hire Vehicle Operator's licence

LTPH use only					
PHO/	0	7	9	7	9

#### Introduction

The Private Hire Vehicles (London) Act 1998 provides for the licensing and regulation of London private hire vehicles (PHV's), and the drivers and operators of such vehicles.

#### Operators

It is an offence for any person to operate private hire vehicles in London without having obtained a licence to do so. It is also an offence for a licensed operator to discharge private hire bookings using drivers and vehicles that are not appropriately licensed.

**PLEASE NOTE:** For a complete application you will also need to provide:

- A fully completed Application Form (PHV/101)
- At least 1 Personal Declaration (PHV/103)
  - The number of Personal Declaration Forms required to be submitted is dependent on the type of operator that is applying (see Section C)
- An Operating Centre Information Form (PHV/108) for **every** operating centre to be listed on the licence

#### Guidance

When processing your application, we will firstly determine whether you meet the required criteria for licensing. If you do not complete all relevant sections of the form or provide the required accompanying documents, your application will be deemed 'incomplete' and may be returned to you. We will also consider any previous history. The full licensing process is detailed at Section E.

Licensing Guidance Notes (PHV/102) for operators can be found at [tfl.gov.uk/tph](http://tfl.gov.uk/tph)

#### General Information

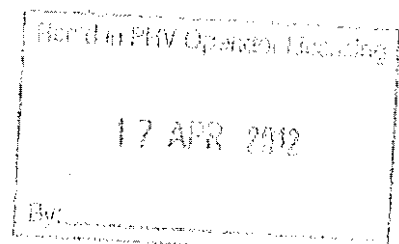
For any Limited Company or Limited Liability Partnerships (LLP) applying for a licence, you will need to provide details of the Registered Company name, company number and office address. In addition, you will need to include a list of appointments report from Companies House, which shows how many directors your company has.

For any Unregistered Partnerships applying for a licence, the Partnership name needs to be stated on all the application documentation.

#### Please return completed forms to:

Operator Licensing  
London Taxi and Private Hire  
Palestra, 4<sup>th</sup> Floor Green Zone  
197 Blackfriars Rd  
London  
SE1 8NJ

**MAYOR OF LONDON**



**A****Application Details****A1** Please confirm the type of licence you are applying for:Small ☐Standard ☒

'Small' operators can only use a maximum of 2 licensed PHVs to undertake bookings

**A2** What type of licensed operator are you applying to be?An Individual (Sole Trader) ☐ Limited Company or Liability Partnership ☒Unregistered Business or Partnership ☐**A3** Proposed operator licence name/company name/partnership name:

UBER LONDON LTD

**A4** As part of the application, LTPH will require a named person to have day to day responsibility for the private hire business (a 'Nominated Representative'). All correspondence relating to the application and, if granted, the licence will be sent to this person.

*For an Individual (Sole Trader) - this person must be the individual (Sole Trader)*

*For all other types - A 'Nominated Representative' is required. This is the person who is responsible for the day-to-day running of the business.*

Please provide details of the 'Nominated Representative' below:

• Surname

• Forename(s)

• Address

• Business Tel. Number

• Email address

**A4** If you are VAT Registered, please provide your VAT registration number:

**A5** If you have previously applied for or held a London PHV Operator licence, please provide the application/licence number:

*LTPH will look into any previously stated history as a licensed operator. This will be taken into consideration as part of your application.*

**A6** Please declare any previous warnings, revocations or suspensions associated with a PHV Operator licence.

*Please provide details on a separate sheet and any mitigation you wish to provide.*

**A7** If you are a Limited Company or Limited Liability Partnership, please provide your Registered Company Number:

8014782

*Please note: Details of your Registered Office address will be confirmed and taken from the records held on the Companies House website.*

**B**

**Operating Centre Details**

The type of operating centre you are proposing to work from will affect the criteria in which you are assessed. We will therefore require specific information dependant on the type of operating centre you wish to licence.

**B1** Please confirm how many operating centres you propose to trade from:

1

*You will need to complete a separate PHV/108 form for each operating centre to allow LTPH the ability to assess the suitability of each centre to be licensed.*

**B2** Please 'tick' if you are looking to trade from a shared premises?

☐

*Please read the application letter to clarify what can be deemed a shared premises*

*If 'Yes', you will need to complete a PHV/108 form to provide additional information regarding your application be licensed in a shared premises.*

*LTPH reserves the right to discuss your application with the police to ensure they support your application.*

**B3** All new operators are required to have a fixed landline telephone number for bookings prior to a licence being issued.

*Should it not be available at this time, LTPH will process your application, but a licence will not be issued until the number is confirmed.*

**If available, please confirm your fixed landline telephone number for bookings:**

[REDACTED]

**C**

**Personal Declaration**

The number of personal declaration's required will depend on whether you are proposing to be licensed as a Sole Trader, Limited Company, Limited Liability Partnership or Unregistered Partnership.

**C1** If you are a Sole Trader, there can only be one person associated with the licence.

1

**If you are a Limited Company or Limited Liability Partnership, please confirm the number of Directors, designated members or company director equivalents, including the company secretary:**

4

**If you are an unregistered business or Partnership, please confirm the number of partners:**

☐

*You will be required to provide a Personal Declaration Form (PHV/103) for each of the individual's identified above totalling the amount you have stated.*

Transport for London (TfL) its subsidiaries and service providers will use your personal information (including any references to your health, ethnic origin, nationality, or previous criminal convictions), for the purpose of assessing your application, administering the licensing regime, and equal opportunities monitoring. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

Your name, licence number and the status, start/expiry date of your licence may be made available on request or on a register for public inspection. If you have licensed a vehicle, the vehicle registration mark, licence number and expiry date may also be made available in the same way.

Information obtained by the police about taxi/private hire related criminal offences may be disclosed to TfL and used by TfL to refuse, suspend or revoke a private hire operator licence. TfL may inform the police of any decision to refuse, suspend or revoke a licence and information about drivers whose licence has been revoked following a conviction for touting may be published on the TfL website for a period of up to 11 months. 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.

Your name and contact details may be disclosed to an external research company to conduct research amongst licensees on TfL's behalf. This research will be related to TfL's responsibilities for licensing, regulation, and integration between taxis/private hire services and other elements of the transport system. Your details will not be used for any marketing or other research activities.

More information about how TfL uses and protects personal information about taxi/private hire licensees is available at [www.tfl.gov.uk/privacy](http://www.tfl.gov.uk/privacy).

I/we hereby make an application to operate private hire vehicles within London and declare that all the information provided on this form is true to the best of my knowledge. I understand that an operator licence issued in connection with this application may be revoked if any statements are subsequently found to be false and that such false statements constitute a criminal offence.

I declare that neither I nor any person relevant to this application is disqualified from holding a PHV operator licence. I/we undertake to make proper arrangements to ensure that:

- The laws relating to the driving and operation of vehicles used under this licence are observed;
- The record keeping requirements placed upon me as an operator are met;
- Vehicles do not carry more than the permitted number of passengers; and
- All records and documents relating to the business or operating centre premises will be made available for inspection upon request from any authorised officer or police constable.

I, and any person relevant to this application, understand that failure to comply with these conditions or undertaking of an operator's licence can result in action being taken against the licensee(s) or may lead to the licence being suspended or revoked.

I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history and neither does any other person relevant to this application.

Signature



Date

0	2	0	4	2	0	1	2
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**PLEASE COMPLETE THE PAYMENT DETAILS IN SECTION F (on page 5)**



**E****Next Stages of the Application Process****Consideration of the application and any previous history:**

When assessing an application for a London PHV Operator licence, LTPH will consider whether the individual(s) associated with the licence are suitable for licensing and meets the required 'fit and proper' criteria. The assessment of these individuals is based on the information provided within the PHV/103 Form(s) submitted in support of the application, as well as any declared or known previous history with LTPH, including whether there are any outstanding debts or monies owed to TfL.

If the individual(s) associated with the licence are considered suitable for licensing, LTPH will then consider whether the proposed operating centre (venue) will be suitable for licensing purposes. The assessment of the centre(s) is based on the information provided within the PHV/108 Form(s) submitted in support of the application, as well as any declared or known previous history with LTPH.

If both the proposed individual(s) associated with the licence and operating centre(s) are deemed satisfactory, the application will proceed to the next stage of the licensing process – the pre-licensing inspection.

**Pre-licensing inspection:**

There is a requirement for a pre-licensing inspection to be carried out at all of the proposed operating centre(s). This is part of the information gathering exercise to ensure that both you and the operating centre are 'fit and proper' to be licensed. This is particularly relevant for "shared" premises.

If the pre-licensing inspection is found to be satisfactory, LTPH will then consider the whole of the application and determine whether a licence can be issued. This assessment will include any supporting information that may be provided for an application, including anything from the police, particularly relevant for 'shared' premises.

**Police Support:**

Where LTPH determine that further discussion is required with regards to public safety issues (e.g. where an application for a licence is based within a late night premise), LTPH will liaise with the Police to ensure that they support the application. This can significantly increase the time taken to process your application.

If all of the application is found to be satisfactory and deemed suitable for licensing, a London PHV Operator licence can be issued.

The full licensing assessment criteria can be found at [www.tfl.gov.uk/tphpublications](http://www.tfl.gov.uk/tphpublications)



## PHV/108

Operating Centre Information for a London  
Private Hire Vehicles Operator's licence

PHO/

LTPH use only

You will need to complete a separate PHV/108 form for EVERY operating centre you wish to be listed on the licence to allow LTPH the ability to assess the suitability of each centre to be licensed

**A**

## Application Details

**A1** Proposed operator licence name/company name/partnership name:

UBER LONDON LTD

**B**

## Operating Centre Details

**B1** Please confirm the trading name(s) to be used at this centre:  
(continue on a separate sheet if necessary)

UBER LONDON LTD

**B2** Operating Centre address:

UNIT 205

KINGS CROSS BUSINESS CENTRE

180-186 KINGS CROSS RD

LONDON

**B3** Post code:

W1CX 9DE

**B4** Contact Tel. number**B5** Please confirm the name of  
the local authority in which  
the centre lies:

ISLINGTON

**B6** Is your proposed operating centre accessible to the public?☒ Y ☐ N

If 'Yes', please confirm the opening hours:

**Please note:** The type of operating centre you are proposing to work from will affect the criteria by which you are assessed. We will therefore require specific information dependant on the type of operating centre you wish to licence.

MAYOR OF LONDON

**C****Type of Operating Centre Premises**

TfL is aware that not all PHV operators run their business from premises used solely for the purpose of providing a private hire service. Quite frequently, operators will apply to be licensed in premises that are shared with another business, whether their own or that of a third party.

Where a premises is to be shared, TfL will take into consideration the type of business sharing the premises and the proposed relationship with the operator. In determining whether a venue is shared, consideration will be given to whether the operating centre will have its own front door, postal address and postcode, and whether there is restricted access from that location to other parts of the building. If none of these factors are present it may be argued that the premises isn't 'shared' and the application may be allowed to proceed as it may not fall within the confines of an existing non-transport related business.

**C1 Please confirm whether the proposed operating centre:**

(a) Will be solely occupied as an operating centre ?

☐ ☒

(b) Has its own front door, postal address and postcode?

☐ ☒

(c) Has restricted access from the location to other parts of the building?

☐ ☒

If you have answered 'Yes' to the above, your proposed centre may be considered as a 'single occupancy premises'. Please be advised that TfL reserves the right to review the details of this centre and if it is subsequently found to be a 'shared premises', further information will be requested from you and this will delay the processing of your application. **Please continue to Section D**

If you have answered 'No' to the above, your proposed centre may be considered as a 'shared premises'. **Please continue to question C2**

**C2 Have you previously held a PHV operator licence for a period of 12 months?**☒ ☐ N

If 'Yes', please provide the licence/application number:

*Please note: TfL will check this information and take into consideration any previous history when deciding whether to issue a licence*

**C3 Please confirm which type of premises you propose to operate from: (e.g. hotel, bar, nightclub)****C4 What is the primary use of the proposed premises:****C5 Are the premises licensed for any other specific activity? (e.g. licensed to sell alcohol)**☒ ☐

If 'Yes', please confirm what type of licence:

**C6 Is the private hire service offered as part of a package of services? (e.g. a concierge service)**☒ ☐

If 'Yes', please confirm what the other services offered are:

**D****Further details about Operating Centre Premises****D1** It is necessary to have a designated area to take private hire bookings.(a) Is there a designated area specified within the venue where bookings will be taken? ☐ ☒

(b) Please provide a brief description of where this will be:

*Please note: this will be checked on the pre-licensing inspection. It will also be displayed on the licence.*

ALL BOOKINGS ARE TAKEN VIA MOBILE APP
SO THERE IS NO PUBLIC ACCESS. ALL DONE AT
UNIT 205, KING'S CROSS BUSINESS CENTRE, WC1X 9DE

**D2** It is necessary to have an area to store your driver and vehicle records securely at one of the proposed operating centres.(a) Will this be the centre where your records will be stored? ☒ ☐

(b) Please provide a brief description of where this will be:

*Please Note: this will be checked on the pre-licensing inspection.*

AS WE OPERATE THROUGH PCO LICENSED
OPERATORS <del>THEY</del> THEY WILL MAINTAIN DRIVER
RECORDS AND WE WILL HOLD AN ELECTRONIC VERSION

*Please note: Booking records will need to be retained at every proposed operating centre***D3** If there is public access to the premises for the purposes of making bookings, the designated booking area must be clearly signed.(a) Will there be such signage within the premises? ☒ ☐

(b) Please provide a brief description of where this will be:

*Please Note: this will be discussed on the pre-licensing inspection.*


**E****Planning Permission**

Every operating centre specified on an operator's licence is required to prove that it meets local planning regulations. To meet this requirement an applicant must produce **one** of the following:

- (a) Planning permission from the local authority which allows the premises to be used as a operating centre; or ☐
- (b) A Certificate of Lawful Use (also known as a Lawful Development Certificate) from the local authority which allows the premises to be used as an operating centre; or ☐
- (c) A letter (on headed paper) or e-mail (sent by an appropriate person with their contact details attached) from the local authority which confirms that planning permission is not required and that the proposed use of the premises would be lawful without planning permission; or ☐
- (d) Proof (i.e. local authority planning application number) that planning permission has been applied for to allow the premises to be used as an operating centre. ☒

A licence cannot be issued in the absence of one of the planning permission criteria having been met.

- E1 Please 'tick' which of the required planning permission criteria relates to this operating centre.
- E2 You will need to submit appropriate documentation in support of your application in order to confirm your planning permission.

Please note: If this is not provided, it will delay the processing of your application

<b>F</b>	<b>Other Operating Centre Information</b>
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F1 Is a two way radio operated from the premises? ☒ Y ☐ N

If 'yes', please provide the OfCom licence number:

F2 What is the Employers' Liability insurance policy number (please state 'N/A' if not held):

F3 What is the Public Liability insurance policy number (please state 'N/A' if not held):

F4 All London PHV Operators are required to have a fixed landline telephone number for bookings.

Please confirm whether the required, fixed landline telephone number will be located at this operating centre? ☒ Y ☐ N

*Please note: A landline telephone number should be provided with the application and its existence will be checked at the pre-licensing inspection. In the event that an applicant does not have a fixed landline telephone, the issue of a licence will be delayed until confirmation has been provided that this facility is in place.*

<b>G</b>	<b>Declaration</b>
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The following declaration should be read and signed by either the named individual applying for the licence, if you are an Individual (Sole Trader), or the person assigned to be the 'Nominated Representative' (person who is responsible for the day-to-day running of the business) for all other types of operator.

I/we hereby make an application to operate private hire vehicles within London and declare that all the information provided on this form is true to the best of my knowledge.

I understand that an operator licence issued in connection with this application may be revoked if any statements are subsequently found to be false and that such false statements constitute a criminal offence.

Signature



Date

02042012



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- [Skip to content](#)
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## Application Overview

Use the tabs below to navigate through the details of your application.

[View video help for the online application process \(opens in a popup window\).](#)

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- [Supporting Docs](#)
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## Confirmation

Thank you. Your proposal has now been submitted to: Islington Council London Borough. You should expect a response within 10 working days.

The portal reference number for this proposal is: PP-01898365. Please quote this reference number in any initial correspondence with the Local Authority.

It is now the responsibility of Islington Council London Borough to process your application and all



PHV/103

Personal Declaration

PHO/

LTPH use only

You will need to complete a separate PHV/103 form for EACH individual associated with the licence

**A**

**Application Details**

**A1** Proposed operator licence name/company name/partnership name:

Uber London LTD

**A2** Personal details:

**a)** Position in operation  
(please 'tick' option(s))

Sole Trader

☐

Director

☒

Partner

☐

Company Secretary

☐

Nominated Representative

☐

**b)** Surname

**c)** Forename(s)

**d)** Date of birth

**e)** Home address


**f)** Do you have the right to work and reside in the UK?

**g)** Have you ever been involved with an operator's licence that was revoked or suspended, or an application that was refused by this or any other authority?

If 'Yes', please provide further information:

**B**

**Bankruptcy**

**B1** Have you ever been declared bankrupt?

If 'Yes', have you ever been the subject of a Bankruptcy Restriction Order (BRO) or Bankruptcy Restriction Undertaking (BRU)?

If you have been declared bankrupt, please provide written representations on a separate sheet

**C****Eligibility to take part in the running of a limited company**

**C1** Have you ever been disqualified from being a company director or from taking part in the management of a limited company:

\*If you have been disqualified, please provide written representations on a separate sheet

**D****Previous convictions/cautions/outstanding charges**

Please complete all applicable sections and only leave 'blank' if not applicable:

Please continue on a separate sheet if necessary

\*If you have provided any details above, please provide written representations on a separate sheet

**E****Declaration**

I declare that all the information given above is true and I understand that an operators licence issued in respect of this application may be revoked if any information is subsequently found to be false. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

I will declare any future convictions to London Taxi and Private Hire (LTPH) no more than 14 days after receiving that conviction and will also keep LTPH informed should my role with the private hire operation change. I understand that failure to do this will be a breach of licensing conditions and may lead to suspension or revocation of the licence.

I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history.

Sign

Date

02042012



PHV/103

## Personal Declaration

PHO/

LTPH use only

You will need to complete a separate PHV/103 form for EACH individual associated with the licence

**A****Application Details****A1 Proposed operator licence name/company name/partnership name:**

UBER LONDON LTD

**A2 Personal details:****a) Position in operation**  
(please 'tick' option(s))Sole Trader ☐Director ☒Partner ☐Company Secretary ☐Nominated Representative ☐**b) Surname****c) Forename(s)****d) Date of birth****e) Home address****f) Do you have the right to work and reside in the UK?****g) Have you ever been involved with an operator's licence that was revoked or suspended, or an application that was refused by this or any other authority?**


If 'Yes', please provide further information:

**B****Bankruptcy****B1 Have you ever been declared bankrupt?**

If 'Yes', have you ever been the subject of a Bankruptcy Restriction Order (BRO) or Bankruptcy Restriction Undertaking (BRU):

If you have been declared bankrupt, please provide written representations on a separate sheet

**Eligibility to take part in the running of a limited company**

**C1** Have you ever been disqualified from being a company director or from taking part in the management of a limited company: 

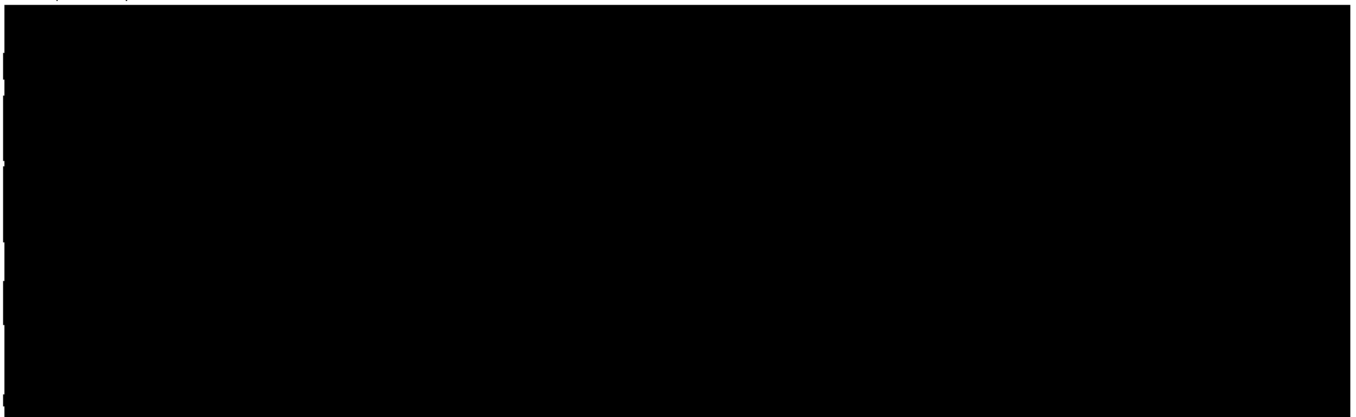


\*If you have been disqualified, please provide written representations on a separate sheet

**D**

**Previous convictions/cautions/outstanding charges**

Please complete all applicable sections and only leave 'blank' if not applicable:



\*If you have provided any details above, please provide written representations on a separate sheet


**E**

**Declaration**

I declare that all the information given above is true and I understand that an operators licence issued in respect of this application may be revoked if any information is subsequently found to be false. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

I will declare any future convictions to London Taxi and Private Hire (LTPH) no more than 14 days after receiving that conviction and will also keep LTPH informed should my role with the private hire operation change, I understand that failure to do this will be a breach of licensing conditions and may lead to suspension or revocation of the licence.

I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history.

Signature 

Date

10 04/2012



# London Taxi and Private Hire



Application number: 07979/01/00

Date: 10 May 2012

**London Taxi and  
Private Hire**

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

[REDACTED]  
Unit 205 Kingscross Business Centre  
180-186 King's Cross Road  
London  
WC1X 9DE

[REDACTED]  
RE: Application for a London Private Hire Vehicle Operator's Licence  
Applicant's name: **Uber London Ltd**  
Operator licence application fee: **£2410**

---

Thank you for your recent application, which was supported by the appropriate application fee. A receipt for your card payment is attached.

