

EMAILS FROM ACC OFFICER TO ABERDEEN TAXIS LTD

From: [REDACTED]
Sent: 16 February 2017 11:38
To: '[REDACTED]'
Cc: [REDACTED]
Subject: RE: Babcock

Hi [REDACTED],

As I said these are the airport byelaws so you will need to discuss it with them first and foremost.

I'm sorry but we cannot hold off passing our interpretation on to the airport drivers- we have been asked for an interpretation and cannot then hold the response back from some of the parties involved.

As I said we have made it clear they cannot wait anywhere else at Terminal 1 other than the 3 spaces and cannot service Terminal 2.

Essentially as this is a byelaw issue only, effectively created by the airport and Babcock, we should simply step back altogether and only deal with individual drivers behaviour but we are attempting to be fair to all parties.

We will deal with any individual issues swiftly and we will of course advise all interested parties should anything else become clearer (should the airport confirm to us that the 3 spaces are not a designated pick up point for instance).

Regards

[REDACTED]

[REDACTED]

Enforcement Officer | Licensing | Legal and Democratic Services |
Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1
South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct
Dial 01224 52[REDACTED] | Direct Fax 01224 522937 |
<mailto:[REDACTED]@aberdeencity.gov.uk> [REDACTED]@aberdeencity.gov.uk |
<http://www.aberdeencity.gov.uk> www.aberdeencity.gov.uk
<https://consultation.aberdeencity.gov.uk/customer-services/9c02079e>

From: [REDACTED]
Sent: 16 February 2017 10:36
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Cc: [REDACTED]
Subject: Babcock

Morning [REDACTED],

Having discussed the airport byelaws and the Babcock situation in general with our solicitor and the Licensing team leader and we have come to a conclusion as to how the Babcock situation should be treated- The airport byelaws state that only an authorised taxi may collect a fare or ply for hire (which is wait for a potential fare) within the airport boundary AND that any such fare or plying for hire must take place only from an authorised taxi rank. Unless the fare is collected from a public car park, a designated pick up point or with the explicit consent of a constable or airport official.

This means that in normal circumstances only an airport designated taxi (green plate) can collect a fare or wait within the airport boundary AND that this must be done from-

The main taxi rank (and designated waiting area)

The Bristows Rank (and overspill waiting area)

The designated pick up points at the CHC terminal

The designated pick up area in front of the main airport terminal

The short stay car park

The long stay car park.

However the byelaws also allow a non-airport taxi or private hire car to collect a pre-booked fare from a designated pick up point, a public car park or an area permitted by the airport authority. This means a pre-booked fare can only be collected from-

The designated pick up point located next to the main rank (comcab vehicles only)

The designated pick up area in front of the main terminal (any licensed vehicle)

The short stay car park (any licensed vehicle)

The long stay car park (any licensed vehicle)

The Babcock situation is slightly different again. The car parks at Babcock terminal 1 and 2 are not public car parks, neither are they an authorised taxi rank. As Babcock lease the land from the airport they effectively become management agents for those pieces of land.

Therefore a pre-booked fare may be collected by Aberdeen Taxis Ltd vehicles from the car parks at terminals 1 and 2 as you have an agreement with Babcock (which effectively means you have an agreement with the airport).

However Babcocks have designated 3 car park spaces at terminal 1 for taxi use. This may make those 3 spaces a designated pick up point under the byelaws and therefore technically airport taxis can collect a fare from those 3 spaces only at terminal 1. They cannot collect from terminal 2 at all.

Basically this means that any of your vehicles can collect a fare from Babcock Terminals 1 and 2 car parks. It also means that airport taxis can also collect from Babcock terminal 1 (only the 3 designated spaces- if those a full they cannot wait elsewhere) but they cannot collect from terminal 2 at all.

This though is our interpretation- they are not our byelaws and we have no power to enforce them, although as any vehicle or driver involved is licensed by us we have authority there. If you wish to query with the airport how they interpret the spaces in the terminal 1 car park that is fine- but we would have to receive official confirmation from them before we could change our stance.

