

From: [REDACTED]
To: [Adam Sherwood; Licensing](#)
Subject: Roof Sign Consultation
Date: 04 April 2024 23:53:51

FAO: Harlow Councils Licensing Team

I have filled in the online consultation, but, thought it would be prudent to send our response to you.

As you know, [REDACTED] license many Private Hire vehicles with yourselves. We have found having the PRE BOOK ONLY roof signs problematic.

Firstly, they create confusion among the drivers. On a number of occasions, I have had to educate newly licensed Private Hirer drivers that by having the roof sign, this does not make them a Taxi, and they cannot use the taxi ranks.

Secondly, they are expensive. Each sign is almost £100 when buying it from Letter Craft.

Unfortunately, they break far too often (I have attached photos of the last ones we have had to replace in the last few months).

We encourage the drivers to remove them at night as we have had countless stolen (I think it would be half the amount that we have bought have been stolen or broken).

By encouraging the drivers to remove them after each shift, every time you remove them from the vehicle they scratch the paint on the roof. I have attached photos of one vehicles roof damage. (This is not the worst, some are better, some have more damage, this is just the vehicle at the workshop at the time I am writing this.)

We also license a number of 8 seater vehicles and 1 wheel chair accessible vehicle. As these are bigger and a lot taller than a normal car, especially the wheelchair accessible vehicle, to even put the roof sign on top of the vehicle safely is problematic or even dangerous. Having the roof sign on these vehicles dramatically reduces the places they can go if there is a height restriction in place (again I have attached photos of these vehicles).

For example, there is no chance that any of these vehicles can pick up from the water gardens carpark with a roof sign on. This seems unfair to the public and the driver has to stop remove the sign while stopped in the road then make the pick up and then reattach it after exiting.

We understand that they are currently a part of our licensing conditions and will continue to display them as we are obliged to, but we hope that the licensing team and the licensing committee follow the governments advice and prohibit them so solve the problem they are creating.

Kind regards

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