## **Personal declaration forms PHV / 103**

In your application, you have confirmed that there are 4 members in your company, yet you have only submitted 2 x PHV/103 Declarations. Please ask the other 2 members to complete the enclosed declarations and return to this office.

Please note we will not be able to proceed further with your application until these required forms are received in this office.

On the above-detailed application you have declared that you are applying for a London PHV operators' licence on behalf of the limited liability company Uber London Ltd with the registered number 8014782. Please note that if a licence is granted as a result of this application, the only person who will be entitled to use that licence will be Uber London Ltd with the aforementioned registered number

**Please note that it is illegal for a person in London to make provision for the invitation or acceptance of, or accept, private hire bookings without a private hire vehicle operator's licence issued by this office.**

**Please also note that any person who is found operating private hire vehicles within the Metropolitan Police District or the City Of London, whilst not holding a London PHV operator licence will be liable to prosecution.**

While writing, I would make you aware that you must notify the PCO of any changes in the information you have provided in this application within 14 days of the change.

I look forward to hearing from you at your earliest convenience.

Please quote the application number shown at the top of the page, in all future correspondence.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 3  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)



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## Company Details

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Name & Registered Office:  
**UBER LONDON LIMITED**  
3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ  
Company No. 08014782

Status: Active  
Date of Incorporation: 02/04/2012  
Country of Origin: United Kingdom

Company Type: Private Limited Company  
Nature of Business (SIC):  
None Supplied

Accounting Reference Date: 30/04  
Last Accounts Made Up To: (NO ACCOUNTS FILED)  
Next Accounts Due: 02/01/2014  
Last Return Made Up To:  
Next Return Due: 30/04/2013

Previous Names:  
No previous name information has been recorded over the last 20 years.

#### **UK Establishment Details**

There are no UK Establishments associated with this company.

#### **Oversea Company Info**

There are no Oversea Details associated with this company.

#### **System Requirements**

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EUROPEAN  
BUSINESS  
REGISTER

ABIS SERVICE

Business Link



COMMUNITY  
INTEREST  
COMPANIES

Registered No.: 08014782  
Name: UBER LONDON LIMITED

Address: 3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ

**You have been charged £1.00 to access this information.**

Company Appointments: 4 / Resignations: 1

**Exclude**

Resignations

To view details of other appointments held, click on the appropriate underlined name.

**NOROSE COMPANY SECRETARIAL SERVICES**

**LIMITED**

3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ

SECRETARY

Appointed: 02/04/2012

Appointments: 1

[REDACTED]

DIRECTOR

Appointed: 02/04/2012

Nationality: [REDACTED]

Occupation: DIRECTOR

Country/State of Residence: [REDACTED]

Date of Birth: [REDACTED]

Appointments: 1

[REDACTED]

DIRECTOR

Appointed: 02/04/2012

Nationality: [REDACTED]

Occupation: NONE

Country/State of Residence: [REDACTED]

Date of Birth: [REDACTED]

Appointments: 4

**KALANICK, TRAVIS**

[REDACTED]

DIRECTOR

Appointed: 02/04/2012

Nationality: [REDACTED]

[REDACTED]  
Occupation: DIRECTOR



Country/State of Residence: [REDACTED]

Date of Birth: [REDACTED]

Appointments: 1

[REDACTED]  
[REDACTED]  
[REDACTED]

DIRECTOR

Appointed: 02/04/2012

Resigned: 02/04/2012

Nationality: [REDACTED]

Occupation: CO SECRETARY

Country/State of Residence: [REDACTED]

Date of Birth: [REDACTED]

Appointments: 246

*Operator*

[REDACTED]  
Uber London Ltd  
King's Cross Business Centre  
180-186 King's Cross rd  
WC1X 9DE

Dear licensing team,

In my application for an operators license, I said that there were 4 individuals associated with the application – 3 directors and a company secretary. In my initial application, I provided 2 PHV 103's and you have requested the remaining two. I have provided one for the remaining director but the company secretary is actually our law firm – Norton Rose. Our company secretary is their service provider – Norose Company Secretarial Services Limited and their company number is 4016745. After speaking with a colleague of yours over the phone, they said that a company secretary that is a limited company does not need to sign the declaration, therefore I have not included it.

22 MAY 2012

Many Thanks,

[REDACTED]



PHV/103

Personal Declaration

PHO/ 

LTPH use only				

You will need to complete a separate PHV/103 form for EACH individual associated with the licence

**A**

Application Details

A1 Proposed operator licence name/company name/partnership name:

UBER LONDON LTD

A2 Personal details:

a) Position in operation  
(please 'tick' option(s))

Sole Trader ☐

Director ☒

Partner ☐

Company Secretary ☐

Nominated Representative ☐

b) Surname

KALANICK

c) Forename(s)

TRAVIS

d) Date of birth

e) Home address

f) Do you have the right to work and reside in the UK?

g) Have you ever been involved with an operator's licence that was revoked or suspended, or an application that was refused by this or any other authority?

If 'Yes', please provide further information:

**B**

Bankruptcy

B1 Have you ever been declared bankrupt?

If 'Yes', have you ever been the subject of a Bankruptcy Restriction Order (BRO) or Bankruptcy Restriction Undertaking (BRU)?

\*If you have been declared bankrupt, please provide written representations on a separate sheet

**C****Eligibility to take part in the running of a limited company**

**C1** Have you ever been disqualified from being a company director or from taking part in the management of a limited company:

Please continue on a separate sheet if necessary

*\*If you have been disqualified, please provide written representations on a separate sheet*

**D****Previous convictions/cautions/outstanding charges**

Please complete all applicable sections and only leave 'blank' if not applicable:

Please continue on a separate sheet if necessary

*\*If you have provided any details above, please provide written representations on a separate sheet*

**E****Declaration**

I declare that all the information given above is true and I understand that an operators licence issued in respect of this application may be revoked if any information is subsequently found to be false. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

I will declare any future convictions to London Taxi and Private Hire (LTPH) no more than 14 days after receiving that conviction and will also keep LTPH informed should my role with the private hire operation change. I understand that failure to do this will be a breach of licensing conditions and may lead to suspension or revocation of the licence.


I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history.

Signature

Date

14052012

**C****Eligibility to take part in the running of a limited company**

**C1** Have you ever been disqualified from being a company director or from taking part in the management of a limited company: 



Please provide details on a separate sheet if necessary

\*If you have been disqualified, please provide written representations on a separate sheet

**D****Previous convictions/cautions/outstanding charges**

Please complete all applicable sections and only leave 'blank' if not applicable:



\*If you have provided any details above, please provide written representations on a separate sheet

**E****Declaration**

I declare that all the information given above is true and I understand that an operators licence issued in respect of this application may be revoked if any information is subsequently found to be false. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

I will declare any future convictions to London Taxi and Private Hire (LTPH) no more than 14 days after receiving that conviction and will also keep LTPH informed should my role with the private hire operation change. I understand that failure to do this will be a breach of licensing conditions and may lead to suspension or revocation of the licence.

I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history.

Signature



Date

1	4	0	5	2	0	1	2
---	---	---	---	---	---	---	---



# London Taxi and Private Hire



Application No: 07979/01/00  
Please quote on all future correspondence

Date: 23 May 2012

**[REDACTED]**  
Uber London Ltd  
Unit 205, Kingscross Business Centre  
180-186 King's Cross Road  
London  
WC1X 9DE

## London Taxi and Private Hire

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear **[REDACTED]**

RE: Application for a London Private Hire Vehicle Operator's Licence  
Applicant's name: **Uber London Ltd**  
Size of licence applied for: **Standard**

---

Further to our letter to you dated 10<sup>th</sup> May 2012, I am writing to advise you that the initial processing of the application has been completed and we are now ready to carry out a pre-licensing inspection at your proposed operating centre; a process that you as the proposed licensee's nominated representative, must be present for.

The required inspection will be carried out by appointment and someone from this office will contact you in the next few days by phone to make the necessary arrangements. If, after seven working days from receipt of this letter, you have not received a phone call about the required inspection, please contact our scheduling team at [panlondon@tfl.gov.uk](mailto:panlondon@tfl.gov.uk) giving your application number and name, and they will endeavour to assist you.

As you will be aware from the information contained in the operator's licence application pack, the purpose of a pre-licensing inspection is for our licensing officers to check that your proposed operating centre is fit for purpose and for you to demonstrate that you are aware of the responsibilities of a licensed operator by showing our licensing officers:

1. How you will record the required details of any bookings you may accept,
2. How you will record the required particulars of the drivers and vehicles that you will have available to you for the purpose of carrying out private hire bookings,

3. How you will ensure that you do not use drivers or vehicles to discharge private hire bookings without the required particulars of those driver and vehicles being kept on file,
4. Your procedure for dealing with complaints and how details of those complaints will be recorded,
5. Your procedure for dealing with lost and found property and how details of lost and found items will be recorded,
6. That you are aware of the retention periods for records of bookings, drivers, vehicles, complaints and lost property,
7. That you are aware of the other obligations of a licensed operator (e.g. that you must inform this office of any changes in the information provided in this application within 14 days of that change) and
8. That you are aware that you may not use the words cab, cabs, taxi or taxis, or words closely resembling them, to advertise your private hire business.

The particulars that a licensed operator must keep in respect of bookings, drivers, vehicles, complaints and lost property are set out in part 14 of the operator licensing guidance notes booklet, which forms part of the application pack. A copy of that document is available for download on the 'Applications' page of the operator licensing section of our website, the address of which is [www.tfl.gov.uk/phvoperators](http://www.tfl.gov.uk/phvoperators).

As stated at the top of this letter, this application is being made on behalf of the limited liability company (Uber London Ltd) with the registered number 08014782. Please note that if a licence is granted as a result of this application, the only person who will be entitled to use that licence will be the company with the aforementioned registered number.

As you are no doubt aware an applicant for an operator's licence may elect to apply for a 'small' or 'standard' operator's licence.

The requirement of a 'small' operator's licence is that the operator may have no more than two vehicles immediately available to him for the duration of any licence that is issued, whereas there are no restrictions on the number of vehicles that the holder of a 'standard' operator's licence may have available to him.

As it stands at the moment your application is being considered for a 'standard' operator's licence. Please notify this office immediately, in writing, if this is not correct.

**Please note that it is an offence for a person in London to make provision for the invitation or acceptance of, or to accept, private hire bookings without a London private hire vehicle operator's licence issued by this office.**

**Please also note that any person who is found operating private hire vehicles within the Metropolitan Police District or the City Of London, whilst not holding a London PHV operator's licence will be liable to prosecution.**

In closing, I would remind you that you must notify this office of any changes in the information you have provided in this application within 14 days of the change.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 3  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

**MAYOR OF LONDON**



# LTPH - PHV Licensing / Compliance

## Operating centre inspection checklist - PHV/110



### Pre Licence

Application / Licence No  Licence expiry date

Operator name

Nominated rep  Tel

<Mobile number>

Operator type  Size

Trading name

Company No

Operating centre address

London

Postcode

VAT Number  Exemption

Two way radio  Radio licence number

Public' Liability Ins No.  Public access?

Employers' Liability Ins No.  LA

P.H.V planning  Exemption

All inspections	Date and time appt made		Name of person appt made with	
	Date and time of appt		Name of person to be seen at appt	
V & P Insp only	Was the applicant able to accept the first appt you offered them?			
	If no, what date did you offer them			
	What reason did they give for not accepting that appt?			

Use of Unlicensed driver and/or vehicle	50		Valid Operator Licence displayed	2	
Operator trading in incorrect capacity	50		No VAT/Proof of Accounts	1	
Records of bookings conform to regulations	10		No Radio Licence	1	
Illegal Activity/Trading Names/Advertising	10		<b>Pre Licensing/Variation inspection</b>		
Valid Public Liability Insurance	3		Trading at time of visit?	Y / N	
Valid Employer's Liability Insurance	1		Reported for trading illegally?	Y / N	
Complaints system does not conform to Regs	3		Person Identified as operator	Y / N	
Lost Property system does not conform to Regs	1		Trading names match that on application	Y / N	

Date	Comments
Pre-Licensing	
Compliance	
Re - Visit	
Variation	
Renewal	
Start Time	
:	
End Time	
:	

### NON COMPLIANCE WEIGHTING

Total Other Non Compliance Weightings		Total Weighting DVRC		Total of Non Compliance Weightings	
---------------------------------------	--	----------------------	--	------------------------------------	--

### RESULT OF INSPECTION

0	1 – 6	7 – 10	11 – 20	21 – 39	40 - 49	50 and above
Category 1	Category 2	Category 3	Category 4	Category 5	Category 6	Category 7

Other Officer's/Agencies Present			
Name of lead Licensing Officer		Name of Company Representative	
Signature of lead Licensing Officer		Signature of Company Representative	
Date		Date	

Transport for London

## London Taxi and Private Hire



Operator number: 07979

Date: 23 May 2012

[REDACTED]  
Unit 205 Kingscross Business Centre  
180-186 King's Cross Road  
London  
WC1X 9DE

### London Taxi and Private Hire

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear [REDACTED]

RE: Applicant's / Operator's name: **Uber London Ltd**

Can you please contact Leo Athanasiou [REDACTED]  
to make an appointment for a pre-licensing inspection in respect of the above-  
detailed application.

Please also let me have an effective contact telephone number for you as the  
one that was provided on your application is not currently working.

Yours sincerely

Leo Athanasiou  
Compliance Officer

Email: [REDACTED]

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 – 50 Victoria Street  
London SW1H 0TL

VAT number /56 2769 90



# LTPH - PHV Licensing / Compliance

## Operating centre inspection checklist - PHV/110



Pro Licence

Application / Licence No 07979/01/--

Licence expiry date

Operator name Uber London Ltd

Nominated rep

Tel

<Mobile number>

Operator type Registered Company

Size Standard Operator

Trading name Uber London Ltd

Company No 8014782

Operating centre address Unit 205 Kingscross Business Centre 180-186 King's Cross Road

London

Postcode WC1X 9DE

VAT Number

Exemption No

Two way radio

No

Radio licence number

Public Liability Ins No.

Public access?

No

Employers' Liability Ins No.

n/a

LA

Islington

P.H.V planning

Exemption

All inspections	Date and time appt made	23-5-12 11-30am	Name of person appt made with	
	Date and time of appt	28-5-12 9am-11am	Name of person to be seen at appt	
V & P insp only	Was the applicant able to accept the first appt you offered them?			Yes
	If no, what date did you offer them			
	What reason did they give for not accepting that appt?			

Use of Unlicensed driver and/or vehicle	50	NA	Valid Operator Licence displayed	2	NA
Operator trading in incorrect capacity	50	NA	No VAT/Proof of Accounts	1	NA
Records of bookings conform to regulations	10	NA	No Radio Licence	1	NA
Illegal Activity/Trading Names/Advertising	10	NA	Pre Licensing/Variation inspection		
Valid Public Liability Insurance	3	NA	Trading at time of visit?	Y	(N)
Valid Employer's Liability Insurance	1	NA	Reported for trading illegally?	Y	(N)
Complaints system does not conform to Regs	3	NA	Person Identified as operator	Y	(N)
Lost Property system does not conform to Regs	1	NA	Trading names match that on application	Y	(N)

Date	Comments
28.05.12	<p>DVLA: [REDACTED]</p> <p>Trading names to add (uber.com, uber)</p> <p>Full set of templates given</p> <p>made aware of public &amp; employer liability insurance</p> <p>All systems in place</p>

#### NON COMPLIANCE WEIGHTING

Total Other Non Compliance Weightings	<del>0</del>	Total Weighting DVRC	<del>0</del>	Total of Non Compliance Weightings	<del>0</del>
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#### RESULT OF INSPECTION

0 Category 1	1-6 Category 2	7-10 Category 3	11-20 Category 4	21-39 Category 5	40-49 Category 6	50 and above Category 7
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Other Officer's/Agencies Present			
Name of lead Licensing Officer	Leo	Name of Company Representative	[REDACTED]
Signature of lead Licensing Officer	[REDACTED]	Signature of Company Representative	[REDACTED]
Date	28-5-12	Date	28/5/12



Uber

Unit 205, Kings Cross Business Centre  
180-186, Kings Cross Road  
London  
WC1X 9DE



**ISLINGTON**

Development Management Service  
Planning and Development Division  
Environment and Regeneration

Department  
PO Box 3333  
222 Upper Street  
London  
N1 1YA

E [planning@islington.gov.uk](mailto:planning@islington.gov.uk)

W [www.islington.gov.uk](http://www.islington.gov.uk)

T: 020 7527 2401

Case Officer: Sukhvinder Dhadwar

Application No: P120830

(Please quote in all correspondence)

Date : 17-May-2012

Dear Sir,

**TOWN AND COUNTRY PLANNING ACTS**

**Cert of lawfulness (proposed) application**

**180-186, King's Cross Road, Islington, London, WC1X 9DH**

Thank you for your application dated 12-Apr-2012 which was completed on 13-Apr-2012.

We have examined your application form and accompanying plans, documents and fee remittance. It appears that your application complies with the statutory requirements. When your application receives detailed consideration it may be necessary to seek further information or clarification. If this is necessary the case officer will contact you at the earliest opportunity.

If you do not receive a decision notice by 08-Jun-2012 you will be entitled within 6 months of that date to appeal to the Secretary of State for the Environment, Transport and the Regions (in accordance with section 195 of the above Acts) unless you have agreed, in writing to extend the time period in which the decision is to be made. Appeals must be made on a form which is obtainable from The Planning Inspectorate, Temple Quay House, 2 The Square, Temple Quay, Bristol BS1 6PN. Tel. No.: 0117-372-8000, website: [www.Planning-Inspectorate.gov.uk](http://www.Planning-Inspectorate.gov.uk).

*One copy of the completed appeal form should be returned to the Department of the Environment and one copy to the Head of Law and Public Services, Town Hall, Upper Street, LONDON N1 (NOT the Development Control Service).*

Please quote application number **P120830** on all correspondence, particularly when submitting further plans or supporting documents.

**Data Protection Act**

Please note that application forms, plans and supporting material will (in the near future) be published on the Internet. Similarly representations about planning applications will also be published. In doing so the Council's Planning Service will endeavour to comply with the Data Protection Act. This will entail the non-publication of telephone numbers and email addresses of applicants and those making representations about planning applications as well as all forms of signature. Data published in relation to enforcement complaints will not contain any personal data.

Yours faithfully,

Sukhvinder Dhadwar  
Case Officer

APAS179/ACK20

**Allman Sonia (TPH)**

---

**From:** Athanasiou Leo (TPH)  
**Sent:** 07 June 2012 09:10  
**To:** Allman Sonia (TPH)  
**Subject:** Fw: Emailing: 22\_09 Private hire booking records Clarification about destinations

Hi Sonia,

Please see the email below from Uber Ltd regarding them taking booking details.

Thanks

Leo

---

**From:** [REDACTED]  
**Sent:** Friday, June 01, 2012 04:25 PM  
**To:** Athanasiou Leo (TPH)  
**Subject:** Re: Emailing: 22\_09 Private hire booking records Clarification about destinations

Leo,

I can confirm that our system will allow for the collection of destination from the rider and will make a note of this in our system.

I was wondering whether you have any idea of an ETA for our license? It'd be great to have this so we could plan for the launch of Uber in London.

Also, it would be great to know who queried our system since we've not yet launched and I'm unsure how they could know about our system before we're on the road.

Thanks,

On 1 Jun 2012, at 14:47, Athanasiou Leo (TPH) wrote:

[REDACTED]

Please find attached clarification on whats required with regards to taking bookings. If you could still buzz me an email confirming what we discussed.

Thanks

Leo

---

**From:** Allman Sonia (TPH)  
**Sent:** Friday, June 01, 2012 02:29 PM  
**To:** Athanasiou Leo (TPH)  
**Subject:** Emailing: 22\_09 Private hire booking records Clarification about destinations

Hi Leo,

Sorry for the delay. I was incorrect, we will accept a Full Postcode as an address. However, that is all covered in the attached notice which can be forwarded to the operator.

Kind Regards  
Sonia

The message is ready to be sent with the following file or link attachments:

22\_09 Private hire booking records Clarification about destinations

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

\*\*\*\*\*

The contents of the e-mail and any transmitted files are confidential and intended solely for the use of the individual or entity to whom they are addressed. Transport for London hereby exclude any warranty and any liability as to the quality or accuracy of the contents of this email and any attached transmitted files. If you are not the intended recipient be advised that you have received this email in error and that any use, dissemination, forwarding, printing or copying of this email is strictly prohibited., If you have received this email in error please notify [postmaster@tfl.gov.uk](mailto:postmaster@tfl.gov.uk), This email has been sent from Transport for London, or from one of the companies within its control within the meaning of Part V of the Local Government and Housing Act 1989. Further details about Tfl and its subsidiary companies can be found at <http://www.tfl.gov.uk/ourcompany>, This footnote also confirms that this email message has been swept for the presence of computer viruses.

\*\*\*\*\*

<22\_09 Private hire booking records Clarification about destinations.pdf>

# London Taxi and Private Hire



Operator number: 07979

Date: 31 May 2012

**[Redacted]**  
Uber London Ltd  
Unit 205 Kingscross Business Centre  
180-186 King's Cross Road  
London  
WC1X 9DE

**London Taxi and  
Private Hire**

4<sup>th</sup> Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear **[Redacted]**

RE: Application for a London PHV Operator's Licence issued under the terms of the Private Hire Vehicles (London) Act 1998

Licence number: **07979**  
Licence holder's name: **Uber London Ltd**  
Operator's licence size: **Standard**

We have now processed your Private Hire Operator Licence application and on behalf of Transport for London (TfL), the Licensing Authority, I am pleased to enclose your licence and the following items:

1. One copy of the above-detailed licence;
2. Summary of the conditions attached to every operator's licence;
3. PCO Notice 01/06 - Carriage of assistance dogs in PHVs and Taxis - Advice for operators and drivers;
4. Important web pages for licensed operators.
5. Getting It Right booklet
6. Abstract of Laws - General guidance on private hire vehicle law for London's licensed private hire vehicle operators;
7. Handbook for licensed operators.