I appreciate this probably makes the situation worse not better however the driver of any taxi breaching airport byelaws is also in breach of their conditions (as it is a criminal offence) and any general poor behaviour by any driver at Babcocks (such as waiting out-with the 3 spaces, blocking vehicles in or verbal abuse or threats to other driver) will be referred to the Licensing Committee seeking the suspension of their licence.

We will pass this info along to comcabs along with a request to pass it to their drivers.

Can you please pass this round your drivers (not the email just the instructions/warning re behaviour). Hopefully with a bit of common sense there should be no more issues.

Thanks

[REDACTED]

[REDACTED]

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Dial 01224 52[REDACTED] | Direct Fax 01224 522937 |
<mailto:[REDACTED]@aberdeencity.gov.uk> [REDACTED]@aberdeencity.gov.uk |
<http://www.aberdeencity.gov.uk> www.aberdeencity.gov.uk
<https://consultation.aberdeencity.gov.uk/customer-services/9c02079e>

From: [REDACTED]
Sent: 15 February 2017 14:00
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: Babcock

Hi [REDACTED],

We have studied the byelaws with our solicitor and have a firm interpretation of what needs to happen.
Before I set that out though I need to check on a couple of points on the ground at Babcocks.

I'll visit this afternoon and once I'm back I will confirm our interpretation to you (and also to [REDACTED] for passing on to the airport drivers).

Regards

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: 15 February 2017 11:29
To: '[REDACTED]@aberdeen-taxis.com'
Subject: RE: Airport byelaws

Hi [REDACTED],

I've had a look and I'm checking it with one of our solicitors this afternoon. I'll let you know.

[REDACTED]

From: [REDACTED]
Sent: 10 February 2017 13:23
To: '[REDACTED]'
Subject: RE: Babcock/Bond

Noted [REDACTED],

I have contacted Comcab and asked them to inform all airport drivers not to pick up at Babcocks meantime. They have confirmed this has been passed on.

I'm in meetings the rest of the day and out of the office all day Monday and Tuesday morning. If I need any more info I'll get back to you on Tuesday- in fact I'll get back to you anyway and we can hopefully close this off for good.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 10 February 2017 08:18
To: '[REDACTED] [REDACTED]@aberdeen-taxis.com)'
Subject: Babcock/Bond

Morning [REDACTED],

We have been advised that there is no longer a contract between Babcock and any taxi firm. Therefore yellow plated vehicles can no longer collect from the car parks. In addition since the street is double yellow no waiting is allowed therefore no pick ups from there either. There are no pre-booked fares from there (they only counted as pre-booked due to the contract) therefore any driver of a yellow plate taxi or a PHC reported as picking up from Babcocks will face the suspension of their licence- we do not intend to allow the situation to go back to how it was previously in terms of trouble and acrimony.

Regards

[REDACTED]

[REDACTED]

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<https://consultation.aberdeencity.gov.uk/customer-services/9c02079e>

From: [REDACTED]
Sent: 23 December 2016 11:40
To: '[REDACTED]@aberdeen-taxis.com'
Subject: RE: PHC Drivers
That's fine [REDACTED],
[REDACTED]

[REDACTED]
Enforcement Officer | Licensing | Legal and Democratic Services |
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[REDACTED]@aberdeencity.gov.uk <mailto:[REDACTED]@aberdeencity.gov.uk> |
www.aberdeencity.gov.uk <<http://www.aberdeencity.gov.uk>>

From: [REDACTED]
Sent: 23 December 2016 11:25
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: PHC Drivers
Importance: High

[REDACTED],
One of your drivers has forwarded the following to me- it's the contents of the text message you sent to your drivers. This does not state anywhere "if your licence is due for renewal". I have also been advised that this message is posted to your facebook page.
As it is not factually correct please remove it immediately- also please re-issue correct info to your drivers

