

# Transport for London Taxi and Private Hire Driver (TfL TPH) 'Check and Send Service'



As part of improving licensing and re-licensing for **London Taxi and Private Hire Drivers**, the **TfL TPH Directorate** has streamlined and improved its '**Check and Send Service**' at **Post Offices** throughout **London**.

The **Post Office** now provides a '**Check and Send Service**' for anyone applying for a licence as a **Private Hire Driver** and for *existing Drivers* **renewing** their **Private Hire Licence**.

**There is a handling charge of £7 for the 'Check and Send Service'** which includes:

- Making sure that applications have been completed correctly
- Checking that all supporting documents and the correct payment have been included. (Original documents and clear photocopies are needed. Cheques are not accepted)
- Sending your application and other documents to the **TfL TPH Directorate** at **Southwark**
- A receipt

The cost of postage is not included but if there is a mistake or oversight by the **Post Office**, you may ask for a refund of the '**Check and Send Service**' charge.

The service is available at **Post Offices** spread widely across **London**.

The **TfL TPH Directorate** has worked closely with the **Post Office** to improve the '**Check and Send Service**' as when it was initially introduced in 2007 the plans were a little too ambitious to have over 80 different locations offering the service.

This led to confusion and delays as infrequently used locations did not retain the training to the required level. With the recent **Penton Street** counter closure, **21 key locations** were selected across the **Greater London** area.

The choices were cleverly chosen by using the geographical address areas of drivers plus **Post Offices** near to **Penton Street** (the old PCO building) and **Palestra** (the new **TfL TPH Directorate** location in **Southwark**).

To improve this service the **TfL TPH Directorate** has arranged for additional training to be provided to the **Post Office** counter staff and they will continue to monitor the locations and make changes where appropriate to meet demand.

With the counter service now closed at **Penton Street** and no counter service provision at **Palestra**, it is vital that **Drivers** have a mechanism to have documents checked at their disposal.

Whilst there is a fee it is comparable to the average journey to **Penton Street** and the associated parking costs. Taking the time for many drivers needing to get to Central London into account, the fees are good value and **Drivers** can be comforted by knowing that they are in the system.

The '**Check and Send Service**' aims to:

- Ensure that licences are issued as quickly as possible
- Avoid delays caused by sending incomplete or incorrect forms

The following **Post Offices** can accept new and renewal private hire driver applications.

|   |  |   |
|---|--|---|
| <b>Barnet</b><br>63 - 65 High Street<br>Barnet<br>Hertfordshire<br>EN5 5UU        | <b>Dartford</b><br>19 Hythe Street<br>Dartford<br>Kent<br>DA1 1AB                | <b>Poplar</b><br>22 Market Square<br>Poplar<br>London<br>E14 6AB                          |
| <b>Battersea</b><br>202 Lavender Hill<br>Battersea<br>London<br>SW11 1AA          | <b>Golders Green</b><br>879 Finchley Road<br>Golders Green<br>London<br>NW11 8RT | <b>Southall</b><br>38 The Broadway<br>Southall<br>Middlesex<br>UB1 1PY                    |
| <b>Beckenham</b><br>22 Rectory Road<br>Beckenham<br>Kent<br>BR3 1AA               | <b>Greenford</b><br>400 Greenford Road<br>Greenford<br>Middlesex<br>UB6 9AJ      | <b>Southwark</b><br>52 Blackfriars Road<br>Southwark<br>London<br>SE1 8NN                 |
| <b>Camden</b><br>112 - 114 Camden High Street<br>Camden Town<br>London<br>NW1 ORR | <b>Hornchurch</b><br>127 - 129 High Street<br>Hornchurch<br>Essex<br>RM11 1UB    | <b>Stoke Newington</b><br>Stoke Newington High St<br>Stoke Newington<br>London<br>N16 7JN |
| <b>Collier Row</b><br>46 - 48 Collier Row Road<br>Romford<br>Essex<br>RM5 3PB     | <b>Islington</b><br>116 Upper Street<br>Islington<br>London<br>N1 1AE            | <b>Walthamstow Central</b><br>Central Library Site<br>Walthamstow<br>London<br>E17 7JN    |
| <b>Croydon</b><br>10 High Street<br>Croydon<br>Surrey<br>CR9 1HT                  | <b>Leyton</b><br>553 Lea Bridge Road<br>Leyton<br>London<br>E10 7EG              | <b>Wealdstone (Harrow)</b><br>4 - 12 Headstone Drive<br>Harrow<br>Middlesex<br>HA3 5QL    |
| <b>Dagenham</b><br>214 - 216 Heathway<br>Dagenham<br>Essex<br>RM10 8RD            | <b>Mount Pleasant (Central London)</b><br>Rosebery Avenue<br>London<br>EC1R 4SQ  | <b>Wood Green</b><br>191 High Road<br>Wood Green<br>London<br>N22 6DZ                     |