Your licence has been issued pending proof of satisfactory planning permission. Please be advised that TfL will require an update on your planning application in three months time and therefore, you must submit this update no later than 30<sup>th</sup> August 2012. If we do not receive confirmation of appropriate planning permission being in place for your operating centre, your licence will be referred for revocation.

### Displaying your licence

Please now display the enclosed licence in a prominent position at the sole specified operating centre. Should this be a renewal application and you have yet to return your old licence to TfL, you should return all copies of the current licence within 7 days of the expiry of the existing licence.



### **Advertising your services**

Now that you are licensed, we understand that you will want to start promoting your private hire business. Before you do that, however, you should be aware that you may not use the words "taxi(s)", "cab(s)", or any words so closely resembling them that they are likely to be mistaken for them, in adverts for your private hire business.

While the following list is not exhaustive, an advert includes:

- business cards, letter headed paper, compliment slips and posters,
- signage, including on shop fronts, other premises (eg supermarkets, hospitals, nightclubs etc) and licensed private hire vehicles
- email addresses – eg [southwarkcabs@google.co.uk](mailto:southwarkcabs@google.co.uk) could not be used as an email address for your passengers to make bookings but you could use [southwarkminicabs@google.co.uk](mailto:southwarkminicabs@google.co.uk)
- websites and website addresses – eg [www.southwark-taxis.co.uk](http://www.southwark-taxis.co.uk) could not be used but you could use [www.southwark-minicabs.co.uk](http://www.southwark-minicabs.co.uk). You must also make sure that photos or animations on websites do not show taxis/black cabs or give the impression that a taxi/black cab service is provided.
- telephone numbers – eg if your telephone number is 0845 222 1234 you could not advertise this as 0845 CAB 1234
- recorded telephone messages and answer machine messages – eg your message should not say 'Thank you for calling Southwark Cabs' however you could say 'Thank you for calling Southwark Cars'.

In short, any advert that you issue must make it clear that you are providing a private hire service. Some examples of phrases that you may use in your adverts are:

1. Mini-cab service – the terms 'mini cab(s)' and 'minicab(s)' are also permissible
2. Executive car hire
3. Private hire service

You should also be aware that most customers will want to verify that you are licensed before they use your services. Your adverts should therefore contain sufficient information for potential customers to be able to identify you.

In terms of websites, there is current legislation which says that the following information must be disclosed in any website that belongs to a London licensed private hire operator:

1. The operator's name,
2. The operator's trading name as specified on his operator's licence,
3. The operator's trading address(es),
4. The operator's telephone number,
5. The operator's VAT registration number (if applicable),
6. The operator's email address,
7. The operator's licence number,
8. The fact that the operator is licensed by this office and our contact details and

9. If the private business in question is incorporated as a company, its registered number, the address of its registered office and the part of the UK in which it is registered.

For other types of adverts (e.g. business cards), you should at least specify your trading name and your operator's licence number therein.

#### **Use of TfL private hire branding**

You can also promote your services and show that you are licensed by using TfL private hire branding on your stationery or advertising.

If you'd like to use our branding please email us at [tph.research@tfl.gov.uk](mailto:tph.research@tfl.gov.uk) and include your private hire operator's licence number in the email. Once we receive your request we'll send you an email containing guidance on how the branding may be used etc.

#### **Varying the details on a London PHV Operator licence**

It is important that you are aware that operator's licences are not transferable. This means that the enclosed licence may only be used by the person (i.e. legal entity) who applied for it.

You should therefore be made aware that, until such time as a London PHV Operator licence is varied to specify different or additional operating centres, the holder of the licence may only accept private hire bookings at the operating centres that are currently specified in the licence.

If the licence holder ceases to operate private hire vehicles from any of the centres specified in their licence, then that person will need to apply for reference to the unused centres to be removed from the licence.

Should you wish to vary the details on your licence, you will need to submit a PHV/106 Application to vary the details of a London PHV Operator licence Form to TfL for consideration. The application will then be given full consideration and you will be notified of the outcome in due course. If you are applying to add additional operating centres, you should **not** begin trading at those premises until your application has been approved.

Information on how to apply to vary the details on your licence, including a downloadable copies of the licence variation application form (PHV/106), can be found on the operator page of our website, the address of which is [www.tfl.gov.uk/phvoperators](http://www.tfl.gov.uk/phvoperators).

#### **Compliance with Regulatory requirements**

A TfL Compliance Officer will contact you in approximately 6-8 weeks time to arrange the first compliance inspection for this licence. As with any subsequent inspections, the licence holder will, on that occasion, be required to demonstrate that the respective private hire business is being run in a safe and compliant manner. This is achieved through the production of accurate and up to date records, which show that all bookings are being properly discharged.

Yours sincerely

PHV Operator Licensing Team  
0845 602 7000 option 1, then option 3  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

Enc:

1. Copy of the licence
2. Summary of the conditions attached to every operator's licence;
3. Carriage of assistance dogs in PHVs and Taxis – Advice for operators and drivers;
4. Important web pages for licensed operators.
5. Getting It Right booklet
6. Abstract of Laws – General guidance on private hire vehicle law for London's licensed private hire vehicle operators;
7. Handbook for licensed operators

## **Important web pages for licensed operators**

TfL's website contains important information for its applicants and licensees. This leaflet identifies some of the facilities, items and pages contained in the website that licensed operators should find useful.

### **Notices**

TfL regularly issues notices, such as the one enclosed, for the information and guidance of its licensees. You can view copies of those notices, which are called '**TPH notices**', by clicking the appropriate link on the web page [www.tfl.gov.uk/tph](http://www.tfl.gov.uk/tph)

### **Publications Page**

This page contains publications that should be useful if you work in the taxi or private hire trade in London. It includes a document called 'Advice on the consideration of taxi and private hire licence applications in London', which also contains guidance for all licensees on situations that they may encounter whilst licensed.

### **The operator web page [www.tfl.gov.uk/phvoperators](http://www.tfl.gov.uk/phvoperators)**

This page contains useful information for licensed operators and links to the web pages that:

1. contain **TfL's online licence checker**. This is a tool that allows you to check if the licences held by your drivers and their vehicles, and indeed any London operators that you wish to sub-contract bookings to, are valid. The link to this facility is contained on the right hand side of the screen and is called 'check an operator's licence',
2. tell you how to apply for **Red route exemption signage (RRES)** for the private hire vehicles that you will be using. This page can also be accessed using the following web address [www.tfl.gov.uk/phvredroutes](http://www.tfl.gov.uk/phvredroutes)
3. tell you how to **promote your business** via TfL's customer travel information services, namely '**Find a ride**', '**Cabwise**' and the '**24 hour travel information**' service,
4. tell you how to **apply to vary or renew** your licence,
5. tell you how to obtain a free '**Licensed operator sign**' for display at your premises and
6. tell you how to obtain information on using **TfL branding**. This page can also be accessed using the following web address [www.tfl.gov.uk/phobranding](http://www.tfl.gov.uk/phobranding).

Additional general information about taxi and private hire licensing can also be found at [www.tfl.gov.uk/tph](http://www.tfl.gov.uk/tph)

## **Summary of the conditions attached to every London PHV Operator's licence**

A London licensed PHV Operator:

1. shall maintain public liability insurance cover, which has a minimum indemnity of £5m in respect of any one event, for any of the operating centres specified in his licence that is accessible to members of the public;
2. shall, if asked by a customer, agree the fare for the journey booked, or, provide an estimate of that fare;
3. who is convicted of an offence must, within 14 days, inform TfL of the details of the conviction. This applies to all persons associated with the licence (e.g. all of the directors of a limited liability company);
4. shall notify TfL of any change to the information provided in the application for his licence, or any application to vary that licence, within 14 days of the change;
5. who dismisses a driver for unsatisfactory conduct in connection with the driving of a private hire vehicle must inform TfL of the name of the driver and the circumstances of the case, within 14 days of the driver's dismissal;
6. shall not use CB apparatus in connection with his private hire business;
7. must have and maintain effectively, a procedure for dealing with complaints. As part of this obligation, the operator must record and retain the prescribed particulars of any complaints he receives;
8. must have and maintain effectively, a procedure for dealing with property left behind by customers in his cars or operating centres. As part of this obligation, the operator must record and retain the prescribed particulars of any property that is found or reported missing to him;
9. must charge a fare in accordance with his fare structure for PHVs when using a London licensed taxi to carry out a booking, unless the fare shown on the taxi's meter is less; and
10. who is granted a 'small' PHV operator's licence must not have any more than two private hire vehicles available to him at any one time for the purpose of carrying out private hire bookings he has accepted.

## **Carriage of Assistance Dogs in PHVs and Taxis Advice for Operators and Drivers**

The Government and Transport for London are committed to an accessible public transport system in which disabled people can enjoy the same opportunities to travel as other members of society. Private hire vehicles (PHVs) and taxis are a vital link in the accessible transport chain and it is important that disabled people who use guide, hearing or other assistance dogs, have confidence that they can book a PHV or hire a taxi which will carry them and their dog at no extra charge. Guide, hearing and other assistance dogs have given many disabled people the confidence to travel independently and, for these people, PHVs and taxis can often be a lifeline.

### **Private Hire Vehicle Operators**

PCO Notice 1/04 advised of the legal requirement, from 31 March 2004, for PHV operators to:

- accept bookings made by or on behalf of a disabled person who is accompanied by a guide, hearing or other assistance dog;
- accept bookings made by a person who will be accompanied in the PHV by such a disabled person; and
- not make an additional charge for carrying the disabled passengers' assistance dog.

### **Private Hire Vehicle Drivers**

Since 31 March 2004, a driver of a licensed PHV which has been hired by or for a disabled person with their guide, hearing or prescribed assistance dog; or by a person who will be accompanied in the PHV by such a disabled person; has been required to:

- carry the disabled passenger's assistance dog and allow it to remain with the passenger; and to do so without additional charge.

### **Taxi Drivers**

It has been a legal requirement since March 2001 for taxi drivers to carry guide, hearing and assistance dogs accompanying disabled people and to do so without any additional charge.

### **All operators and drivers are reminded of these obligations under the Equality Act 2010**

If you fail to comply with these duties, you will be guilty of an offence and, on conviction, liable to a fine currently up to £1,000.

### **The legislation covers the following types of dog:**

**Guide dogs:** trained by the Guide Dogs for the Blind Association to guide a visually impaired person. These dogs wear a harness.

**Hearing dogs:** trained to assist a deaf person. These dogs wear a jacket with the words 'Hearing Dogs for Deaf People'.



**Other assistance dogs:** those trained by 'Dogs for the Disabled', 'Support Dogs' or 'Canine Partners' to assist a disabled person with a physical impairment. These dogs should be wearing a jacket inscribed with the name of the relevant charity.

In addition, the owners of all these dogs will carry an identity card with the name of the relevant charity. It is important to remember that assistance dogs are highly trained animals and will remain on the floor of your vehicle. They are unlikely to damage or dirty it in any way.

### Dogs and Islamic Law

Guidance from the Shariat Council in 2002 confirmed that trained assistance dogs may accompany disabled people in taxis and private hire vehicles managed or driven by Muslims. The Council's guidance helps to clarify religious law and prevent any possible conflict with secular law.

Lord Ahmed, a Muslim spokesperson in the House of Lords, said that "Islam is a religion that cares for people. Although it is not encouraged to keep a dog in the house, if the dog is owned for reasons of safety then it is permitted. When a disabled person is accompanied by a trained dog, such a dog becomes a blind person's eyes and therefore should not be stopped from entering with a blind person."

Bert Massie, Chairman of the Disability Rights Commission (DRC), commented: "Disabled people will welcome the positive approach taken by leading members of the Muslim community to ensure that disabled people do not face discrimination because of a misunderstanding of Islam".

### Exemptions

Drivers can seek exemptions from these duties only on medical grounds (there is no exemption available to operators).

If you have a medical condition, such as severe asthma, which is aggravated by contact with dogs, or if you are allergic or have an acute phobia to dogs, it may be possible for you to qualify for an exemption. Applications should be made to TfL using the appropriate form which can be obtained from the Licensing department on 0845 602 7000.

# LTPH - PHV Licensing / Compliance

## Operating centre inspection checklist - PHV/110



### 1<sup>st</sup> Compliance

Application / Licence No  Licence expiry date

Operator name

Nominated rep  Tel

Operator type  Size

Trading name

Company No

Operating centre address

Postcode

VAT Number  Exemption

Two way radio  Radio licence number

Public Liability Ins No.  Public access?

Employers' Liability Ins No.  LA

P.H.V planning  Exemption

All inspections	Date and time appt made		Name of person appt made with	
	Date and time of appt		Name of person to be seen at appt	
V & P Insp only	Was the applicant able to accept the first appt you offered them?			
	If no, what date did you offer them			
	What reason did they give for not accepting that appt?			

Use of Unlicensed driver and/or vehicle	50		Valid Operator Licence displayed	2	
Operator trading in incorrect capacity	50		No VAT/Proof of Accounts	1	
Records of bookings conform to regulations	10		No Radio Licence	1	
Illegal Activity/Trading Names/Advertising	10		<b>Pre Licensing/Variation Inspection</b>		
Valid Public Liability Insurance	3		Trading at time of visit?	Y / N	
Valid Employer's Liability Insurance	1		Reported for trading illegally?	Y / N	
Complaints system does not conform to Regs	3		Person Identified as operator	Y / N	
Lost Property system does not conform to Regs	1		Trading names match that on application	Y / N	

Date	Comments
___/___/___	PH Driver's Name _____ Licence No: _____ Photo <input type="checkbox"/> N.I <input type="checkbox"/> DoB <input type="checkbox"/> Start Date <input type="checkbox"/> Finish Date <input type="checkbox"/> DVLA License No: _____ VRM (s) _____ Vehicle License No: (s) _____ MOT Date (s) ___/___/___ ___/___/___ Hire & Reward ___/___/___ ___/___/___ Vehicle Start Date <input type="checkbox"/> Vehicle Finish Date <input type="checkbox"/> Dates Worked: ___/___/___ ___/___/___ ___/___/___

### NON COMPLIANCE WEIGHTING

Total Other Non Compliance Weightings		Total Weighting DVRC		Total of Non Compliance Weightings	
---------------------------------------	--	----------------------	--	------------------------------------	--

### RESULT OF INSPECTION

0	1 - 6	7 - 10	11 - 20	21 - 39	40 - 49	50 and above
Category 1	Category 2	Category 3	Category 4	Category 5	Category 6	Category 7

Other Officer's/Agencies Present			
Name of lead Licensing Officer		Name of Company Representative	
Signature of lead Licensing Officer		Signature of Company Representative	
Date		Date	

## London Taxi and Private Hire



## Report Check List to be attached to all inspection reports

Type of Inspection:  
P = pre-licensing V = variation  
C = Compliance R = Renewal

Licence No: 07979/01/  
Uber London Ltd  
Operator's Name: Unit 205, Kings Cross Business  
Trading Address:- Centre, 180-186 Kings Cross Road,  
Islington, WC1X 9DE

P

Primary use of premises: Office

(Delete as appropriate)

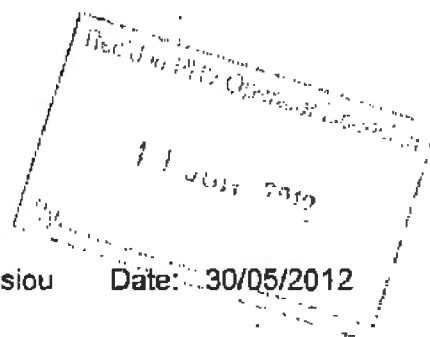
Inspection Result : Category 1 2 3 4 5 6 7 (Circle as appropriate)

## MOST RECENT INSPECTION ON TOP

- |   |  |
|---|--|
| <input type="checkbox"/> Checklist  | <input type="checkbox"/> Warning Letter                |
| <input type="checkbox"/> Booking Record Checklist                                     | <input type="checkbox"/> Final Warning Referral Letter |
| <input type="checkbox"/> Driver & Vehicle Checklist                                   | <input type="checkbox"/> Other Evidential Material     |
| <input type="checkbox"/> Reminder Letter  |  |
| <input type="checkbox"/> Subsequent Inspection subject to Line Managers Authorisation |  |

Licensing Officer's comments / observations including follow up action / TAPITS updates required

DVLA: [REDACTED]  
Landline no: [REDACTED]  
Mobile: [REDACTED]  
Made aware of public and employer liability insurance  
See Attached regarding planning  
Trading names to add to licence ([www.uber.com](http://www.uber.com), uber)  
Full set of templates given  
All other systems in place



Officer's Signature [REDACTED] Print Name: Leo Athanasiou Date: 30/05/2012

Licensing Manager's comments / recommendation

An allegation was made by another operator to our CO. RE: Booking Records. Can not record destinations at the time of the Booking. The applicant has been advised and their system can record this correctly - N/A.

Manager's Signature [REDACTED] Print Name: S. [REDACTED] Date: 7/6/12

Recommendation: Proceed

Passed to the Operator Licensing Department Date: 8.1.6.1.12

Message: Insert Option: Format Text: Location: [Icons]

Address Check: [Icons]

Book: Name: [Icons]

File: Name: [Icons]

Folder: [Icons]

High Importance: [Icons]

Low Importance: [Icons]

Signature: [Icons]

Subject: Free Personal declaration Form

Attachments: PHVAD09 Nom Rep. PDF 15.1 KB

From: [Redacted]  
Sent: 18 October 2012 11:50  
To: Victoria Jeanne (TPH)  
Subject Re: Personal declaration Form

Hi Joanne,

Thank you for sending this through so quickly! I have completed this form to change the nominated representative for Uber London Ltd. from [Redacted] to myself.  
Please let me know if you need anything else to make this change official on your end.

Best,

On Thu, Oct 18, 2012 at 11:28 AM, Victoria Jeanne (TPH) <[Redacted]> wrote:

The contents of the e-mail and any transmitted files are confidential and intended solely for the use of the individual or entity to whom they are addressed. Transport for London hereby exclude any warranty and any liability as to the quality or accuracy of the contents of this email and any attached transmitted files. If you are not the intended recipient be advised that you have received this email in error and that any use, dissemination, forwarding, printing or copying of this email is strictly prohibited. If you have received this email in error please notify postmaster@tfl.gov.uk. This email has been sent from Transport for London, or from one of the companies within its control within the meaning of Part V of the Local Government and Housing Act 1989. Further details about TFL and its subsidiary companies can be found at: <http://www.tfl.gov.uk/ourcompany>. This footnote also confirms that this email message has been exempt for the purposes of computer viruses.

General Manager, Transport for London





PHV/103

Personal Declaration

PHO/

LTH Use only			

You will need to complete a separate PHV/103 form for EACH individual associated with the licence

**A**

**Application Details**

A1 Proposed operator licence name/company name/partnership name:

Uber London Ltd

A2 Personal details:

a) Position in operation  
(please tick option(s))

Sole Trader ☐

Director ☒

Partner ☐

Company Secretary ☐

Nominated Representative ☒

b) Title (eg Mr/Mrs/Miss/Ms)

c) Surname

d) Forename(s)

e) Date of birth

f) Home address

g) Do you have the right to work and reside in the UK?

h) Have you ever been involved with an operator's licence that was revoked or suspended, or an application that was refused by this or any other authority?

If Yes, please provide further information:

**B**

**Bankruptcy**

B1 Have you ever been declared bankrupt?

If Yes, have you ever been the subject of a Bankruptcy Restriction Order (BRO) or Bankruptcy Restriction Undertaking (BRU)?

If you have been declared bankrupt, please provide written representations on a separate sheet



**C****Eligibility to take part in the running of a limited company**

C1 Have you ever been disqualified from being a company director or from taking part in the management of a limited company?

If you have been disqualified, please provide written representations on a separate sheet

**D****Previous convictions/cautions/outstanding charges**

Please complete all applicable sections and only leave 'blank' if not applicable

If you have provided any details above, please provide written representations on a separate sheet

**E****Declaration**

I declare that all the information given above is true and I understand that an operators licence issued in respect of this application may be revoked if any information is subsequently found to be false. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

I will declare any future convictions to London Taxi and Private Hire (LTPH) no more than 14 days after receiving that conviction and will also keep LTPH informed should my role with the private hire operation change. I understand that failure to do this will be a breach of licensing conditions and may lead to suspension or revocation of the licence.

I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history.

Signature

Date

18/10/2012

# London Taxi and Private Hire



Operator number: 07979

Date: 23 October 2012

**London Taxi and  
Private Hire**

4<sup>th</sup> Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000

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

**For queries regarding this  
appointment please call the  
number given at the end of  
this letter.**

Unit 205 Kingscross Business Centre 180-186 King's Cross Road  
London  
WC1X 9DE

Dear [REDACTED]

**RE: Appointment for Inspection of Licensed Premises**

Operator's licence number: **07979**

Operator's name: **Uber London Ltd**

This letter has been sent to you as we have been unable to contact you on several occasions on the telephone number(s) provided for us make an appointment in order that we can carry out an inspection by virtue of Section 4 Sub Section 3 (e) Private Hire Vehicles (London) Act 1998.

This letter is to inform you that Compliance Officers will be attending your premises on Monday 5<sup>th</sup> November 2012 between the hours of 12pm and 2pm in order to conduct that inspection.

It is our expectation that you as the operator (or your named representative) will produce to the Compliance Officers those items that you are required to maintain under the conditions of your licence, contained within *Parts 3 and 4 of The Private Hire Vehicles (London) (Operators' Licences) Regulations 2000*, namely that you have:

- Correctly maintained Booking Records;
- Maintained accurate Driver Files, and
- Maintained accurate Vehicle Files.