[REDACTED]
"ABERDEEN CITY COUNCIL HAVE DECIDED THAT ANYONE WISHING TO BECOME A PRIVATE HIRE DRIVER OR ANY EXISTING DRIVER WHO SUBMITS AN APPLICATION FOR GRANT OR RENEWAL OF THEIR LICENCE TODAY BEFORE 17;00PM WILL NOT HAVE TO SIT THE TAXI DRIVERS STREET KNOWLEDGE TEST UNTIL THAT LICENCE COMES UP FOR RENEWAL IN EITHER 1 OR 3 YEARS TIME. YOU CAN APPLY AT MARISCHAL COLLEGE OR KITTYBREWSTER FLEET SERVICES IN PERSON"

[REDACTED]
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<<http://www.aberdeencity.gov.uk>> www.aberdeencity.gov.uk

From: [REDACTED]
Sent: 22 November 2016 16:35
To: '[REDACTED]'
Subject: RE: Aberdeen Taxis Ltd Company Vehicles

[REDACTED],
REG PLATE LICENCE EXPIRY TEST DATE

SY64 LDC - No record of vehicle

SY64 LDD - PH266 - 09/06/2017 [REDACTED]

SP62 TNO - PH166 - 02/05/2017 [REDACTED]

YE15WDM - PH014 - 30/09/2017 [REDACTED]

SY15 STZ - PH075 - 26/02/2017 [REDACTED]

SY15 SUA - PH085 - 31/03/2017 [REDACTED]

SY15 SSV - PH129 - 31/03/2017 [REDACTED]

MM65 SFZ - PH269 - 16/06/2017 [REDACTED]

MM65 SHJ - PH264 - 16/06/2017 [REDACTED]

MM65 SGZ - PH270 - 16/06/2017 [REDACTED]

Those marked due have an appointment on the date stated, those marked
Was Due have not been tested as required- make an appointment with the
inspection centre asap.

Regards
[REDACTED]

From: [REDACTED]
Sent: 03 November 2016 11:49
To: '[REDACTED]'
Subject: RE: Airport

[REDACTED] -
The airport byelaws do not apply as a licence condition. The airport is defined in the conditions as being "as per the byelaw" and it is stated that the byelaws apply there. Therefore the byelaws may prohibit/allow different operation of taxis than our conditions.

We cannot prohibit any airport zoned vehicle from operating anywhere within the airport. As the airport is private ground it is for the airport authorities and police to enforce the byelaws as they see fit. If the byelaws prohibit/allow something other than as per our conditions we cannot enforce this, only the airport or police can. For example an airport taxi may collect a hailed fare on Brent Road. We must allow this but if the airport byelaw does not the police or airport authorities may take any measures they like against the operator (except anything to do with the licence itself which only we can enforce).

The airport is not dual zoned- only airport zoned vehicles may collect from within the airport boundary unless the fare is pre-booked when any vehicle may service the hire provided it is not collected from within 50m of an official rank (there are 3 at the airport, the main rank, the Bristows rank and the CHC rank) or unless the "green light" is illuminated and then any licensed taxi (green or yellow plate) may collect from within the airport zone.

[REDACTED]
[REDACTED]
Enforcement Officer | Licensing | Legal and Democratic Services |
Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1
South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct
Dial 01224 52[REDACTED] | Direct Fax 01224 522937 |
[REDACTED]@aberdeencity.gov.uk <mailto:[REDACTED]@aberdeencity.gov.uk>
|www.aberdeencity.gov.uk <http://www.aberdeencity.gov.uk/>

From: [REDACTED]
Sent: 03 November 2016 09:49
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: Airport
Attachments: Taxi Conditions AirportZone.pdf; Aberdeen Airport Boundary 2.pdf; Aberdeen Airport Boundary 1c.pdf

[REDACTED],
The current conditions for airport licence holders is attached.
As I thought there is no reference to operating only within the ranks - the licence covers the whole of the airport as defined by the byelaw. This means that it covers anywhere within the airport boundary- I've attached the full boundary and a zoomed in version for Bonds area.
As I have said previously, we (the licensing authority) cannot prohibit airport plated vehicles from being in Bonds car park or from collecting a fair if there are none of your vehicles in situ to fulfil the contract. However we have advised them that "poaching" of fares would be a breach of their conditions (driver) and we will seek suspensions of licences from the committee.

[REDACTED]
[REDACTED]
Enforcement Officer | Licensing | Legal and Democratic Services |
Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1
South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct
Dial 01224 52[REDACTED] | Direct Fax 01224 522937 |
<mailto:[REDACTED]@aberdeencity.gov.uk> [REDACTED]@aberdeencity.gov.uk |
<http://www.aberdeencity.gov.uk> www.aberdeencity.gov.uk

From: [REDACTED]
Sent: 02 November 2016 13:55
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: Bonds

[REDACTED],
I haven't forgotten about this but stuck in meetings all day- will get back to you either this afternoon or tomorrow morning.

[REDACTED]
[REDACTED]
Enforcement Officer | Licensing | Legal and Democratic Services |
Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1
South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct
Dial 01224 52[REDACTED] | Direct Fax 01224 522937 |
<mailto:[REDACTED]@aberdeencity.gov.uk> [REDACTED]@aberdeencity.gov.uk |
<<http://www.aberdeencity.gov.uk>> www.aberdeencity.gov.uk

From: [REDACTED]
Sent: 26 October 2016 11:44
To: '[REDACTED]'
Subject: RE: Babcock Terminal Taxi Request
That's fine [REDACTED],
Thanks
[REDACTED]

Enforcement Officer | Licensing | Legal and Democratic Services |
Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1
South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct
Dial 01224 52[REDACTED] | Direct Fax 01224 522937 |
<mailto:[REDACTED]@aberdeencity.gov.uk> [REDACTED]@aberdeencity.gov.uk |
<<http://www.aberdeencity.gov.uk>> www.aberdeencity.gov.uk

From: [REDACTED]
Sent: 26 October 2016 10:45
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: FW: Pre-Booked fares

[REDACTED],
The email below was the confirmation from Bonds that at least 1 vehicle was required from Dyce to service their arrivals and was to be treated as a pre-booked fare.

[REDACTED]
-----Original Message-----

From: [REDACTED] [mailto:dycecabs@yahoo.co.uk]
Sent: 01 September 2015 09:33
To: [REDACTED]
Subject: Fw: Pre-Booked fares

[REDACTED],
Please see below correspondence from Bond Offshore Helicopters.
Regards

[REDACTED]
PA to Manager
Dyce Cabs

On Monday, 31 August 2015, 9:57, "[REDACTED]"
<[REDACTED]@bondoffshorehelicopters.com> wrote:
Classification: UNCLASSIFIED

Good morning,
As discussed this morning, please can you arrange for at least one taxi to be at our terminals to meet each of our inbound flights - these flights can be monitored on our website : <http://www.bondflights.com/>
This should be treated as a pre-arranged booking on behalf of our inbound passengers.
I'm afraid I am unable to provide an e-mail request each day, but the website should provide enough detail for you to provide as requested.
Many thanks.

[REDACTED] | Aberdeen Base Manager
Bond Offshore Helicopters
Farburn Terrace | Aberdeen Airport East | Dyce | Aberdeen | AB21 7DT
Tel: +441224 [REDACTED] | Mob: +[REDACTED] |
[REDACTED]@bondoffshorehelicopters.com
<mailto:[REDACTED]@bondoffshorehelicopters.com>

www.bondoffshorehelicopters.com

[<http://www.bondoffshorehelicopters.com/>](http://www.bondoffshorehelicopters.com/)

P Please consider the environment before printing this email

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Babcock International Group PLC.

Website: www.babcockinternational.com

Registered in: England and Wales

Registration No: 2342138

Registered Office: 33 Wigmore Street, London, W1 1QX, England

From: [REDACTED]
Sent: 17 October 2016 11:09
To: '[REDACTED]'
Subject: RE: Couple of Issues

Hi [REDACTED],

I have the official notification from the official receiver that Dyce Taxis Ltd is in liquidation. This cannot be disputed as it is a matter of official record.