As part of your duty of care it is the responsibility of the operator to carry out all necessary checks to ensure that any PHV drivers and vehicles used hold a valid Private Hire licence. This can be done online at the following address:  
<http://www.tfl.gov.uk/tfl/businessandpartners/taxisandprivatehire/ph/licensing/>

The Compliance Officers will also verify during the inspection that you are:

A division of Transport for London  
whose principal place of business is  
Windsor House  
42 - 50 Victoria Street  
London SW1H 0TL

VAT number 756 2769 90

- Maintaining accurate Records of Complaints received;
- Maintaining accurate records of Lost / Found Property reported;
- Maintaining accurate archived records of the above;
- That you are clearly displaying your Operator Licence, and
- That you have Public Liability Insurance. (If required)

In addition the Compliance Officer will also check during this inspection that you are complying with the Administrative Rules as contained in the 'Guide for PHV Operator Licence Applicants in the London Metropolitan district'.

As you have been given advance notice of this inspection, it is expected that all necessary compliance documents will be available for inspection. Missing documents produced after the inspection will not normally be considered unless in exceptional circumstances.

If you fail to comply with the above requirements to the Compliance Officer this could result in a compliance failure, and your fitness to continue to hold your Private Hire Operator licence may be reviewed.

In some cases your licence may be suspended or revoked. In more serious cases you may be prosecuted.

For a comprehensive understanding of how the London Taxi & Private Hire compliance results are graded please visit [www.tfl.gov.uk/TPH](http://www.tfl.gov.uk/TPH)

To avoid failed inspections you are to ensure that you are fully prepared for the inspection, and have all the required paperwork and documentation up to date and readily available for the Compliance Officers to inspect.

Yours sincerely

Perry Kissin  
**Compliance Officer**



## London Taxi and Private Hire



Operator number: 07979

Date: 23 October 2012

[REDACTED]  
Uber London Ltd  
Unit 205 Kingscross Business Centre  
180-186 King's Cross Road  
London  
WC1X 9DE

London Taxi and  
Private Hire

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear [REDACTED]

RE: London PHV Operator's Licence  
Operator's name: **Uber London Ltd**

---

We acknowledge receipt of the completed personal declaration form (PHV103) for [REDACTED]

A routine check carried out with Companies House confirms [REDACTED] appointment as a director in the above named company. However, we appear to have not been informed that two of the other company directors named on our records [REDACTED] and [REDACTED] resigned from the company on 02/07/12 and that a new director ([REDACTED]) was appointed.

Any person associated with a PHV operator's licence must submit to this office a completed personal declaration. Therefore, please arrange for [REDACTED] to complete and return the enclosed form PHV103.

[REDACTED] has also specified on her personal declaration that she is the nominated representative of the company. Therefore, please confirm any contact details and telephone number for this person, as we will use this information for future contact with the company.

Please be aware that the licensing regulations requires the holder of a London PHV operator's licence to notify the Licensing Authority - TfL - of any changes to the information provided in the application for the grant of his licence, or any application to vary that licence, within 14 days of the change.

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 - 50 Victoria Street  
London SW1H 0TL

VAT number 756 2769 90

Therefore, where there are any changes to the appointed personnel that make up the company, this office must be formally notified of this change within 14 days.

We look forward to your reply.

Please quote the operator number, which can be found at the top of this letter, in all future correspondence.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

# London Taxi and Private Hire



## COMPANY DETAILS

---

**Name & Registered Office:**

UBER LONDON LIMITED  
3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ

**Company No.:** 08014782

**Date of Incorporation:** 02/04/2012

**Country of Origin:** United Kingdom

**Status:** Active

---

**Company Type:** Private Limited Company

**Nature Of Business (SIC):**

None Supplied

---

**Accounting Reference Date:** 30/04

**Last Accounts Made Up To:** (NO ACCOUNTS FILED)

**Next Accounts Due:** 02/01/2014

**Last Return Made Up To:**

**Next Return Due:** 30/04/2013

---

**Mortgage: Number of Charges:** ( 0 outstanding / 0 satisfied / 0 part satisfied )

---

### Previous Names

No previous name information has been recorded over the last 20 years.

## COMPANY APPOINTMENTS

Registered No.: 08014782  
Name: UBER LONDON LIMITED  
  
Address: 3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ

Company Appointments: 4 / Resignations: 3

**Exclude**

Resignations

To view details of other appointments held, click on the appropriate underlined name.

(Charge : £1.00 per officer selection)

NOROSE COMPANY SECRETARIAL SERVICES  
LIMITED  
3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ

SECRETARY

Appointed: 02/04/2012

Appointments: 1

[REDACTED]

DIRECTOR  
Appointed: 02/07/2012  
Nationality: [REDACTED]  
Occupation: GENERAL  
MANAGER

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 1

KALANICK, TRAVIS

[REDACTED]

DIRECTOR  
Appointed: 02/04/2012  
Nationality: [REDACTED]  
Occupation: DIRECTOR

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 1

[REDACTED]

DIRECTOR  
Appointed: 02/07/2012  
Nationality: [REDACTED]  
Occupation: COMPANY  
DIRECTOR

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 1



[REDACTED]  
[REDACTED]  
[REDACTED]

DIRECTOR  
Appointed: 02/04/2012  
Resigned: 02/07/2012  
Nationality: [REDACTED]  
Occupation: DIRECTOR

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 1

[REDACTED]  
[REDACTED]  
[REDACTED]

DIRECTOR  
Appointed: 02/04/2012  
Resigned: 02/07/2012  
Nationality: [REDACTED]  
Occupation: NONE

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 4

[REDACTED]  
[REDACTED]  
[REDACTED]

DIRECTOR  
Appointed: 02/04/2012  
Resigned: 02/04/2012  
Nationality: [REDACTED]  
Occupation: CO SECRETARY

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 267



## PHV/106

# Application to vary details on a London Private Hire Vehicles Operator's licence

 PHO/ 

LTPH use only			
0	7	9	7
9			

You will need to complete a separate PHV/106 form for EVERY operating centre you wish to add to/remove from your London Private Hire Operator's licence.

**A****Licence Details**

A1 Operator licence number:

07979/01/01

A2 Operator licence name:

Uber London Ltd.

A3 Licence expiry date:

30 May 2017

**Please note:** A licence variation is the removal or addition of an operating centre to or from your licence. Licence variations carry an administration charge. You must submit the appropriate fee with this form (see section H for details of the charges).

**B****Removal of an operating centre**

B1 Do you wish to remove an operating centre from your licence?

☒ Y ☐ N

If 'Yes', please complete B2, then proceed to section H.

If 'No', please proceed to section C.

B2 Please state the full address and post code of the centre you wish to remove:

Operating Centre address:

Uber London Ltd.

Unit 205 Kingscross Business Centre

180-186 King's Cross Rd.

London

Post code:

WC1X 9DE

**C****Addition of an operating centre**

C1 Do you wish to add an operating centre to your licence?

☒ Y ☐ N

If 'Yes', please complete ALL sections C - J.

C2 Please confirm the trading name(s) to be used at this centre:  
(continue on a separate sheet if necessary)

Uber London Ltd.

C3 Operating Centre address:

83 Baker Street

London

~~W1U 6AG~~

C4 Post code:

W1U 6AG

C5 Contact Tel. number:

C6 Contact name at centre:

C7 Please confirm the name of the local authority in which the centre lies:

City of Westminster

C8 Is your proposed operating centre accessible to the public?

☒ Y ☐ N

If Yes, please confirm the opening hours:

D

### Type of Operating Centre Premises

The type of operating centre you are proposing to work from will affect the criteria by which you are assessed. We will therefore require specific information dependant on the type of operating centre you wish to licence.

TfL is aware that not all PHV operators run their business from premises used solely for the purpose of providing a private hire service. Quite frequently operators will apply to be licensed in premises that are shared with another business, whether their own or that of a third party.

Where a premises is to be shared, TfL will take into consideration the type of business sharing the premises and the proposed relationship with the operator. In determining whether a venue is shared, consideration will be given to whether the operating centre will have its own front door, postal address and postcode, and whether there is restricted access from that location to other parts of the building. If none of these factors are present it may be argued that the premises isn't shared and the application may be allowed to proceed as it may not fall within the confines of an existing non-transport related business.

D1 Please confirm whether the proposed operating centre:

(a) Will be solely occupied as an operating centre?

☒ Y ☐ N

(b) Has its own front door, postal address and postcode?

☒ Y ☐ N

(c) Has restricted access from the location to other parts of the building?

☒ Y ☐ N



If you have answered 'Yes' to all of D1, your proposed centre may be considered as a 'single occupancy premises'. Please be advised that TfL reserves the right to review the details of this centre and if it is subsequently found to be a 'shared premises', further information will be requested from you and this will delay the processing of your application. Please continue to Section E

If you have answered 'No' to the above, your proposed centre may be considered as a 'shared premises'. Please continue to question D2

D2 Have you previously held a PHV operator licence for a period of 12 months? ☐ Y ☐ N

If 'Yes', please provide the licence/application number:

Please note: TfL will check this information and take into consideration any previous history when deciding whether to issue a licence

D3 Please confirm which type of premises you propose to operate from: (e.g. hotel, bar, nightclub)

D4 What is the primary use of the proposed premises:

D5 Are the premises licensed for any other specific activity? (e.g. licensed to sell alcohol) ☐ Y ☐ N

If 'Yes', please confirm what type of licence

D6 Is the private hire service offered as part of a package of services? (e.g. a concierge service) ☐ Y ☐ N

If 'Yes', please confirm what the other services offered are:

E

### Further details about Operating Centre Premises

E1 It is necessary to have a designated area to take private hire bookings.  
(a) Is there a designated area specified within the venue where bookings will be taken? ☒ Y ☐ N

(b) Please provide a brief description of where this will be:

Please note: this will be checked on the pre-licensing inspection. It will also be displayed on the licence.

Our bookings are taken through our technology platform / Smartphone app and we also have a designated area at our new offices at 83 Baker St. W1U 6AG

E2 It is necessary to have an area to store your driver and vehicle records securely at one of the proposed operating centres.  
(a) Will this be the centre where your records will be stored? ☒ Y ☐ N

(b) Please provide a brief description of where this will be:

Please Note: this will be checked on the pre-licensing inspection.

Our vehicle and driver records will be stored securely on our technology platform and in our offices at 83 Baker St. W1U 6AG

Please note: Booking records will need to be retained at every proposed operating centre

E3 If there is public access to the premises for the purposes of making bookings, the designated booking area must be clearly signed.

(a) Is there such signage within the premises?

☐ Y ☒ N

(b) Please provide a brief description of where this will be:

*Please Note: this will be discussed on the pre-licensing inspection.*

No public access.

F

### Planning Permission

Every operating centre specified on an operator's licence is required to prove that it meets local planning regulations. To meet this requirement an applicant must produce one of the following:

(a) Planning permission from the local authority which allows the premises to be used as a operating centre; or ☐

(b) A Certificate of Lawful Use (also known as a Lawful Development Certificate) from the local authority which allows the premises to be used as an operating centre; or ☐

(c) A letter (on headed paper) or e-mail (sent by an appropriate person with their contact details attached) from the local authority which confirms that planning permission is not required and that the proposed use of the premises would be lawful without planning permission; or ☐

(d) Proof (i.e. local authority planning application number) that planning permission has been applied for to allow the premises to be used as an operating centre. ☒

*A licence cannot be issued in the absence of one of the above.*

F1 Please 'tick' which of the required planning permission criteria relates to this operating centre.

F2 You will need to submit appropriate documentation in support of your application in order to confirm your planning permission.

*Please note: If this is not provided, it will delay the processing of your application.*

G

### Other Operating Centre Information

G1 Is a two way radio operated from the premises?

☐ Y ☒ N

If 'yes', please provide the OfCom licence number:

G2 What is the Employers' Liability insurance policy number (please state 'N/A' if not held):

HU P16 1859813

G3 What is the Public Liability insurance policy number (please state 'N/A' if not held):

NA



**G4** All London PHV Operators are required to have a fixed landline telephone number for bookings.

Please confirm the fixed landline telephone number:

Please confirm whether the required, fixed landline telephone number will be located at this operating centre?



*Please note: Existing operators must provide details of a fixed landline telephone number. The absence of a landline number will impact on the operator's compliance grading which can lead to further, more frequent inspections and ultimately having their fitness to be licensed reviewed.*

**H**

### Payment details

The costs associated with an application to vary a London Private Hire Vehicle Operator's licence are as follows:

Removal of an existing operating centre from a licence = £50.00 for each operating centre

Addition of a new operating centre to a licence = £200.00 for each operating centre

If you are submitting more than one type of application to vary the licence, it is preferable if you submit a single payment to cover the cost of all the applications being made.

**For example:** If you wish to remove 2 operating centres from the licence, you would have to submit a total payment of £100.00 (2x £50 to cover the cost of removing each centre from the licence).

**Please note:**

If you wish to add a new operating centre, whilst also removing an existing operating centre at the same time, the fee that would need to be paid would only be £200.00.

To pay for the appropriate application, you will need to complete the payment slip accompanying this application (on page 7) and submit it with your application.

**I**

### Next Stages of the Application Process

#### Consideration of the application and any previous history:

When assessing an application to vary the details on a London PHV Operator's licence, LTPH will take into consideration the current compliance history of the operator, as well as the suitability of the proposed operating centre (venue) for licensing purposes. Any operator that has previously come to adverse attention, for any reason, will also form part of the consideration process.

#### Pre-licensing inspection:

There is a requirement for a pre-licensing inspection to be carried out at all of the proposed operating centre(s). This is part of the information gathering exercise to ensure that the application to vary the licence is appropriate. This is particularly relevant for "shared" premises.



If the pre-licensing inspection is found to be satisfactory, LTPH will then consider the whole of the application and determine whether a licence can be varied. This assessment will include any supporting information that may be provided with the application, including anything from the police, particularly relevant for 'shared' premises.

#### Police Support

Where LTPH determine that further discussion is required with regards to public safety issues (e.g. where an application to vary the licence would allow an operating centre to be based within a late night premise), LTPH will liaise with the Police to ensure that they support the application. This can significantly increase the time taken to process your application.

If all of the application to vary the licence is found to be satisfactory and deemed suitable, your London PHV Operator licence will be re-issued to include the variation.

The full licensing assessment criteria can be found at [www.tfl.gov.uk/tph/publications](http://www.tfl.gov.uk/tph/publications)

**J**

### Declaration

The following declaration should be read and signed by either the named individual applying for the licence, if you are an individual (Sole Trader), or the person assigned to be the 'Nominated Representative' (person who is responsible for the day-to-day running of the business) for all other types of operator.

I/we hereby make an application to operate private hire vehicles within London and declare that all the information provided on this form is true to the best of my knowledge.

I understand that an operator licence issued in connection with this application may be revoked if any statements are subsequently found to be false and that such false statements constitute a criminal offence.

I declare that neither I nor any of the partners/directors of the company (if appropriate) (to the best of my knowledge) is disqualified from holding a PHV operator's licence.

Signature

Date

24/02/2012

Print Name



Overview

Forms

Supporting Docs

Fees

Check, Pay &amp; Submit

**Confirmation**

Thank you. Your application was submitted to Westminster City Council on 30 October 2012 at 17:08. You should expect a response within 10 working days.

The Planning Portal reference number for this proposal is: PP-02275771

Please quote this reference number in any initial correspondence with the local planning authority.

It is now the responsibility of Westminster City Council to process your application and all further correspondence must be addressed to them.

**Online Payment**

An online payment of £170.00 has been made to Westminster City Council:

Planning Portal reference number: PP-02275771\_v1

LPA payment reference number: 084665

You will be able to access your submitted application on the Planning Portal, but after two years you will no longer be able to download or amend it. For further details, [read our archiving policy FAQs](#).

You are strongly advised to keep a copy of the application in your own records.

You can download a copy of your application from the 'My Applications' page or you can print your application from the 'overview' tab.

If you need to submit a building control application you may be able to do so online.

You should contact your local planning authority or visit their website for further information on their online services. Some authorities also support online building control applications via the Submit-a-Plan service ([www.submit-a-plan.com](http://www.submit-a-plan.com)).

Alternatively, you can contact an Approved Inspector at [www.approvedinspectors.org.uk](http://www.approvedinspectors.org.uk)

**Westminster City Council**

**Westminster City Council**  
(opens in a new window)

**Email**

**Telephone**  
(020) 7641 2513

*Proof of application for planning permission with City of Westminster*

**From:** Victorin Joanne (TPH)  
**Sent:** 02 November 2012 08:30  
**To:** Panlondon  
**Cc:** Kissin Perry (TPH)  
**Subject:** (VAR) - 7979 - Uber London Ltd - W1U 6AG  
**Importance:** High

Application for planning permission has been accepted by Westminster City Council -portal ref:PP-02275771



PHV/103

## Personal Declaration

PHO/

LTPH use only

09999

You will need to complete a separate PHV/103 form for EACH individual associated with the licence

A

## Application Details

A1 Proposed operator licence name/company name/partnership name:

Uber London Ltd

A2 Personal details:

a) Position in operation  
(please tick option(s))

Sole Trader

☐

Director

☒

Partner

☐

Company Secretary

☐

Nominated Representative

☐

b) Title (eg Mr/Mrs/Miss/Ms)

Mr

c) Surname

d) Forename(s)

e) Date of birth

f) Home address

g) Do you have the right to work and reside in the UK?

h) Have you ever been involved with an operator's licence that was revoked or suspended, or an application that was refused by this or any other authority?

If 'Yes', please provide further information:

B

## Bankruptcy

B1 Have you ever been declared bankrupt?

If 'Yes', have you ever been the subject of a Bankruptcy Restriction Order (BRO) or Bankruptcy Restriction Undertaking (BRU):

\*If you have been declared bankrupt, please provide written representations on a separate sheet

MAYOR OF LONDON

**C****Eligibility to take part in the running of a limited company**

**C1** Have you ever been disqualified from being a company director or from taking part in the management of a limited company:

Company name	Position in company	Date and length of disqualification
--------------	---------------------	-------------------------------------

--

\*If you have been disqualified, please provide written representations on a separate sheet

**D****Previous convictions/cautions/outstanding charges**

Please complete all applicable sections and only leave 'blank' if not applicable:

Type of offence	Police station where charged	Court name and date of appearance	Sentence imposed (caution or conviction)
-----------------	------------------------------	-----------------------------------	--

--

\*If you have provided any details above, please provide written representations on a separate sheet

**E****Declaration**

I declare that all the information given above is true and I understand that an operators licence issued in respect of this application may be revoked if any information is subsequently found to be false. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

I will declare any future convictions to London Taxi and Private Hire (LTPH) no more than 14 days after receiving that conviction and will also keep LTPH informed should my role with the private hire operation change, I understand that failure to do this will be a breach of licensing conditions and may lead to suspension or revocation of the licence.

I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history.

Signature

Date

# London Taxi and Private Hire



Operator number: 07979

Date: 02 November 2012

**[REDACTED]**  
Uber London Ltd  
Unit 205 Kingscross Business Centre  
180-186 King's Cross Road  
London  
WC1X 9DE

**London Taxi and  
Private Hire**

4<sup>th</sup> Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear **[REDACTED]**

RE: Application to vary a London PHV operator's licence  
Licence number: **07979**  
Licence holder's name: **Uber London Ltd**  
Fee payable for this application: **£200**

---

Thank you for your recent application in which you applied to vary your licence by specifying on it a new operating centre; the address of which is 83 Baker Street, London, W1U 6AG.

Thank you also for the card payment for £200 that accompanied your application; that money being submitted in payment of the relevant application fee. A receipt for your card payment is attached.

The initial processing of the application has been completed and we are now ready to carry out a licence variation inspection at your proposed operating centre; a process that you as the licensee's nominated representative, must be present for.

The required inspection will be carried out by appointment and someone from this office will contact you in the next few days by phone to make the necessary arrangements. If, after ten working days from receipt of this letter, you have not received a phone call about the required inspection, please contact our scheduling team at [panlondon@tfl.gov.uk](mailto:panlondon@tfl.gov.uk) giving your operator number and name, and they will endeavour to assist you.

In case you are not aware, the purpose of a licence variation inspection is for you to demonstrate that your proposed premises are fit for purpose and that you have made put together procedures to ensure that:

1. booking, driver and vehicle records will be properly and securely maintained / retained at the premises,

2. you do not use drivers or vehicles to discharge private hire bookings without the required particulars of those driver and vehicles being kept on file,
3. complaints will be dealt with and properly recorded and
4. lost and found property will be dealt with and properly recorded.

The particulars that a licensed operator must keep in respect of bookings, drivers, vehicles, complaints and lost property are set out in part 14 of the operator licensing guidance notes booklet, which forms part of the operator's licence application pack. A copy of that document is available for download on the 'Applications' page of the operator licensing section of our website, the address of which is [www.tfl.gov.uk/phvoperators](http://www.tfl.gov.uk/phvoperators).

**Please note that it is an offence for the holder of a London PHV operator's licence to accept a private hire booking, other than at an operating centre specified in his licence.**

Please state the operator number shown at the top of the page in all future correspondence.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

## London Taxi and Private Hire



Operator number: 07979

Date: 02 November 2012

[REDACTED]  
Uber London Ltd  
Unit 205 Kingscross Business Centre  
180-186 King's Cross Road  
London  
WC1X 9DE

London Taxi and  
Private Hire

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear [REDACTED]

RE: Operator's name: **Uber London Ltd**

---

I am writing to confirm receipt of the Personal Declaration form in the name of [REDACTED] who now fulfils the role of Director in the above company. Our records have been updated accordingly.

Please quote the operator number, which can be found at the top of this letter, in all future correspondence.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 – 50 Victoria Street  
London SW1H 0TL

VAT number 756 2769 90



# LTPH - PHV Licensing / Compliance

## Operating centre inspection checklist - PHV/110



**Variation**

Application / Licence No  Licence expiry date

Operator name

Nominated rep  Tel

Operator type  Size

Trading name

Company No

Operating centre address

Postcode

VAT Number  Exemption

Two way radio  Radio licence number

Public' Liability Ins No.  Public access?