If you now have a new contract with Babcock, we would require to see a copy of it- otherwise we cannot confirm that yellow plated vehicles of yours can legally pick up at babcocks.

[REDACTED]

[REDACTED]

Enforcement Officer | Licensing | Legal and Democratic Services |
Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1
South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct
Dial 01224 52[REDACTED] | Direct Fax 01224 522937 |

[REDACTED]@aberdeencity.gov.uk <mailto:[REDACTED]@aberdeencity.gov.uk>
|www.aberdeencity.gov.uk <<http://www.aberdeencity.gov.uk/>>

From: [REDACTED]
Sent: 06 October 2016 13:40
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: Couple of Issues

Afternoon [REDACTED],

A couple of issues have come up regarding yourselves.

Firstly we have been advised by the official liquidator that Dyce Taxis Ltd has been liquidated. This means that the Dyce Taxis "branding" cannot be used on any licensed vehicle or roof sign. In addition it cannot be used for advertising or any other purpose.

Please advise any of your drivers who still have Dyce Taxis on their roof sign to remove it immediately and any other reference to it on their vehicles.

Secondly, we have become aware that some yellow plated vehicles which are not yours are attempting to operate from Bonds. I believe your vehicles all carry a logo either on the vehicle or roof sign. If any that use Bonds do not can you affix one to them to aid identification and avoid action being taken against any of your vehicles in error. You will also want to speak to Bonds re the contract for picking up there since the original was made with Dyce Taxis and the liquidation of that company would invalidate any such contract regardless of your merger or take-over.

Thanks

[REDACTED]

[REDACTED]

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Dial 01224 52[REDACTED] | Direct Fax 01224 522937 |
<mailto:[REDACTED]@aberdeencity.gov.uk> [REDACTED]@aberdeencity.gov.uk |
<<http://www.aberdeencity.gov.uk>> www.aberdeencity.gov.uk

From: [REDACTED]
Sent: 17 August 2016 16:25
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: PH265 & PH266
Afternoon [REDACTED],
Can you check the PH plates for these and tell me that they match our records-
PH265 SY64 AXU
PH266 SV64 LDD
Our system seems to have an error but these appear to be what was applied for.
Thanks

[REDACTED]
[REDACTED]
Enforcement Officer | Team 3 | Litigation and Licensing | Legal and Democratic Services | Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1 South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct Dial 01224 52[REDACTED] | Direct Fax 01224 522937 | <mailto:[REDACTED]@aberdeencity.gov.uk>
[REDACTED]@aberdeencity.gov.uk | <<http://www.aberdeencity.gov.uk>>
www.aberdeencity.gov.uk

From: [REDACTED]
Sent: 05 July 2016 15:28
To: '[REDACTED]'
Subject: RE: Autoverdi

Hi [REDACTED],
Sorry I've been off but will look into this.
[REDACTED]

From: [REDACTED]
Sent: 10 June 2016 14:04
To: '[REDACTED]'
Subject: RE: Parking

[REDACTED],
I will contact the driver of this vehicle and advise that he cease.
[REDACTED]

From: [REDACTED]

Sent: 26 May 2016 08:38

To: '[REDACTED]'

Subject: RE: Private hire vehicles returning to base.

Good morning [REDACTED],

As we explained to [REDACTED], the concern is with those vehicles driven by Private Hire Car Driver licence holders. Condition 15 of that licence states that such a driver shall not canvass or importune for employment in any street or public place. There is no legislation relating to "return to base" and we made that clear.

Therefore any holder of a private hire car driver licence who is waiting on the street or in a public place in their vehicle can viewed as canvassing for employment since the difference between a taxi and PHC is lost on the general public- they see a plated vehicle.

We did point out that "return to base" was not necessary but being parked somewhere that was not a public place was preferable. We also said we were not moving vehicles on, unless they were illegally parked (again a breach of conditions by not behaving in the manner expected of a licence holder), which on that day 2 of your vehicles were (in the restricted emergency chevrons on the airport boundary).