Employers' Liability Ins No.  LA

P.H.V planning  Exemption

All inspections	Date and time appt made		Name of person appt made with	
	Date and time of appt		Name of person to be seen at appt	
V & P insp only	Was the applicant able to accept the first appt you offered them?			
	If no, what date did you offer them			
	What reason did they give for not accepting that appt?			

Use of Unlicensed driver and/or vehicle	50		Valid Operator Licence displayed	2	
Operator trading in incorrect capacity	50		No VAT/Proof of Accounts	1	
Records of bookings conform to regulations	10		No Radio Licence	1	
Illegal Activity/Trading Names/Advertising	10		<b>Pre Licensing/Variation inspection</b>		
Valid Public Liability Insurance	3		Trading at time of visit?	Y / N	
Valid Employer's Liability Insurance	1		Reported for trading illegally?	Y / N	
Complaints system does not conform to Regs	3		Person Identified as operator	Y / N	
Lost Property system does not conform to Regs	1		Trading names match that on application	Y / N	

Date	Comments
	<p>PH Driver's Name _____ Licence No: _____</p> <p>Photo <input type="checkbox"/> NJ <input type="checkbox"/> DoB <input type="checkbox"/> Start Date <input type="checkbox"/> Finish Date <input type="checkbox"/></p> <p>DVLA License No: _____</p> <p>VRM (s) _____</p> <p>Vehicle License No: (s) _____</p> <p>MOT Date (s) ____/____/____ ____/____/____</p> <p>Hire &amp; Reward ____/____/____ ____/____/____</p> <p>Vehicle Start Date <input type="checkbox"/> Vehicle Finish Date <input type="checkbox"/></p> <p>Dates Worked: ____/____/____ ____/____/____ ____/____/____</p>

### NON COMPLIANCE WEIGHTING

Total Other Non Compliance Weightings		Total Weighting DVRC		Total of Non Compliance Weightings	
---------------------------------------	--	----------------------	--	------------------------------------	--

### RESULT OF INSPECTION

0	1 - 6	7 - 10	11 - 20	21 - 39	40 - 49	50 and above
Category 1	Category 2	Category 3	Category 4	Category 5	Category 6	Category 7

Other Officer's/Agencies Present			
Name of lead Licensing Officer		Name of Company Representative	
Signature of lead Licensing Officer		Signature of Company Representative	
Date		Date	

From: [REDACTED]  
Sent: 05 November 2012 08:48  
To: Victorin Joanne (TPH)  
Subject: Re: Personal declaration Form  
Attachments: PHV103 [REDACTED] PDF

Hi Joanne,

I also wanted to send you Form 103 for [REDACTED] who is just coming on as a director & [REDACTED] is stepping down as a director, it might still be another couple of weeks before it shows up in Companies House because it has just been filed with our lawyers.

Thanks,  
[REDACTED]

On Tue, Oct 30, 2012 at 6:27 PM, [REDACTED] wrote:  
Hi Joanne,

I also wanted to send you the PHV103 completed form for [REDACTED] because I understand that you don't have it on file. [REDACTED] and [REDACTED] have also resigned.

Thank you,  
[REDACTED]

On Thu, Oct 18, 2012 at 11:28 AM, Victorin Joanne (TPH) [REDACTED] wrote:

\*\*\*\*\*

The contents of the e-mail and any transmitted files are confidential and intended solely for the use of the individual or entity to whom they are addressed. Transport for London hereby exclude any warranty and any liability as to the quality or accuracy of the contents of this email and any attached transmitted files. If you are not the intended recipient be advised that you have received this email in error and that any use, dissemination, forwarding, printing or copying of this email is strictly prohibited. If you have received this email in error please notify [postmaster@tfl.gov.uk](mailto:postmaster@tfl.gov.uk). This email has been sent from Transport for London, or from one of the companies within its control within the meaning of Part V of the Local Government and Housing Act 1989. Further details about TFL and its subsidiary companies can be found at <http://www.tfl.gov.uk/ourcompany>. This footnote also confirms that this email message has been swept for the presence of computer viruses.

\*\*\*\*\*

[REDACTED]  
General Manager, UberLondon

[REDACTED]  
@Uber LON  
[REDACTED]



PHV/103

Personal Declaration

LTPH use only  
PHO/ 00000

You will need to complete a separate PHV/103 form for EACH individual associated with the licence.

**A**

Application Details

A1 Proposed operator licence name/company name/partnership name:

UBED LONDON LTD.

A2 Personal details:

a) Position in operation  
(please tick option(s))

Sole Trader ☐

Director ☒

Partner ☐

Company Secretary ☐

Nominated Representative ☐

b) Surname

c) Forename(s)

d) Date of birth

e) Home address

f) Do you have the right to work and reside in the UK?

g) Have you ever been involved with an operator's licence that was revoked or suspended, or an application that was refused by this or any other authority?

If Yes, please provide further information:

**B**

Bankruptcy

B1 Have you ever been declared bankrupt?

If Yes, have you ever been the subject of a Bankruptcy Restriction Order (BRO) or Bankruptcy Restriction Undertaking (BRU)?

If you have been declared bankrupt, please provide written representations on a separate sheet



**C****Eligibility to take part in the running of a limited company**

C1. Have you ever been disqualified from being a company director or from taking part in the management of a limited company?

If you have been disqualified, please provide written representations on a separate sheet

**D****Previous convictions/cautions/outstanding charges**

Please complete all applicable sections and only leave blank if not applicable

If you have provided any details above, please provide written representations on a separate sheet

**E****Declaration**

I declare that all the information given above is true and I understand that an operators licence issued in respect of this application may be revoked if any information is subsequently found to be false. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

I will declare any future convictions to London Taxi and Private Hire (LTPH) no more than 14 days after receiving that conviction and will also keep LTPH informed should my role with the private hire operation change. I understand that failure to do this will be a breach of licensing conditions and may lead to suspension or revocation of the licence.

I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history.

Signature

Date

01/11/2012



# Report Check List to be attached to all inspection reports

Type of inspection:  
P = pre-licensing V = variation  
C = Compliance R = Renewal



Licence No: 7979  
Operator's Name: User London Ltd  
Trading Address:- 83 Baker Street  
Primary use of premises: cafe  
(Delete as appropriate)

Inspection Result : Category (1) 2 3 4 5 6 7 (Circle as appropriate)

## MOST RECENT INSPECTION ON TOP

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Checklist   | <input type="checkbox"/> Warning Letter                |
| <input type="checkbox"/> Booking Record Checklist                                     | <input type="checkbox"/> Final Warning Referral Letter |
| <input type="checkbox"/> Driver & Vehicle Checklist                                   | <input type="checkbox"/> Other Evidential Material     |
| <input type="checkbox"/> Reminder Letter  |  |
| <input type="checkbox"/> Subsequent Inspection subject to Line Managers Authorisation |  |

Licensing Officer's comments / observations including follow up action / TAPITS updates required

address is 3rd floor, Room 316, 83  
Baker street

Officer's Signature [Redacted] Print Name: phsen Date: 5/11/2012

Licensing Manager's comments / recommendation

Please amend address to 3rd floor, Room 316, 83  
Baker Street  
London.

Please update  
VAT No.

Manager's Signature [Redacted] Print Name: S. [Redacted] Date: 6/11/12

Recommendation: Proceed

Passed to the Operator Licensing Department Date: 7/11/12

20

Use of Unlicensed driver and/or vehicle	50	NA	Valid Operator Licence displayed	2	NA
Operator trading in incorrect capacity	50	NA	No VAT/Proof of Accounts	1	P
Records of bookings conform to regulations	10	P	No Radio Licence	1	NA
Illegal Activity/Trading Names/Advertising	10	NA	<b>Pre Licensing/Variation Inspection</b>		
Valid Public Liability Insurance	3	NA	Trading at time of visit?	Y/N	
Valid Employer's Liability Insurance	1	P	Reported for trading illegally?	Y/N	
Complaints system does not conform to Regs	3	P	Person Identified as operator	Y/N	
Lost Property system does not conform to Regs	1	P	Trading names match that on application	Y/N	

Date	5/11/12					
Pre-Licensing	[Redacted] (head of mobility)					
Compliance	[Redacted] (numbed rep)					
Re - Visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variation						
Renewal						
Start Time						
End Time						
	13:00					
	13:40					

#### NON COMPLIANCE WEIGHTING

Total Other Non Compliance Weightings	0	Total Weighting DVRC	0	Total of Non Compliance Weightings	0
---------------------------------------	---	----------------------	---	------------------------------------	---

#### RESULT OF INSPECTION

0 Category 1	1-6 Category 2	7-10 Category 3	11-20 Category 4	21-39 Category 5	40-49 Category 6	50 and above Category 7
-----------------	-------------------	--------------------	---------------------	---------------------	---------------------	----------------------------

Other Officer's/Agencies Present	S. Duffey		
Name of lead Licensing Officer	P. Bussan	Name of Company Representative	[Redacted]
Signature of lead Licensing Officer	[Redacted]	Signature of Company Representative	[Redacted]
Date	5-11-12	Date	5/11/12



# LTPH - PHV Licensing / Compliance

## Operating centre inspection checklist - PHV/110



Variation

Application / Licence

07979/01/01

Licence expiry

30/05/2017

Operator

Uber London Ltd

Nominated rep

[Redacted]

Tel

[Redacted]

<Mobile number>

Operator type

Registered Company

Siz

Standard Operator

Trading name

Uber London Ltd

Company No

8014782

Operating centre

83 Baker Street

3<sup>rd</sup> floor, room 316

London

Postcode

W1U 6AG

VAT Number

140 668515

Exemption

No

Two way radio

No

Radio licence number

Public Liability Ins No.

[Redacted]

Public access?

No

Employers' Liability Ins No.

HUPI618598

LA

City of Westminster

P.H.V planning

[Redacted]

Exemption

[Redacted]

All inspections	Date and time appt made		Name of person appt made with	
	Date and time of appt	S-11-12	Name of person to be seen at appt	
V & P resp only	Was the applicant able to accept the first appt you offered them?			
	If no, what date did you offer them			
	What reason did they give for not accepting that appt?			

# London Taxi and Private Hire



Operator number: 07979

Date: 07 November 2012

██████████  
3rd Floor, Room 316  
83 Baker Street  
London  
W1U 6AG



London Taxi and  
Private Hire

4th Floor  
Palestra  
97, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

*Please find our  
Planning Permission  
Attached.*

Dear ██████████

RE: London PHV operator's licence: Licence variation approved  
Operator name: **Uber London Ltd**

I am pleased to inform you that your application to vary the above-detailed licence has been approved and so the licence has been varied in the terms applied for.

As a result of this licence variation, the licence holder is now entitled to operate private hire vehicles at 3<sup>rd</sup> Floor, Room 316, 83 Baker Street, London, W1U 6AG.

As a result of this licence variation, the licence holder is no longer entitled to operate private hire vehicles at Unit 205, Kingscross Business Centre, 180-186 King's Cross Road, WC1X 9DE.

## Pending Satisfactory Planning Permission

**Your licence has been issued pending proof of satisfactory planning permission. Please be advised that TfL will require an update on your planning application in three months time and therefore, you must submit this update no later than 7<sup>th</sup> February 2013. If we do not receive confirmation of appropriate planning permission being in place for your operating centre, your licence will be referred for revocation.**

In light of the above, please find enclosed one copy of the new version of the licence, which must be displayed in a prominent position in the sole operating centre specified therein.

In exchange, I would ask that you now return to this office all copies of the previous version of the licence.

### Companies House

After a recent check on Companies House, it would appear that [REDACTED] appointment as director terminated 1 November 2012. We also note that [REDACTED] was appointed new director on 1 November 2012.

Please be advised all members associated with the company are required to complete a PHV/103 Personal Declaration form. We therefore require Mr [REDACTED] to complete the enclosed form and return to this office.

Please note that there are a number of security features on your licence and so we would request that you do not laminate it.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)



Your ref: [REDACTED]  
My ref: 12/11515/CLOPUD

Please reply to: Robert Smith  
Tel No: [REDACTED]  
Email: centralplanningteam@westminster.gov.uk

[REDACTED]  
83 Baker Street  
London  
W1U 6AG

Development Planning  
Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

29 January 2013

Dear Sir/Madam

SCHEDULE 4

TOWN AND COUNTRY PLANNING ACT 1990: SECTIONS 101 AND 192 (AS AMENDED BY SECTION 10 OF THE PLANNING AND COMPENSATION ACT 1991)  
TOWN AND COUNTRY PLANNING (GENERAL DEVELOPMENT PROCEDURE) ORDER 1995  
ARTICLE 24

CERTIFICATE OF LAWFUL USE OR DEVELOPMENT

The Westminster City Council HEREBY CERTIFY that on 20.11.2012 the use or works described in the First Schedule hereto in respect of the land specified in the Second Schedule hereto and edged/hatched/coloured in red on the plan attached to this certificate was lawful within the meaning of Section 192 of the Town and Country Planning Act 1990 (as amended) for the following reason(s) detailed on the following page:-

<b>Application No:</b>	12/11515/CLOPUD	<b>Application Date:</b>	
<b>Date Received:</b>	20.11.2012	<b>Date Amended:</b>	14.12.2012
<b>Plan Nos:</b>	D-00001417; 1356; Site Location Plan.		
<b>First Schedule:</b>	Use of part third floor for office use (Class B1) (Site includes 6 Montagu Row).		
<b>Second Schedule:</b>	83 Baker Street, London, W1U 6LA.		

Signed 

On behalf of Westminster City Council

Date 29 JAN 2013

**Reason(s):**

- 1 It is considered that on the balance of probability the third floor has lawful Class B1 use and that the proposed use falls within this use class and as a result no material change of use will occur.

**Informative(s):**

- 1 This Certificate is issued on the basis of the information that has been submitted, for which it is accepted that the proposed use constitutes an office use within Class B1. You are advised to contact the Council if there are any significant changes to the types of activities which take place on the premises, so that the Council can ascertain whether there has been a change of use away from Class B1.

This certificate is issued on the basis that the third floor of the premises is proposed to be an administrative base (Class B1) for a private hire vehicle (PHV) business operation, as the current organisations business is conducted solely through online media. Should this change to a booking function or receiving drivers for administration, a further certificate of lawful B1 use is therefore unlikely to be granted in this location.

**Note:**

- The Plain English Crystal Mark applies to those conditions, reasons and informatives in this letter which have an associated reference number with the prefix C, R, X or I.
- The terms 'you' and 'your' include anyone who owns or occupies the land or is involved with the development.



**NOTES**

1. This certificate is issued solely for the purpose of Section 192 of the Town and Country Planning Act 1990 (as amended).
2. It certifies that the use or works specified in the First Schedule for the land described in the Second Schedule would have been lawful, on the specified date and, thus, would not have been liable for enforcement action under Section 172 of the 1990 Act on that date.
3. This certificate applies only to the extent of the proposal described in the First Schedule and to the land specified in the Second Schedule and identified on the attached plan. Any proposed proposal which is materially different from that described or which relates to other land may render the owner or occupier liable for enforcement action.
4. The effect of the certificate is also qualified by the proviso in Section 192 (4) of the 1990 Act, as amended, which states that the lawfulness of a described use or operation is only conclusively presumed where there has been no material change, before the use is instituted or the operations begun, in any of the matters relevant to determining such lawfulness.

**Note:**

- The Plain English Crystal Mark applies to those conditions, reasons and informatives in this letter which have an associated reference number with the prefix C, R, X or I.
- The terms 'you' and 'your' include anyone who owns or occupies the land or is involved with the development.



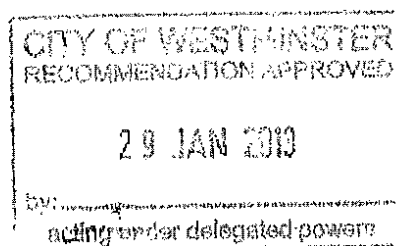
CASE CUT 1  
20 NOV 2012



This Plan includes the following Licensed Data: OS MasterMap Black and White PDF Site Plan by the Ordnance Survey National Geographic Database and incorporating surveyed revision available at the date of production. Reproduction in whole or in part is prohibited without the prior permission of Ordnance Survey. The representation of a road, track or path is no evidence of a right of way. The representation of features as lines is no evidence of a property boundary. © Crown copyright. All rights reserved 2012. Licence number 0300031573

0m 10m 20m 30m 40m 50m 60m 70m 80m 90m

Scale: 1:1250, paper size: A4





# London Taxi and Private Hire



Operator number: 07979

Date: 07 November 2012

[REDACTED]  
3rd Floor, Room 316  
83 Baker Street  
London  
W1U 6AG

**London Taxi and  
Private Hire**

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear [REDACTED]

RE: London PHV operator's licence: Licence variation approved  
Operator name: **Uber London Ltd**

---

I am pleased to inform you that your application to vary the above-detailed licence has been approved and so the licence has been varied in the terms applied for.

As a result of this licence variation, the licence holder is now entitled to operate private hire vehicles at 3<sup>rd</sup> Floor, Room 316, 83 Baker Street, London, W1U 6AG.

As a result of this licence variation, the licence holder is no longer entitled to operate private hire vehicles at Unit 205, Kingscross Business Centre, 180-186 King's Cross Road, WC1X 9DE.

## Pending Satisfactory Planning Permission

Your licence has been issued pending proof of satisfactory planning permission. Please be advised that TfL will require an update on your planning application in three months time and therefore, you must submit this update no later than 7<sup>th</sup> February 2013. If we do not receive confirmation of appropriate planning permission being in place for your operating centre, your licence will be referred for revocation.

In light of the above, please find enclosed one copy of the new version of the licence, which must be displayed in a prominent position in the sole operating centre specified therein.

In exchange, I would ask that you now return to this office all copies of the previous version of the licence.

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 – 50 Victoria Street  
London SW1H 0TL

VAT number 756 2769 90

### **Companies House**

After a recent check on Companies House, it would appear that [REDACTED] [REDACTED] appointment as director terminated 1 November 2012. We also note that [REDACTED] was appointed new director on 1 November 2012.

Please be advised all members associated with the company are required to complete a PHV/103 Personal Declaration form. We therefore require Mr [REDACTED] to complete the enclosed form and return to this office.

Please note that there are a number of security features on your licence and so we would request that you do not laminate it.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

## London Taxi and Private Hire



Operator number: 07979

Date: 13 November 2012

[REDACTED]  
Uber London Ltd  
3rd Floor, Room 316  
83 Baker Street  
London  
W1U 6AG

London Taxi and  
Private Hire

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear [REDACTED]

RE: Operator's name: **Uber London Ltd**

---

Thank you for returning the completed Personal Declaration form (PHV/103) in the name of [REDACTED]. Our records have been updated to show that he now fulfils the role of director within the above company.

Please note that Private Hire Vehicle Operators must notify TfL of any change to the information provided in the original application for the Private Hire Vehicle Operator licence, or any application to vary that licence, within 14 days of the change.

Please quote the operator number, which can be found at the top of this letter, in all future correspondence.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 - 50 Victoria Street  
London SW1H 0TL

VAT number 756 2769 90

**For company filing history please scroll down the page.**

## Current Appointments Report

no report required

indicates that this document contains the total Statement of Capital

### Company Filing History

Type	Date	Description	Order
AP01	01/11/2012	DIRECTOR APPOINTED	11
TM01	01/11/2012	APPOINTMENT TERMINATED,	11
TM01	12/07/2012	APPOINTMENT TERMINATED,	11
TM01	11/07/2012	APPOINTMENT TERMINATED,	11
AP01	11/07/2012	DIRECTOR APPOINTED	11
AP01	11/07/2012	DIRECTOR APPOINTED	11
AP01	18/04/2012	DIRECTOR APPOINTED	11
AP01	12/04/2012	DIRECTOR APPOINTED	11
AP01	12/04/2012	DIRECTOR APPOINTED	11
TM01	12/04/2012	DIRECTOR APPOINTED TRAVIS KALAWICK	11
NEWING	02/04/2012	APPOINTMENT TERMINATED	11
		CERTIFICATE OF INCORPORATION	11
		GENERAL COMPANY DETAILS & STATEMENTS OF	11
		OFFICERS, CAPITAL & SHAREHOLDINGS, GUARANTEE, COMPLIANCE	11
		MEMORANDUM OF ASSOCIATION	11
		ARTICLES OF ASSOCIATION	11
		02/20/12 STATEMENT OF CAPITAL, GBP 1	11

MODEL ARTICLES ADOPTED: PRIVATE LIMITED BY SHARES (AMENDED PROVISIONS)

SEARCH FOR ANOTHER COMPANY

**ADD TO ORDER**

Message LiveLink

Reply Reply Forward Call to Mail

Details: Move to Folder, Create Folder, Rule, Actions

Block, No Junk, Send, Link Email

Category: Follow Mark as Up, Unread, Find

From: [REDACTED] Sent: Mon 05/11/2012 08:48

To: Victoria Joanne (TJH)

Cc: [REDACTED]

Subject: Re: Personal declaration Form

Hi Joanne,

I also wanted to send you Form 103 for [REDACTED] who is just coming on as a director & [REDACTED] is stepping down as a director, it might still be another couple of weeks before it shows up in Companies House because it has just been filed with our lawyers.

Thanks

On Tue, Oct 30, 2012 at 6:27 PM, [REDACTED] wrote:

Hi Joanne,

I also wanted to send you the DRY103 completed form for [REDACTED] because I understand that you don't have it on file. [REDACTED] have also resigned.

Thank you,

On Thu, Oct 18, 2012 at 11:28 AM, Victoria Joanne (TJH) wrote:

The contents of the e-mail and any transmitted files are confidential and intended solely for the use of the individual or entity to whom they are addressed. Transport for London hereby exclude any warranty and any liability as to the quality or accuracy of the contents of this email and any attached transmitted files. If you are not the intended recipient be advised that you have received this email in error and that any use, dissemination, forwarding, printing or copying of this email is strictly prohibited. If you have received this email in error please notify [notifications@tfl.gov.uk](mailto:notifications@tfl.gov.uk). This email has been sent from Transport for London, or from one of the companies within its control within the meaning of Part V of the Local Government and Housing Act 1989. Further details about TfL and its subsidiary companies can be found at <http://www.tfl.gov.uk/aboutus>. This footnote also confirms that this email message has been swept for the presence of computer viruses.

General Manager Information

ALISON

Message

Reply Forward Call Delete Move to Trash Open Folder - Mail Actions

Block Sender Junk E-mail Categories Follow Mark as Unread Find Related Select Print

From: **Howe Lucy (TPH) on behalf of TPH Private Hire**

To: **[Redacted]**

Subject: **Re: Planning Permission Letter for Uber London Ltd (Operator 07979)**

Message ID: **1042670.doc (9 KB)**

Sent: Wed 13/02/2013 15:04

Dear [Redacted]

Please see my colleague's letter dated 13th February 2013.

Many Thanks

Operator Licensing Section - Executions Team  
Taxi & Private Hire - Transport for London  
4th Floor, Green Zone  
Palmerie  
157 Blackfriars Road  
London SE1 8HU

Reference: 0045 502 7000, option 1 then option 4  
to TPH Operations@tph.gov.uk  
to TPH Operations@tph.gov.uk  
Please consider the environment before printing this e-mail

For up to date news and information regarding London Taxi and Private Hire matters follow us on Twitter @TLTPH

From: [Redacted]

Sent: 04 February 2013 14:49

To: TPH Private Operators

Subject: Planning Permission Letter for Uber London Ltd (Operator 07979)

Hi TFL,

Further to your letter to us on 9th Jan 2013, please find attached the letter from City of Westminster Planning Permission granting us permission to have our offices at 83 Baker St. London, W1J 6AG. I have also posted a copy of the letter to you today and it should be with you by tomorrow.

Please let me know if you need anything else.

Thanks,

[Redacted]  
General Manager, Uber London

Uber Ldn



# London Taxi and Private Hire



Operator number: 07979

Date: 13 February 2013

██████████  
Uber London Ltd  
3rd Floor, Room 316  
83 Baker Street  
London  
W1U 6AG

London Taxi and  
Private Hire

4<sup>th</sup> Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear ██████████

RE: Operator's name: **Uber London Ltd**

---

Thank you for providing confirmation of the Certificate of Lawful Development for your operating centre at the above address. Our records have been updated accordingly.

Please quote the operator number, which can be found at the top of this letter, in all future correspondence.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 – 50 Victoria Street  
London SW1H 0TL

VAT number 756 2769 90

# London Taxi and Private Hire



Westminster City Council

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

020 7641 2513  
westminster.gov.uk



City of Westminster

Your ref: [REDACTED]  
My ref: 12/11515/CLOPUD

Please reply to: Robert Smith  
Tel No: [REDACTED]  
Email: centralplanningteam@westminster.gov.uk

[REDACTED]  
83 Baker Street  
London  
W1U 6AG

Development Planning  
Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

29 January 2013

Dear Sir/Madam

## SCHEDULE 4

TOWN AND COUNTRY PLANNING ACT 1990: SECTIONS 191 AND 192 (AS AMENDED BY SECTION 10 OF THE PLANNING AND COMPENSATION ACT 1991)  
TOWN AND COUNTRY PLANNING (GENERAL DEVELOPMENT PROCEDURE) ORDER 1995  
ARTICLE 24

## CERTIFICATE OF LAWFUL USE OR DEVELOPMENT

The Westminster City Council HEREBY CERTIFY that on 20.11.2012 the use or works described in the First Schedule hereto in respect of the land specified in the Second Schedule hereto and edged/hatched/coloured in red on the plan attached to this certificate was lawful within the meaning of Section 192 of the Town and Country Planning Act 1990 (as amended) for the following reason(s) detailed on the following page:-

Application No:	12/11515/CLOPUD	Application Date:	
Date Received:	20.11.2012	Date Amended:	14.12.2012
Plan Nos:	D-00001417; 1356; Site Location Plan.		
First Schedule:	Use of part third floor for office use (Class B1) (Site includes 5 Montagu Row):		
Second Schedule:	83 Baker Street, London, W1U 6LA,		

Signed R. A. MacQuinn

On behalf of Westminster City Council

Date 29 JAN 2013

## London Taxi and Private Hire



Operator number: 07979

Date: 16 February 2013

[REDACTED]  
3rd Floor, Room 316  
83 Baker Street  
London  
W1U 6AG

London Taxi and  
Private Hire

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear [REDACTED]

RE: Operator's name: **Uber London Ltd**

---

Thank you for returning the previous version of your Private Hire Vehicle Operator licence as requested (07979/01/01).

Our records have been updated accordingly.

Please quote the operator number, which can be found at the top of this letter, in all future correspondence.

Yours sincerely

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

## London Taxi and Private Hire



Operator number: 07979

Date: 29 July 2013

[REDACTED]  
3rd Floor, Room 316, 83 Baker Street  
London  
W1U 6AG

London Taxi and  
Private Hire

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear [REDACTED]

**RE: Notification of Changes to London Private Hire Vehicle Operator's Licence  
UBER LONDON LIMITED**

---

Following a recent check of the Companies House records, it appears that there have been some changes made at UBER LONDON LIMITED concerning the make up of the company. It has also been noted that, to date we have not received any notification of these changes.

These include:

- 27/03/2013 APPOINTMENT TERMINATED, DIRECTOR [REDACTED]

**I would like to make you aware that any changes to the make up of an Operator must be confirmed in writing to this Office within 14 days of the change.**

Please quote the application number shown at the top of the page, in all future correspondence.

Yours sincerely,

*Linda Bagby*

Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)  
**London Taxi & Private Hire**

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 - 50 Victoria Street  
London SW1H 0TL

VAT number 756 2769 90

# London Taxi and Private Hire



Operator number: 07979

Date: 30 July 2013

[REDACTED]  
3rd Floor, Room 316  
83 Baker Street  
London  
W1U 6AG

London Taxi and  
Private Hire

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear [REDACTED]

## **RE: Notification of Changes to London Private Hire Vehicle Operator's Licence - Uber London Limited**

Following a recent check of the Companies House records, it appears that there have been some changes made at Uber London Limited concerning the make up of the company. It has also been noted that, to date we have not received any notification of these changes.

These include:

- Enter any appointments/resignations for directors or secretaries

Please be advised that any new member(s) associated with the Operators must submit a PHV/103 Personal Declaration form. Please find a declaration enclosed for [REDACTED] to complete and return to us.

**I would like to make you aware that any changes to the make up of an Operator must be confirmed in writing to this Office within 14 days of the change.**

Please note that if this information is not provided within 14 days, your licence may be referred for suspension or revocation.

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 - 50 Victoria Street  
London SW1H 0TL

VAT number 755 2769 90

Please quote the application number shown at the top of the page, in all future correspondence.

Yours sincerely



**D Whynn**  
**Operator Licensing Section**  
**0845 602 7000 option 1 then option 4**  
**Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)**



# London Taxi and Private Hire



Operator number: **07979**

Date: 18 September 2013

Mr T. Kalanick  
Uber London Ltd  
3rd Floor, Room 316  
83 Baker Street  
London  
W1U 6AG

**London Taxi and  
Private Hire**

4th Floor  
Palestra  
197, Blackfriars Road  
London SE1 8NJ

Phone 0845 602 7000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Dear Mr Kalanick

RE: London PHV Operator's Licence  
Operator's name: **Uber London Ltd**

---

We write in regard to the above detailed company and its private hire vehicle operator's licence.

## **Change of director**

A routine check with Companies House has revealed that there have been changes to the makeup of the directors in the company. According to their records a new director (Mr Ryan Allan Graves) has been recently appointed and two existing directors [REDACTED] who are currently named on our records, have resigned.

We will therefore be updating our records accordingly to remove reference to the resigned directors.

Please be advised that when there is any change to the circumstances of the company, such as the appointment / resignation of any director and secretary or change of nominated representative, we must be formally notified within 14 days of the change. Any new person associated with the company in any of these roles must submit a completed personal declaration form (PHV103) to us for assessment of his/her fitness to be associated with the company's operator licence.

Therefore, please arrange for **Mr Ryan Allan Graves** to complete the enclosed personal declaration form and return it to us within the next 14 days.

**MAYOR OF LONDON**



A division of Transport for London  
whose principal place of business is  
Windsor House  
42 - 50 Victoria Street  
London SW1H 0TL

VAT number 756 2769 90

**Nominated Representative**

In your response, please provide confirmation of the person who now fulfils the role of nominated representative for the company. This is the person who we will contact in regard to matters relating to the company's operator licence.

Please also provide the following contact details for the company's representative:

- correspondence address;
- contact telephone numbers; and
- email address.

We look forward to your reply.

Please quote the operator number, which can be found at the top of this letter, in all future correspondence.

Yours sincerely

PHV Operator Licensing Section  
0845 602 7000 option 1 then option 4  
Email: [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk)

# London Taxi and Private Hire



## COMPANY DETAILS

---

**Name & Registered Office:**

UBER LONDON LIMITED  
3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ

**Company No.:** 08014782

**Date of Incorporation:** 02/04/2012  
**Country of Origin:** United Kingdom

**Status:** Active

---

**Company Type:** Private Limited Company

**Nature Of Business (SIC):**

49320 - Taxi operation

---

**Accounting Reference Date:** 31/12

**Last Accounts Made Up To:** (NO ACCOUNTS FILED)

**Next Accounts Due:** 30/09/2013

**Last Return Made Up To:** 02/04/2013

**Next Return Due:** 30/04/2014

---

**Mortgage: Number of Charges:** ( 0 outstanding / 0 satisfied / 0 part satisfied )

**Last members list:** 02/04/2013

---

### Previous Names

No previous name information has been recorded over the last 20 years.

# COMPANY APPOINTMENTS

Registered No.: 08014782  
Name: UBER LONDON LIMITED  
Address: 3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ

Company Appointments: 3 / Resignations: 6

**Exclude**

Resignations

To view details of other appointments held, click on the appropriate underlined name.

(Charge : £1.00 per officer selection)

NOROSE COMPANY SECRETARIAL SERVICES  
LIMITED

3 MORE LONDON RIVERSIDE  
LONDON  
UNITED KINGDOM  
SE1 2AQ

SECRETARY

Appointed: 02/04/2012

Appointments: 1

GRAVES, RYAN ALLAN

[REDACTED]

DIRECTOR

Appointed: 01/07/2013

Nationality: [REDACTED]

Occupation: NONE

Country/State of Residence: [REDACTED]

Date of Birth: [REDACTED]

Appointments: 1

KALANICK, TRAVIS

[REDACTED]

DIRECTOR

Appointed: 02/04/2012

Nationality: [REDACTED]

Occupation: DIRECTOR

Country/State of Residence: [REDACTED]

Date of Birth: [REDACTED]

Appointments: 1

[REDACTED]

DIRECTOR

Appointed: 02/04/2012

Resigned: 02/07/2012

Nationality: [REDACTED]

Occupation: DIRECTOR

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 1

[REDACTED]  
[REDACTED]  
[REDACTED]

DIRECTOR  
Appointed: 22/10/2012  
Resigned: 01/07/2013  
Nationality: [REDACTED]  
Occupation: HEAD OF  
EUROPEAN OPERATIONS

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 7

[REDACTED]  
[REDACTED]  
[REDACTED]

DIRECTOR  
Appointed: 02/07/2012  
Resigned: 21/03/2013  
Nationality: [REDACTED]  
Occupation: GENERAL  
MANAGER

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 1

[REDACTED]  
[REDACTED]  
[REDACTED]

DIRECTOR  
Appointed: 02/04/2012  
Resigned: 02/07/2012  
Nationality: [REDACTED]  
Occupation: NONE

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 4

[REDACTED]  
[REDACTED]  
[REDACTED]

DIRECTOR  
Appointed: 02/07/2012  
Resigned: 22/10/2012  
Nationality: [REDACTED]  
Occupation: COMPANY  
DIRECTOR

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 1

[REDACTED]  
[REDACTED]

DIRECTOR  
Appointed: 02/04/2012  
Resigned: 02/04/2012

[REDACTED]

Nationality: [REDACTED]  
Occupation: CO SECRETARY

Country/State of Residence: [REDACTED]  
Date of Birth: [REDACTED]  
Appointments: 316





Rec'd in PHV Operator Licensing

27 NOV 2013

BY \_\_\_\_\_

Uber London Limited  
83 Baker Street  
London W1U 6AG, UNITED KINGDOM  
Company number: 0914292

21 November 2013

PHV Operator Licensing  
TfL London Taxi and Private Hire  
Palestra 4th Floor (Green Zone)  
London SE1 8NJ  
UNITED KINGDOM

Dear Sir/Madam

**RE: Variation of Uber London Limited's PHV Operator's Licence (number 07979/01/02)**

Uber London Limited ("Uber") is the holder of PHV Operator Licence number 07979/01/02 (the "Licence").

We believe that the Licence ought to be varied to reflect the following developments:

- 1) In September 2013 Uber hired a new General Manager, [REDACTED]. We want to appoint [REDACTED] as a nominated representative in respect of Uber's Licence. [REDACTED] has completed the prescribed personal declaration (PHV103), which is enclosed for your records.

On a related note, several ex company directors and ex employees of Uber (or its related entities), which may still be reflected on the Licence, have resigned and ended their relationship with Uber (or its related entities); and hence ought to be removed from the Licence.

Going forward, the Licence ought to reflect three individuals only: [REDACTED] as a nominated representative in respect of Uber's Licence, together with myself (Ryan Graves) and Travis Kalanick, as remaining company directors of Uber.

- 2) At the end of July 2013, Uber moved its office from the third floor of 83 Baker Street to the first floor of the same office building. For the sake of precision, we believe the proper address in respect of the Licence ought to read: Uber London Limited, First Floor, 83 Baker Street London W1U 6AG, United Kingdom. To effect that variation we have completed and enclosed form PHV106 to remove the third floor from the Licence and to add the first floor to the Licence. We have completed the Payment Slip on page 7 of the



form to authorise payment of the £300 variation fee. As regards Section F of the form, please note that Uber has the benefit of a Certificate of Lawful Use or Development pursuant to s.192 Town and Country Planning Act 1990 (copy enclosed) which confirms that our activities carried on on the 3rd floor of 83 Baker Street, London, fall within planning use class B1 (office). Since the whole building is a B1 office block, Uber's activities, although now carried out on the 1st floor, are lawful.

Uber values its open and constructive relationship with TfL and looks forward to maintaining it and expanding upon it in the future. If you have any questions going forward, please feel free to contact [REDACTED] directly as follows:

Office Line: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Yours sincerely

[REDACTED]  
Ryan Graves

Director

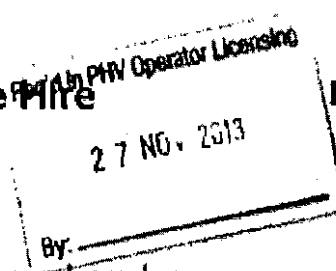
Uber London Limited

Transport for London

# London Taxi and Private Hire

## PHV/106

Application to vary details on a London  
Private Hire Vehicles Operator's licence



PHO/

LTPH use only
07979

You will need to complete a separate PHV/106 form for EVERY operating centre you wish to add to/remove from your London Private Hire Operator's licence.

### A Licence Details

A1	Operator licence number:	07979/01/02
A2	Operator licence name:	UBER LONDON LTD
A3	Licence expiry date:	30/05/2017

*Please note: A licence variation is the removal or addition of an operating centre to or from your licence. Licence variations carry an administration charge. You must submit the appropriate fee with this form (see section H for details of the charges).*

### B Removal of an operating centre

B1 Do you wish to remove an operating centre from your licence? ☒ Y ☐ N  
*If 'Yes', please complete B2, then proceed to section H*  
*If 'No', please proceed to section C*

B2 Please state the full address and post code of the centre you wish to remove:

Operating Centre address:	UBER LONDON LTD
	3RD FLOOR, ROOM 316
	83 BAKER STREET
	LONDON
Post code:	W1U 6AG

### C Addition of an operating centre

C1 Do you wish to add an operating centre to your licence? ☒ Y ☐ N  
*If 'Yes', please complete ALL sections C - J*

MAYOR OF LONDON

# PAYMENT SLIP

For use with variation application fee payments only

Operator Licensing  
London Taxi and Private Hire  
Fleetgate, 4<sup>th</sup> Floor Green Zone  
197 Blackfriars Road  
London  
SE1 0NJ

Application number: 7977  
Applicant's name: LSE (LONDON LTD)  
Fee Required: ~~£300.00~~ £300.00

## Bankers Draft and Building Society draft:

Please note that we do not accept payments by cheque.

Please ensure that your remittance has been made payable to: TIL - London Taxi & Private Hire and that you have written your proposed operator name and application number at the back of it.

## Card Payments:

Please debit the sum of £ 300.00 from my account as detailed below:

Type of card:  
(e.g. Visa, Mastercard)

Card Number:  
(usually 16 digits or more)

Card Issue Number:

Card valid from date:

Card expiry date:

Cardholders' name (please print)

Cardholders signature:

**C2** Please confirm the trading name(s) to be used at this centre:  
(continue on a separate sheet if necessary)

UBER LONDON LTD

**C3** Operating Centre address:

1ST FLOOR, ROOM 101

83 BAKER STREET

LONDON

**C4** Post code:

W1U 6AG

**C5** Contact Tel. number

**C6** Contact name at centre:

**C7** Please confirm the name of  
the local authority in which  
the centre lies:

CITY OF WESTMINSTER

**C8** Is your proposed operating centre accessible to the public?

☐ Yes ☒ No

If 'Yes', please confirm the opening hours:

N/A

**D**

### Type of Operating Centre Premises

The type of operating centre you are proposing to work from will affect the criteria by which you are assessed. We will therefore require specific information dependant on the type of operating centre you wish to licence.

TfL is aware that not all PHV operators run their business from premises used solely for the purpose of providing a private hire service. Quite frequently, operators will apply to be licensed in premises that are shared with another business, whether their own or that of a third party.

Where a premises is to be shared, TfL will take into consideration the type of business sharing the premises and the proposed relationship with the operator. In determining whether a venue is shared, consideration will be given to whether the operating centre will have its own front door, postal address and postcode, and whether there is restricted access from that location to other parts of the building. If none of these factors are present it may be argued that the premises isn't 'shared' and the application may be allowed to proceed as it may not fall within the confines of an existing non-transport related business.

**D1** Please confirm whether the proposed operating centre:

(a) Will be solely occupied as an operating centre?

☒ Yes ☐ No

(b) Has its own front door, postal address and postcode?

☒ Yes ☐ No

(c) Has restricted access from the location to other parts of the building?

☒ Yes ☐ No

If you have answered 'Yes' to all of D1, your proposed centre may be considered as a 'single occupancy premises'. Please be advised that TFL reserves the right to review the details of this centre and if it is subsequently found to be a 'shared premises', further information will be requested from you and this will delay the processing of your application. **Please continue to Section E**

If you have answered 'No' to the above, your proposed centre may be considered as a 'shared premises'. **Please continue to question D2**

**D2 Have you previously held a PHV operator licence for a period of 12 months?**

☐ Y ☐ N

If 'Yes', please provide the licence/application number:

*Please note: TFL will check this information and take into consideration any previous history when deciding whether to issue a licence*

**D3 Please confirm which type of premises you propose to operate from: (e.g. hotel, bar, nightclub)**

**D4 What is the primary use of the proposed premises:**

**D5 Are the premises licensed for any other specific activity? (e.g. licensed to sell alcohol)**

☐ Y ☐ N

If 'Yes', please confirm what type of licence:

**D6 Is the private hire service offered as part of a package of services? (e.g. a concierge service)**

☐ Y ☐ N

If 'Yes', please confirm what the other services offered are:

**E**

### Further details about Operating Centre Premises

**E1 It is necessary to have a designated area to take private hire bookings.**

**(a) Is there a designated area specified within the venue where bookings will be taken?**

☒ X ☐ N

**(b) Please provide a brief description of where this will be:**

*Please note: this will be checked on the pre-licensing inspection. It will also be displayed on the licence.*

BOOKINGS ARE TAKEN THROUGH OUR TECHNOLOGY PLATFORM  
SMARTPHONE APP. THERE IS ALSO A DESIGNATED AREA AT  
83 BAKER STREET FOR MONITORING BOOKINGS

**E2 It is necessary to have an area to store your driver and vehicle records securely at one of the proposed operating centres.**

**(a) Will this be the centre where your records will be stored?**

☒ X ☐ N

**(b) Please provide a brief description of where this will be:**

*Please Note: this will be checked on the pre-licensing inspection.*

RECORDS ARE STORED ELECTRONICALLY IN OUR COMPUTER  
SYSTEMS AND PHYSICAL COPIES ARE KEPT IN A  
DESIGNATED FILING AREA AT 83 BAKER STREET

*Please note: Booking records will need to be retained at every proposed operating centre*



**E3** If there is public access to the premises for the purposes of making bookings, the designated booking area must be clearly signed.

(a) Is there such signage within the premises?

☐ Y ☒ X

(b) Please provide a brief description of where this will be:

*Please Note: this will be discussed on the pre-licensing inspection.*

NO PUBLIC ACCESS - BOOKINGS ARE MADE EXCLUSIVELY  
VIA OUR TECHNOLOGY PLATFORM/SMARTPHONE APP

**F**

### Planning Permission

Every operating centre specified on an operator's licence is required to prove that it meets local planning regulations. To meet this requirement an applicant must produce one of the following:

(a) Planning permission from the local authority which allows the premises to be used as a operating centre; or

☐

(b) A Certificate of Lawful Use (also known as a Lawful Development Certificate) from the local authority which allows the premises to be used as an operating centre; or

☒

(c) A letter (on headed paper) or e-mail (sent by an appropriate person with their contact details attached) from the local authority which confirms that planning permission is not required and that the proposed use of the premises would be lawful without planning permission; or

☐

(d) Proof (i.e. local authority planning application number) that planning permission has been applied for to allow the premises to be used as an operating centre.

☐

*A licence cannot be issued in the absence of one of the above.*

**F1** Please 'tick' which of the required planning permission criteria relates to this operating centre.

**F2** You will need to submit appropriate documentation in support of your application in order to confirm your planning permission.

*Please note: If this is not provided, it will delay the processing of your application*

**G**

### Other Operating Centre Information

**G1** Is a two way radio operated from the premises?

☐ ☒

If 'yes', please provide the OfCom licence number:

**G2** What is the Employers' Liability Insurance policy number (please state 'N/A' if not held):

ELB21650

**G3** What is the Public Liability Insurance policy number (please state 'N/A' if not held):

1646158335

**G4** All London PHV Operators are required to have a fixed landline telephone number for bookings.

Please confirm the fixed landline telephone number:

Please confirm whether the required, fixed landline telephone number will be located at this operating centre?

☒ ☐

*Please note: Existing operators must provide details of a fixed landline telephone number. The absence of a landline number will impact on the operator's compliance grading which can lead to further, more frequent inspections and ultimately having their fitness to be licensed reviewed.*

**H**

### Payment details

The costs associated with an application to vary a London Private Hire Vehicle Operator's licence are as follows:

- Removal of an existing operating centre from a licence = £50.00 for each operating centre
- Addition of a new operating centre to a licence = £300.00 for each operating centre

If you are submitting more than one type of application to vary the licence, it is preferable if you submit a single payment to cover the cost of all the applications being made.

**For example:** If you wish to remove 2 operating centres from the licence, you would have to submit a total payment of £100.00 (2x £50 to cover the cost of removing each centre from the licence).

**Please note:**

If you wish to add a new operating centre, whilst also removing an existing operating centre at the same time, the fee that would need to be paid would only be £300.00.

To pay for the appropriate application, you will need to complete the payment slip accompanying this application (on page 7) and submit it with your application.

**I**

### Next Stages of the Application Process

#### Consideration of the application and any previous history:

When assessing an application to vary the details on a London PHV Operator's licence, LTPH will take into consideration the current compliance history of the operator, as well as the suitability of the proposed operating centre (venue) for licensing purposes. Any operator that has previously come to adverse attention, for any reason, will also form part of the consideration process.

#### Pre-licensing inspection:

There is a requirement for a pre-licensing inspection to be carried out at all of the proposed operating centre(s). This is part of the information gathering exercise to ensure that the application to vary the licence is appropriate. This is particularly relevant for "shared" premises.

If the pre-licensing inspection is found to be satisfactory, LTPH will then consider the whole of the application and determine whether a licence can be varied. This assessment will include any supporting information that may be provided with the application, including anything from the police, particularly relevant for 'shared' premises.

#### Police Support:

Where LTPH determine that further discussion is required with regards to public safety issues (e.g. where an application to vary the licence would allow an operating centre to be based within a late night premise), LTPH will liaise with the Police to ensure that they support the application. This can significantly increase the time taken to process your application.

If all of the application to vary the licence is found to be satisfactory and deemed suitable, your London PHV Operator licence will be re-issued to include the variation.

The full licensing assessment criteria can be found at [www.tfl.gov.uk/tphpublications](http://www.tfl.gov.uk/tphpublications)

**J**

### Declaration

*The following declaration should be read and signed by either the named individual applying for the licence, if you are an individual (Sole Trader), or the person assigned to be the 'Nominated Representative' (person who is responsible for the day-to-day running of the business) for all other types of operator.*

I/We hereby make an application to operate private hire vehicles within London and declare that all the information provided on this form is true to the best of my knowledge.

I understand that an operator licence issued in connection with this application may be revoked if any statements are subsequently found to be false and that such false statements constitute a criminal offence.

I declare that neither I nor any of the partners/directors of the company (if appropriate)(to the best of my knowledge) is disqualified from holding a PHV operator's licence.

Signature:

[Redacted Signature]

Date

20112013

Print

[Redacted Print Name]

If you have answered 'Yes' to all of D1, your proposed centre may be considered as a 'single occupancy premises'. Please be advised that TfL reserves the right to review the details of this centre and if it is subsequently found to be a 'shared premises', further information will be requested from you and this will delay the processing of your application. Please continue to Section E

If you have answered 'No' to the above, your proposed centre may be considered as a 'shared premises'. Please continue to question D2

**D2** Have you previously held a PHV operator licence for a period of 12 months?

☒ Y ☐ N

If 'Yes', please provide the licence/application number:

*Please note: TfL will check this information and take into consideration any previous history when deciding whether to issue a licence*

**D3** Please confirm which type of premises you propose to operate from: (e.g. hotel, bar, nightclub)

**D4** What is the primary use of the proposed premises:

**D5** Are the premises licensed for any other specific activity? (e.g. licensed to sell alcohol)

☐ Y ☒ N

If 'Yes', please confirm what type of licence:

**D6** Is the private hire service offered as part of a package of services? (e.g. a concierge service)

☐ Y ☒ N

If 'Yes', please confirm what the other services offered are:

**E**

### Further details about Operating Centre Premises

**E1** It is necessary to have a designated area to take private hire bookings.

(a) Is there a designated area specified within the venue where bookings will be taken?

☒ Y ☐ N

(b) Please provide a brief description of where this will be:

*Please note: this will be checked on the pre-licensing inspection. It will also be displayed on the licence*

BOOKINGS ARE TAKEN THROUGH OUR TECHNOLOGY PLATFORM/  
SMARTPHONE APP. THERE IS ALSO A DESIGNATED AREA AT  
83 BAKER STREET FOR MONITORING BOOKINGS

**E2** It is necessary to have an area to store your driver and vehicle records securely at one of the proposed operating centres.

(a) Will this be the centre where your records will be stored?

☒ Y ☐ N

(b) Please provide a brief description of where this will be:

*Please Note: this will be checked on the pre-licensing inspection.*

RECORDS ARE STORED ELECTRONICALLY IN OUR COMPUTER  
SYSTEMS AND PHYSICAL COPIES ARE KEPT IN A  
DESIGNATED FILING AREA AT 83 BAKER STREET

*Please note: Booking records will need to be retained at every proposed operating centre*

E3 If there is public access to the premises for the purposes of making bookings, the designated booking area must be clearly signed.

(a) Is there such signage within the premises?

☐ Y ☒ X

(b) Please provide a brief description of where this will be:

*Please Note: this will be discussed on the pre-licensing inspection.*

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F

### Planning Permission

Every operating centre specified on an operator's licence is required to prove that it meets local planning regulations. To meet this requirement an applicant must produce one of the following:

(a) Planning permission from the local authority which allows the premises to be used as a operating centre; or

☐

(b) A Certificate of Lawful Use (also known as a Lawful Development Certificate) from the local authority which allows the premises to be used as an operating centre; or

☒

(c) A letter (on headed paper) or e-mail (sent by an appropriate person with their contact details attached) from the local authority which confirms that planning permission is not required and that the proposed use of the premises would be lawful without planning permission; or

☐

(d) Proof (i.e. local authority planning application number) that planning permission has been applied for to allow the premises to be used as an operating centre.

☐

*A licence cannot be issued in the absence of one of the above.*

F1 Please 'tick' which of the required planning permission criteria relates to this operating centre.

F2 You will need to submit appropriate documentation in support of your application in order to confirm your planning permission.

*Please note: If this is not provided, it will delay the processing of your application*

G

### Other Operating Centre Information

G1 Is a two way radio operated from the premises?

☐ ☒

If 'yes', please provide the OfCom licence number:

G2 What is the Employers' Liability Insurance policy number (please state 'N/A' if not held):

ELB 21650

G3 What is the Public Liability Insurance policy number (please state 'N/A' if not held):

1646158335



**G4** All London PHV Operators are required to have a fixed landline telephone number for bookings.

Please confirm the fixed landline telephone number: [REDACTED]

Please confirm whether the required, fixed landline telephone number will be located at this operating centre?

☒ ☐

*Please note: Existing operators must provide details of a fixed landline telephone number. The absence of a landline number will impact on the operator's compliance grading which can lead to further, more frequent inspections and ultimately having their fitness to be licensed reviewed.*

**H**

### Payment details

The costs associated with an application to vary a London Private Hire Vehicle Operator's licence are as follows:

Removal of an existing operating centre from a licence = £50.00 for each operating centre

Addition of a new operating centre to a licence = £300.00 for each operating centre

If you are submitting more than one type of application to vary the licence, it is preferable if you submit a single payment to cover the cost of all the applications being made.

**For example:** If you wish to remove 2 operating centres from the licence, you would have to submit a total payment of £100.00 (2x £50 to cover the cost of removing each centre from the licence).

**Please note:**

If you wish to add a new operating centre, whilst also removing an existing operating centre at the same time, the fee that would need to be paid would only be £300.00.

To pay for the appropriate application, you will need to complete the payment slip accompanying this application (on page 7) and submit it with your application.

**I**

### Next Stages of the Application Process

**Consideration of the application and any previous history:**

When assessing an application to vary the details on a London PHV Operator's licence, LTPH will take into consideration the current compliance history of the operator, as well as the suitability of the proposed operating centre (venue) for licensing purposes. Any operator that has previously come to adverse attention, for any reason, will also form part of the consideration process.

**Pre-licensing inspection:**

There is a requirement for a pre-licensing inspection to be carried out at all of the proposed operating centre(s). This is part of the information gathering exercise to ensure that the application to vary the licence is appropriate. This is particularly relevant for "shared" premises.



If the pre-licensing inspection is found to be satisfactory, LTPH will then consider the whole of the application and determine whether a licence can be varied. This assessment will include any supporting information that may be provided with the application, including anything from the police, particularly relevant for 'shared' premises.

#### Police Support:

Where LTPH determine that further discussion is required with regards to public safety issues (e.g. where an application to vary the licence would allow an operating centre to be based within a late night premise), LTPH will liaise with the Police to ensure that they support the application. This can significantly increase the time taken to process your application.

If all of the application to vary the licence is found to be satisfactory and deemed suitable, your London PHV Operator licence will be re-issued to include the variation.

The full licensing assessment criteria can be found at [www.tfl.gov.uk/tphpublications](http://www.tfl.gov.uk/tphpublications)

**J**

#### Declaration

*The following declaration should be read and signed by either the named individual applying for the licence, if you are an individual (Sole Trader), or the person assigned to be the 'Nominated Representative' (person who is responsible for the day-to-day running of the business) for all other types of operator.*

I/We hereby make an application to operate private hire vehicles within London and declare that all the information provided on this form is true to the best of my knowledge.

I understand that an operator licence issued in connection with this application may be revoked if any statements are subsequently found to be false and that such false statements constitute a criminal offence.

I declare that neither I nor any of the partners/directors of the company (if appropriate) (to the best of my knowledge) is disqualified from holding a PHV operator's licence.

Signature:

[Redacted Signature]

Date

20112013

Print Name:

[Redacted Print Name]

Westminster City Council

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

020 7041 2613  
westminster.gov.uk



City of Westminster

Your ref: [REDACTED]  
My ref: 12/11615/CLOPUD

Please reply to: Robert Smith  
Tel No: [REDACTED]  
Email: [centralplanningteam@westminster.gov.uk](mailto:centralplanningteam@westminster.gov.uk)

[REDACTED]  
83 Baker Street  
London  
W1U 6AG

Development Planning  
Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

29 January 2013

Dear Sir/Madam

**SCHEDULE 4**

TOWN AND COUNTRY PLANNING ACT 1990: SECTIONS 101 AND 102 (AS AMENDED BY SECTION 10 OF THE PLANNING AND COMPENSATION ACT 1991)  
TOWN AND COUNTRY PLANNING (GENERAL DEVELOPMENT PROCEDURE) ORDER 1996  
ARTICLE 24

**CERTIFICATE OF LAWFUL USE OR DEVELOPMENT**

The Westminster City Council HEREBY CERTIFY that on 20.11.2012 the use or works described in the First Schedule hereto in respect of the land specified in the Second Schedule hereto and edged/hatched/coloured in red on the plan attached to this certificate was lawful within the meaning of Section 102 of the Town and Country Planning Act 1990 (as amended) for the following reason(s) detailed on the following page:-

Application No: 12/11615/CLOPUD      Application Date:  
Date Received: 20.11.2012      Date Amended: 14.12.2012  
Plan No: D-00001417; 1366; Site Location Plan.  
First Schedule: Use of part third floor for office use (Class B1) (Site includes 8 Montagu Row).  
Second Schedule: 83 Baker Street, London, W1U 6LA.

Signed

*R. A. MacDonagh*

On behalf of Westminster City Council

Date 28 JAN 2013

Rec'd in PHU Operator Licensing

27 NOV 2013

By: \_\_\_\_\_

**NOTES**

1. This certificate is issued solely for the purpose of Section 192 of the Town and Country Planning Act 1990 (as amended).
2. It certifies that the use or works specified in the First Schedule for the land described in the Second Schedule would have been lawful, on the specified date and, thus, would not have been liable for enforcement action under Section 172 of the 1990 Act on that date.
3. This certificate applies only to the extent of the proposal described in the First Schedule and to the land specified in the Second Schedule and identified on the attached plan. Any proposed proposal which is materially different from that described or which relates to other land may render the owner or occupier liable for enforcement action.
4. The effect of the certificate is also qualified by the proviso in Section 192 (4) of the 1990 Act, as amended, which states that the lawfulness of a described use or operation is only conclusively presumed where there has been no material change, before the use is instituted or the operations begun, in any of the matters relevant to determining such lawfulness.

**Note:**

- The Plain English Crystal Mark applies to those conditions, reasons and informatives in this letter which have an associated reference number with the prefix C, R, X or I.
- The terms 'you' and 'your' include anyone who owns or occupies the land or is involved with the development.
- The terms 'us' and 'we' refer to the Council as local planning authority.



U B E R

Uber London Limited  
2nd floor, Winchester House  
259-269 Old Marylebone Road  
London NW1 5RA

Phone: [REDACTED]  
E-Mail: [REDACTED]  
Company number: 8014782

Rec'd in PHV Operator Licensing

13 Dec

By: \_\_\_\_\_

9th December 2013

PHV Operator Licensing  
TfL London Taxi and Private Hire  
Palestra 4th Floor (Green Zone)  
London SE1 8NJ

Dear Sir/Madam,

**RE: Variation of Uber London Limited's PHV Operator's Licence (number 07979/01/02)**

Uber London Limited ("Uber") is the holder of PHV Operator Licence number 07979/01/02 (the "Licence"). We believe that the Licence ought be varied to reflect the following development. As of 15 December 2013 Uber will be based in new offices, located at the following address:

Level 2  
Winchester House  
259 - 269 Old Marylebone Road  
London NW1 5RA

To effect that variation we have completed and enclosed form PHV106 to remove our current address from the Licence and to add the new address to the Licence. We have completed the Payment Slip on page 7 of the form to authorise payment of the £300 variation fee. As regards Section F of the form, please note that Uber has applied for the required planning permission from the City of Westminster. We have enclosed a copy of our planning application.

I also wrote on the 18th November 2013 to rearrange the TfL inspection that was originally planned for the 15th November. Due to a miscommunication, we had not received notice of the inspection, and the Compliance Officer therefore kindly proposed that it be rescheduled. Given that we are now reaching the busy Christmas period, with several major business commitments in the next couple of weeks, I would propose that we reschedule this inspection for early in the new year. I look forward to hearing from you regarding the proposed date.

Yours sincerely

[REDACTED]  
General Manager  
Uber London Limited

Transport for London

## London Taxi and Private Hire

### PHV/106

Application to vary details on a London  
Private Hire Vehicles Operator's licence

Rec'd in PHV Operator L

13 DEC



LTPH use only

PHO/

You will need to complete a separate PHV/106 form for EVERY operating centre you wish to add to/remove from your London Private Hire Operator's licence.

A

#### Licence Details

- A1 Operator licence number: 07979/01/02
- A2 Operator licence name: UBER LONDON LTD
- A3 Licence expiry date: 30/05/2017

*Please note: A licence variation is the removal or addition of an operating centre to or from your licence. Licence variations carry an administration charge. You must submit the appropriate fee with this form (see section H for details of the charges).*

B

#### Removal of an operating centre

- B1 Do you wish to remove an operating centre from your licence? ☒ ☐

*If 'Yes', please complete B2, then proceed to section H*

*If 'No', please proceed to section C*

- B2 Please state the full address and post code of the centre you wish to remove:

Operating Centre address:

UBER LONDON LTD

1ST FLOOR, ROOM 101

83 BAKER STREET

LONDON

Post code:

W1U 6AG

C

#### Addition of an operating centre

- C1 Do you wish to add an operating centre to your licence? ☒ ☐

*If 'Yes', please complete ALL sections C - J*

MAYOR OF LONDON

C2 Please confirm the trading name(s) to be used at this centre:  
(continue on a separate sheet if necessary)

UBER LONDON LTD

C3 Operating Centre address:

2ND FLOOR, WINCHESTER HOUSE  
259 - 269 OLD MARYLEBONE ROAD  
LONDON

C4 Post code:

NW1 5RA

C5 Contact Tel. number

C6 Contact name at centre:

C7 Please confirm the name of  
the local authority in which  
the centre lies:

CITY OF WEST

C8 Is your proposed operating centre accessible to the public?

☐ ☒

If 'Yes', please confirm the opening hours:

N/A

D

### Type of Operating Centre Premises

The type of operating centre you are proposing to work from will affect the criteria by which you are assessed. We will therefore require specific information dependant on the type of operating centre you wish to licence.

TfL is aware that not all PHV operators run their business from premises used solely for the purpose of providing a private hire service. Quite frequently, operators will apply to be licensed in premises that are shared with another business, whether their own or that of a third party.

Where a premises is to be shared, TfL will take into consideration the type of business sharing the premises and the proposed relationship with the operator. In determining whether a venue is shared, consideration will be given to whether the operating centre will have its own front door, postal address and postcode, and whether there is restricted access from that location to other parts of the building. If none of these factors are present it may be argued that the premises isn't 'shared' and the application may be allowed to proceed as it may not fall within the confines of an existing non-transport related business.

D1 Please confirm whether the proposed operating centre:

(a) Will be solely occupied as an operating centre?

☒ ☐

(b) Has its own front door, postal address and postcode?

☒ ☐

(c) Has restricted access from the location to other parts of the building?

☒ ☐



If you have answered 'Yes' to all of D1, your proposed centre may be considered as a 'single occupancy premises'. Please be advised that TfL reserves the right to review the details of this centre and if it is subsequently found to be a 'shared premises', further information will be requested from you and this will delay the processing of your application. Please continue to Section E

If you have answered 'No' to the above, your proposed centre may be considered as a 'shared premises'. Please continue to question D2

**D2** Have you previously held a PHV operator licence for a period of 12 months? ☐ ☐

If 'Yes', please provide the licence/application number:

*Please note: TfL will check this information and take into consideration any previous history when deciding whether to issue a licence*

**D3** Please confirm which type of premises you propose to operate from: (e.g. hotel, bar, nightclub)

**D4** What is the primary use of the proposed premises:

**D5** Are the premises licensed for any other specific activity? (e.g. licensed to sell alcohol) ☐ ☐

If 'Yes', please confirm what type of licence:

**D6** Is the private hire service offered as part of a package of services? (e.g. a concierge service) ☐ ☐

If 'Yes', please confirm what the other services offered are:

**E**

### Further details about Operating Centre Premises

**E1** It is necessary to have a designated area to take private hire bookings.

(a) Is there a designated area specified within the venue where bookings will be taken? ☒ ☐

(b) Please provide a brief description of where this will be:

*Please note: this will be checked on the pre-licensing inspection. It will also be displayed on the licence.*

BOOKINGS ARE TAKEN THROUGH OUR TECHNOLOGY PLATFORM/SMARTPHONE APP. THERE IS ALSO A DESIGNATED AREA FOR MONITORING BOOKINGS

**E2** It is necessary to have an area to store your driver and vehicle records securely at one of the proposed operating centres.

(a) Will this be the centre where your records will be stored? ☒ ☐

(b) Please provide a brief description of where this will be:

*Please Note: this will be checked on the pre-licensing inspection.*

RECORDS ARE STORED ELECTRONICALLY IN OUR COMPUTER SYSTEMS AND PHYSICAL COPIES ARE KEPT IN A DESIGNATED FILING AREA

*Please note: Booking records will need to be retained at every proposed operating centre*

E3 If there is public access to the premises for the purposes of making bookings, the designated booking area must be clearly signed.

(a) Is there such signage within the premises?

☐ ☒

(b) Please provide a brief description of where this will be:

*Please Note: this will be discussed on the pre-licensing inspection.*

NO PUBLIC ACCESS - BOOKINGS ARE MADE EXCLUSIVELY  
VIA OUR TECHNOLOGY PLATFORM/SMARTPHONE APP

F

### Planning Permission

Every operating centre specified on an operator's licence is required to prove that it meets local planning regulations. To meet this requirement an applicant must produce one of the following:

(a) Planning permission from the local authority which allows the premises to be used as a operating centre; or

☐

(b) A Certificate of Lawful Use (also known as a Lawful Development Certificate) from the local authority which allows the premises to be used as an operating centre; or

☐

(c) A letter (on headed paper) or e-mail (sent by an appropriate person with their contact details attached) from the local authority which confirms that planning permission is not required and that the proposed use of the premises would be lawful without planning permission; or

☐

(d) Proof (i.e. local authority planning application number) that planning permission has been applied for to allow the premises to be used as an operating centre.

☒

COPY OF PLANNING APPLICATION ENCLOSED

*A licence cannot be issued in the absence of one of the above.*

F1 Please 'tick' which of the required planning permission criteria relates to this operating centre.

F2 You will need to submit appropriate documentation in support of your application in order to confirm your planning permission.

*Please note: If this is not provided, it will delay the processing of your application*

G

### Other Operating Centre Information

G1 Is a two way radio operated from the premises?

☐ ☒

If 'yes', please provide the OfCom licence number:

G2 What is the Employers' Liability Insurance policy number (please state 'N/A' if not held):

G3 What is the Public Liability Insurance policy number (please state 'N/A' if not held):

**G4** All London PHV Operators are required to have a fixed landline telephone number for bookings.

Please confirm the fixed landline telephone number:

020 [redacted]

Please confirm whether the required, fixed landline telephone number will be located at this operating centre?

☒ ☐

*Please note: Existing operators must provide details of a fixed landline telephone number. The absence of a landline number will impact on the operator's compliance grading which can lead to further, more frequent inspections and ultimately having their fitness to be licensed reviewed.*

**H**

### Payment details

The costs associated with an application to vary a London Private Hire Vehicle Operator's licence are as follows:

- Removal of an existing operating centre from a licence = £50.00 for each operating centre
- Addition of a new operating centre to a licence = £300.00 for each operating centre

If you are submitting more than one type of application to vary the licence, it is preferable if you submit a single payment to cover the cost of all the applications being made.

**For example:** If you wish to remove 2 operating centres from the licence, you would have to submit a total payment of £100.00 (2x £50 to cover the cost of removing each centre from the licence).

**Please note:**

If you wish to add a new operating centre, whilst also removing an existing operating centre at the same time, the fee that would need to be paid would only be £300.00.

To pay for the appropriate application, you will need to complete the payment slip accompanying this application (on page 7) and submit it with your application.

**I**

### Next Stages of the Application Process

**Consideration of the application and any previous history:**

When assessing an application to vary the details on a London PHV Operator's licence, LTPH will take into consideration the current compliance history of the operator, as well as the suitability of the proposed operating centre (venue) for licensing purposes. Any operator that has previously come to adverse attention, for any reason, will also form part of the consideration process.

**Pre-licensing inspection:**

There is a requirement for a pre-licensing inspection to be carried out at all of the proposed operating centre(s). This is part of the information gathering exercise to ensure that the application to vary the licence is appropriate. This is particularly relevant for "shared" premises.

If the pre-licensing inspection is found to be satisfactory, LTPH will then consider the whole of the application and determine whether a licence can be varied. This assessment will include any supporting information that may be provided with the application, including anything from the police, particularly relevant for 'shared' premises.

#### Police Support:

Where LTPH determine that further discussion is required with regards to public safety issues (e.g. where an application to vary the licence would allow an operating centre to be based within a late night premise), LTPH will liaise with the Police to ensure that they support the application. This can significantly increase the time taken to process your application.

If all of the application to vary the licence is found to be satisfactory and deemed suitable, your London PHV Operator licence will be re-issued to include the variation.

The full licensing assessment criteria can be found at [www.tfl.gov.uk/tphpublications](http://www.tfl.gov.uk/tphpublications)

**J**

#### Declaration

*The following declaration should be read and signed by either the named individual applying for the licence, if you are an individual (Sole Trader), or the person assigned to be the 'Nominated Representative' (person who is responsible for the day-to-day running of the business) for all other types of operator.*

I/We hereby make an application to operate private hire vehicles within London and declare that all the information provided on this form is true to the best of my knowledge.

I understand that an operator licence issued in connection with this application may be revoked if any statements are subsequently found to be false and that such false statements constitute a criminal offence.

I declare that neither I nor any of the partners/directors of the company (if appropriate) (to the best of my knowledge) is disqualified from holding a PHV operator's licence.

Signature:

[Redacted Signature]

Date

09/22/2013

Print Name:

[Redacted Print Name]

# PAYMENT SLIP

**For use with variation application fee payments only**

Operator Licensing  
London Taxi and Private Hire  
Palasra, 4<sup>th</sup> Floor Green Zone  
107 Blackfriars Road  
London  
SE1 8NJ

Rec'd in HV Operator Licensing

13/01

Application number: UBER LONDON LTD  
Applicant's name:  
Fee Required: £300

By: \_\_\_\_\_

## Bankers Draft and Building Society draft:

Please note that we do not accept payments by cheque.

Please ensure that your remittance has been made payable to: **TfL – London Taxi & Private Hire** and that you have written your proposed operator name and application number at the back of it.

## Card Payments:

Please debit the sum of £ 300.00 from my account as detailed below:

Type of card:  
(e.g. Visa, Mastercard)

Card Number:  
(usually 16 digits or more)

Card Issue Number:

Card valid from date:

Card expiry date:

Cardholders' name (please print)

Cardholders signature:

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

020 7641 6500  
wasminster.growth@planning



City of Westminster

Rec'd in PHV Division 10/25/50

13 Dec.

Application for a Lawful Development Certificate for a Proposed use or development.

Town and Country Planning Act 1990, Section 192, as amended by section 10 of the Planning and Compensation act 1991.

Town and Country Planning (Development Management Procedure) (England) Order 2010

**You can complete and submit this form electronically via the Planning Portal by visiting [www.planningportal.gov.uk/apply](http://www.planningportal.gov.uk/apply)**

### Publication of applications on planning authority websites

Please note that the information provided on this application form and in supporting documents may be published on the Authority's website. If you require any further clarification, please contact the Authority's planning department.

Answer complete using block capitals and black ink.

It is important that you read the accompanying guidance notes as incorrect completion will delay the processing of your application.

1. Applicant Name and Address				2. Agent Name and Address			
Title:	<input type="text"/>	First name:	<input type="text"/>	Title:	<input type="text"/>	First name:	<input type="text"/>
Last name:	<input type="text"/>			Last name:	<input type="text"/>		
Company (optional):	<input type="text"/>			Company (optional):	<input type="text"/>		
Unit:	<input type="text"/>	House number:	<input type="text" value="83"/>	Unit:	<input type="text"/>	House number:	<input type="text"/>
		House suffix:	<input type="text"/>			House suffix:	<input type="text"/>
House name:	<input type="text"/>			House name:	<input type="text"/>		
Address 1:	<input type="text" value="BAKER STREET"/>			Address 1:	<input type="text"/>		
Address 2:	<input type="text"/>			Address 2:	<input type="text"/>		
Address 3:	<input type="text"/>			Address 3:	<input type="text"/>		
Town:	<input type="text" value="LONDON"/>			Town:	<input type="text"/>		
County:	<input type="text"/>			County:	<input type="text"/>		
Country:	<input type="text" value="ENGLAND"/>			Country:	<input type="text"/>		
Postcode:	<input type="text" value="W1U 6AG"/>			Postcode:	<input type="text"/>		



### 3. Site Address Details

Please provide the full postal address of the application site.

Unit:		House number:	259-269	House suffix:	
House name:	WINCHESTER HOUSE				
Address 1:	LEVEL 2				
Address 2:	259-269 OLD MARYLEBONE ROAD				
Address 3:					
Town:	LONDON				
County:					
Postcode (optional):	NW1 5RA				
Description of location or a grid reference. (must be completed if postcode is not known):					
Easting:			Northing:		
Description:					

### 4. Pre-application Advice

Has assistance or prior advice been sought from the local authority about this application?

☐ Yes ☒ No

If Yes, please complete the following information about the advice you were given. (This will help the authority to deal with this application more efficiently).

Please tick if the full contact details are not known, and then complete as much as possible: ☐

Officer name:

Reference:

Date DD/MM/YYYY:

(must be pre-application submission)

Details of pre-application advice received?

### 5. Lawful Development Certificate - Interest in Land

Please state the applicant's interest in the land?

Owner: ☐ Yes ☐ No

Lessee: ☒ Yes ☐ No

Occupier: ☐ Yes ☐ No

If Yes to Lessee or Occupier please give details of the owner and state whether they have been informed in writing of this application:

Name	Address	Have they been informed in writing of the application?	
		Yes	No
DORCHESTER	1/3 CRAWFORD PLACE, LONDON W1H 4LA	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If No to all the above, please give name and addresses of anyone you know who has an interest in the land:

Name	Address	Nature of interest in the land	Have they been informed of the application?		If they have not been informed of the application please explain why not
			Yes	No	
			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	

### 6. Authority Employee / Member

With respect to the Authority:

1. I am a member of staff

3. I am related to a member of staff

Do any of these statements apply to you?

2. I am an elected member

4. I am related to an elected member

☒ Yes

☐ No

If Yes, please provide details of the name, relationship and role

STAFF MEMBER, GENERAL MANAGER, UBER LONDON LTD

## 7. Grounds For Application

### Information About The Existing Use(s)

Please explain why you consider the existing or last use of the land is lawful, or why you consider that any existing buildings, which it is proposed to alter, or extend are lawful

THE EXISTING B1 (OFFICE) USE OF THE PREMISES WILL CONTINUE TO BE LAWFUL. WE HOLD A CERTIFICATE OF LAWFUL USE (B1(OFFICE)) IN RESPECT OF OUR CURRENT OFFICES AT 83 BAKER STREET (ENCLOSED) AND OUR USE WILL NOT CHANGE WHEN WE MOVE TO LEVEL 2, 259-269 OLD MARYLEBONE ROAD ON 11 DECEMBER 2013

Please list the supporting documentary evidence (such as a planning permission) which accompanies this application:

- |    |                                   |
|----|-----------------------------------|
| 1. | COVER LETTER                      |
| 2. | CURRENT CERTIFICATE OF LAWFUL USE |
| 3. |                                   |
| 4. |                                   |
| 5. |                                   |

If you consider the existing, or last use is within a 'Use Class' in the Town and Country Planning (Use Classes) Order 1987 (as amended), state which one:

B1 (OFFICE)

### Information About The Proposed Use(s)

If you consider the proposed use is within a 'Use Class' in the Town and Country Planning (Use Classes) Order 1987 (as amended), state which one:

B1 (OFFICE)

Is the proposed operation or use:

☐ Temporary ☒ Permanent

If temporary please give details:

Please state why you consider that a Lawful Development Certificate should be granted for this proposal:

DUE TO PRIVATE HIRE VEHICLE (PHV) LICENSING REQUIREMENTS, WE ARE APPLYING FOR A CERTIFICATE OF LAWFUL USE TO ALLOW OUR PHV BOOKING PLATFORM TO OPERATE LAWFULLY IN THE CITY OF WESTMINSTER. WE WILL NEED TO SHOW PROOF OF THIS APPLICATION IN ORDER TO COMPLETE THE PHV FORM 106 TO VARY OUR EXISTING OPERATOR'S LICENCE FROM OUR CURRENT ADDRESS. WE HOLD A CERTIFICATE OF LAWFUL USE FOR OUR CURRENT OFFICE AT 83 BAKER STREET, WE ALSO ENCLOSE A LETTER WHICH EXPLAINS OUR USE IN MORE DETAIL.

## 8. Description Of Proposal

Does the proposal consist of, or include:

a) The carrying out of building or other operations? ☐ Yes ☒ No

If Yes to a, please give detailed description of all such operations (includes the need to describe any proposal to alter or create a new access, layout any new street, construct any associated hard-standings, means of enclosure or means of draining the land/buildings) and indicate on your plans (in the case of a proposed building the plan should indicate the precise siting and exact dimensions):

b) Change of use of the land or building(s)? ☐ Yes ☒ No

If Yes to b, please give a full description of the scale and nature of the proposed use, including the processes to be carried out, any machinery to be installed and the hours the proposed use will be carried out:

If Yes to b, please describe fully the existing or the last known use, with the date this use ceased:

Has the proposal been started?

☐ Yes ☒ No

### 9. Planning Application Requirements- Checklist

Please read the following checklist to make sure you have sent all the information in support of your proposal. Failure to submit all information required will result in your application being deemed invalid. It will not be considered valid until all information required by the Local Planning Authority has been submitted.

The burden of proof in a Lawful Development Certificate is firmly with the applicant and therefore sufficient and precise information should be provided.

The original and 3 copies of a completed dated application form:



The original and 3 copies of such evidence verifying the information included in the application as you can provide:



The original and 3 copies of a plan which identifies the land to which the application relates drawn to an identified scale and showing the direction of North:



The correct fee:



### 10. Declaration

I/we hereby apply for a Lawful Development Certificate as described in this form and the accompanying plans/drawings and additional information. I/we confirm that, to the best of my/our knowledge, any facts stated are true and accurate and any opinions given are the genuine opinions of the person(s) giving them.

Signed - Applicant

Or signed - Agent

Date (DD/MM/YYYY):

09/12/2013 (date cannot be pre-application submission)

#### WARNING:

The amended section 194 of the 1990 Act provides that it is an offence to furnish false or misleading information or to withhold material information with intent to deceive. Section 193(7) enables the authority to revoke, at any time, a certificate they may have been issued as a result of such false or misleading information.

### 11. Applicant Contact Details

Telephone numbers

Country code:

Country code:

Country code:

Country code:

Email address (optional):

National number:

National number:

Mobile number (optional):

Fax number (optional):

Extension number:

### 12. Agent Contact Details

Telephone numbers

Country code:

Country code:

Country code:

Country code:

Email address (optional):

National number:

National number:

Mobile number (optional):

Fax number (optional):

Extension number:

### 13. Site Visit

Can the site be seen from a public road, public footpath, bridleway or other public land? ☒ Yes ☐ No

If the planning authority needs to make an appointment to carry out a site visit, whom should they contact? (Please select only one)

☐ Agent

☒ Applicant

☐ Other (if different from the agent/applicant's details)

If Other has been selected, please provide:

Contact name:

Telephone number:

Email address:

Westminster City Council

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

020 7641 2513  
westminster.gov.uk



City of Westminster

Your ref: [REDACTED]  
My ref: 12/11515/CLOPUD

Please reply to: Robert Smith  
Tel No: [REDACTED]  
Email: centralplanningteam@westminster.gov.uk

[REDACTED]  
83 Baker Street  
London  
W1U 6AG

Development Planning  
Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

29 January 2013

Dear Sir/Madam

**SCHEDULE 4**

**TOWN AND COUNTRY PLANNING ACT 1990: SECTIONS 191 AND 192 (AS AMENDED BY SECTION 10 OF THE PLANNING AND COMPENSATION ACT 1991)  
TOWN AND COUNTRY PLANNING (GENERAL DEVELOPMENT PROCEDURE) ORDER 1995  
ARTICLE 24**

**CERTIFICATE OF LAWFUL USE OR DEVELOPMENT**

The Westminster City Council HEREBY CERTIFY that on 20.11.2012 the use or works described in the First Schedule hereto in respect of the land specified in the Second Schedule hereto and edged/hatched/coloured in red on the plan attached to this certificate was lawful within the meaning of Section 192 of the Town and Country Planning Act 1990 (as amended) for the following reason(s) detailed on the following page:-

Application No: 12/11515/CLOPUD      Application Date:  
Date Received: 20.11.2012      Date Amended: 14.12.2012  
Plan No: D-00001417; 1355; Site Location Plan.  
First Schedule: Use of part third floor for office use (Class B1) (Site includes 6 Montagu Row).

Second Schedule: 83 Baker Street, London, W1U 6LA,

Signed

On behalf of Westminster City Council

Date 29 JAN 2013

## NOTES

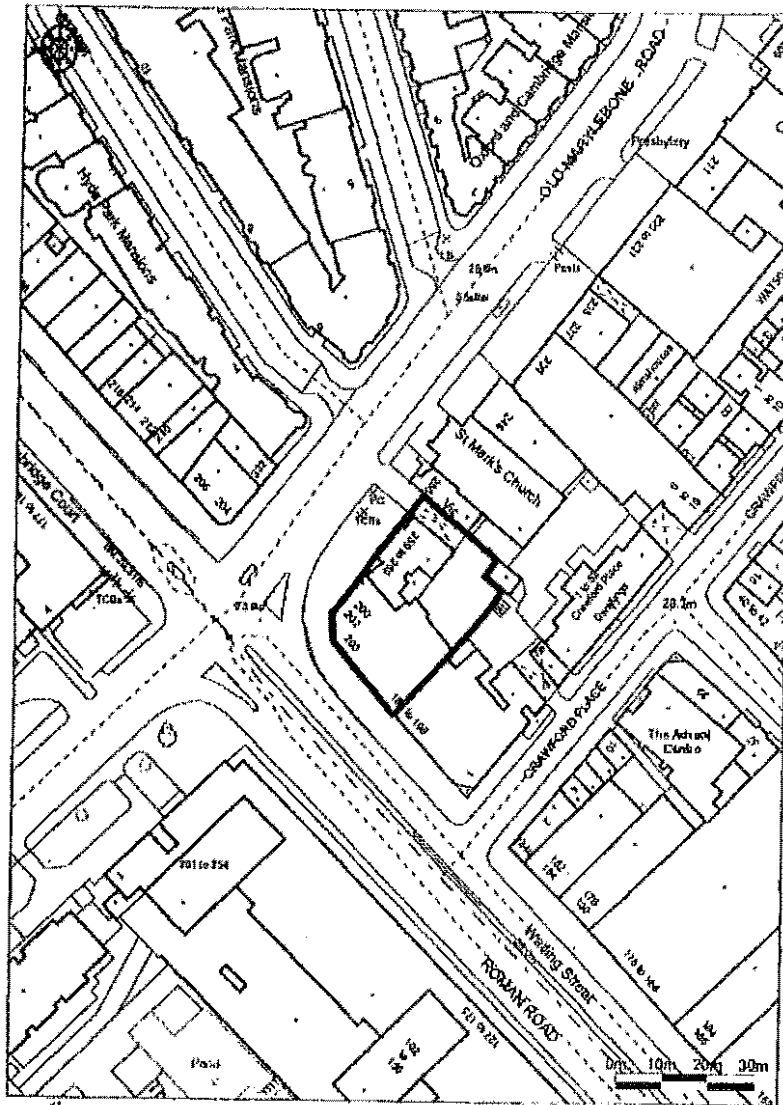
1. This certificate is issued solely for the purpose of Section 192 of the Town and Country Planning Act 1990 (as amended).
2. It certifies that the use or works specified in the First Schedule for the land described in the Second Schedule would have been lawful, on the specified date and, thus, would not have been liable for enforcement action under Section 172 of the 1990 Act on that date.
3. This certificate applies only to the extent of the proposal described in the First Schedule and to the land specified in the Second Schedule and identified on the attached plan. Any proposed proposal which is materially different from that described or which relates to other land may render the owner or occupier liable for enforcement action.
4. The effect of the certificate is also qualified by the proviso in Section 192 (4) of the 1990 Act, as amended, which states that the lawfulness of a described use or operation is only conclusively presumed where there has been no material change, before the use is instituted or the operations begun, in any of the matters relevant to determining such lawfulness.

### Note:

- The Plain English Crystal Mark applies to those conditions, reasons and informatives in this letter which have an associated reference number with the prefix C, R, X or I.
- The terms 'you' and 'your' include anyone who owns or occupies the land or is involved with the development.
- The terms 'us' and 'we' refer to the Council as local planning authority.



Winchester House, Edgware Road, London W2



Ordnance Survey

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## Tracking Status

Job number: 16448980

Service	Service type	Department	Reference
SameDay	PUSHBIKE	URBER	NONE
Booked by	Date booked	Ready on	Ready at
AMANDA 7000	09 Dec 2013	09 Dec 2013	15:38

### Tracking status

Event	Date	Time
JOB DELIVERED AND SIGNED FOR BY [REDACTED]	09 Dec 2013	17:11
STOP COMPLETED: CITY OF WESTMINSTER, SW1E 6QP	09 Dec 2013	17:11
COURIER ARRIVED AT CITY OF WESTMINSTER, SW1E 6QP	09 Dec 2013	17:10
JOB COLLECTED. COURIER EN ROUTE TO DELIVERY	09 Dec 2013	16:34
COURIER ARRIVED AT M W B, W1U 6AG	09 Dec 2013	16:34
COURIER EN ROUTE TO COLLECTION	09 Dec 2013	16:29
JOB BOOKED	09 Dec 2013	15:38



**Collection address**

Company	M W B
Bldg/Name/No	83 BAKER STREET
Address	
Town	LONDON
County	GBR
Postcode	W1U 6AG
Contact	
Instructions	**CLOSES AT 6PM** PU 1 ENV

**Delivery address**

Company	CITY OF WESTMINSTER
Bldg/Name/No	WESTMINSTER CITY HALL
Address	64 VICTORIA STREET
Town	LONDON
County	GBR
Postcode	SW1E 6QP
Contact	PLANNING DEPT
Instructions	

Reference: 7979  
Date: 9 January 2014

[REDACTED]  
Uber London Ltd  
3rd Floor, Room 316, 83  
Baker Street  
London  
W1U 6AG

Dear [REDACTED],

**Application for a Private Hire (London) Operator's Licence**  
**Variation inspection request: Uber London Ltd**

Thank you for your recent application and payment to vary your licence by specifying a new operating centre at: 2nd Floor, Winchester House, 259 - 269, Old Marylebone Road, London, NW1 5RA.

The initial processing of the application is complete and we are now ready to carry out a licence variation inspection at your proposed operating centre. As the licence holder, or licensee's nominated representative, you must be present.

We will telephone you within the next few days to make the required appointment, for your inspection. If, after 10 working days from receipt of this letter, you have not received a phone call, please contact our scheduling team at [panlondon@tfl.gov.uk](mailto:panlondon@tfl.gov.uk) quoting your application/operator number and operator name.

The purpose of a licence variation inspection is for you to demonstrate that your proposed premises are fit for purpose and that you have procedures to ensure that:

1. booking, driver and vehicle records will be properly and securely maintained / retained at the premises,
2. you do not use drivers or vehicles to discharge private hire bookings without the required particulars of those driver and vehicles maintained on file,
3. complaints will be dealt with and properly recorded and
4. lost and found property will be dealt with and properly recorded.

Further information and a copy of the operator licensing guidance notes booklet is available on our website at [www.tfl.gov.uk/tph](http://www.tfl.gov.uk/tph).

**Please note that it is an offence for the holder of a PHV operator's licence to accept a private hire booking, other than at an operating centre specified in his licence.**

Please state the operator number shown at the top of the page in all future correspondence.

Yours sincerely,



**Stephen Collins**  
TFL Licensing CSR  
London Taxi & Private Hire | Transport for London