We will not move any vehicle on (except in circumstances such as above) however we have suggested to all taxi firms operating PHC's that where possible the vehicles do not wait on the street between hires.

Regards

[REDACTED]

From: [REDACTED]
Sent: 25 May 2016 14:00
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: Stickers-Logos on Private Hire Cars

Afternoon [REDACTED],

I have received several complaints relating to small stickers/logos for Aberdeen Taxis Ltd being placed on the rear and possibly the front of your private hire cars. I have a photo clearly showing this on PH264. As you are aware, advertising/branding is prohibited on Private Hire Cars regardless of the size. Please arrange to remove these forthwith.
Regards

[REDACTED]
Enforcement Officer | Team 3 | Litigation and Licensing | Legal and Democratic Services | Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1 South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct Dial 01224 52[REDACTED] | Direct Fax 01224 522937 | <mailto:[REDACTED]@aberdeencity.gov.uk>
[REDACTED]@aberdeencity.gov.uk | <<http://www.aberdeencity.gov.uk>>
www.aberdeencity.gov.uk

From: [REDACTED]

Sent: 23 March 2016 10:59

To: '[REDACTED]'

Subject: RE: Complaint from weekend

Ok [REDACTED],

I will take this one on as a complaint and contact the complainant directly.

Regards

[REDACTED]

From: [REDACTED]
Sent: 09 February 2016 10:03
To: '[REDACTED]'
Subject: RE: Taxi Roof Signs
Attachments: Taxi Testing Manual Mar 2015-Web.pdf

[REDACTED],
The Taxi Inspection Manual is attached (also applies to PHC's).
This covers what is checked at each inspection.
In terms of all policies relating to taxis and private hire, these are not held in one place (although this is in hand) as they are made at individual licensing committees.
The policy on roof signs is as I have described- Taxis must use the standard large roof sign with "City of Aberdeen" and "Taxi" on the front, although the Taxi can be replaced by a company name or logo. The rear of the sign must either be blank or can have a telephone number only. The only exception to taxis having the large sign are where vehicles have a built in sign, vehicles have a roof which is too wide or a roof with a slope (small sign can be used) or Airport zoned taxis which must use the small airport sign.

[REDACTED]
[REDACTED]
Enforcement Officer | Team 3 | Litigation and Licensing | Legal and Democratic Services | Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1 South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct Dial 01224 52[REDACTED] | Direct Fax 01224 522937 | [REDACTED]@aberdeencity.gov.uk
<mailto:[REDACTED]@aberdeencity.gov.uk> | www.aberdeencity.gov.uk
<<http://www.aberdeencity.gov.uk/>>

From: [REDACTED]
Sent: 02 February 2016 12:05
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: Taxi Roof Signs

Afternoon [REDACTED],

I've had several complaints from taxi drivers relating to the roof signs on some of your vehicles.

It's only a minor thing but the Licensing Committee policy is that the rear of the sign should only have the telephone number or be blank - nothing else, no other lettering.

The front of the signs must have City of Aberdeen and then either Taxi or a company name or logo. The licence number (eg T102) should be displayed on each side of the sign.

Can you ensure all your vehicles signs conform as I have photos showing several city zoned (yellow plates) vehicles with the words Airport Taxis written above the given telephone number (your number) and this is not permitted.

Thanks

[REDACTED]

[REDACTED]

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[REDACTED]@aberdeencity.gov.uk | <<http://www.aberdeencity.gov.uk>>
www.aberdeencity.gov.uk

From: [REDACTED]
Sent: 29 January 2016 14:33
To: '[REDACTED]'
Subject: RE: New PHC Application + Temp- SY15 STZ

Hi,

We don't have the Sub yet from Kittybrewster. As soon as we get it we can inform Police Scotland who will then respond to the applications (they won't do so until the paperwork is correct). So if we get the sub today or Monday, hopefully we will have the required response from the Police by Monday afternoon.

[REDACTED]
[REDACTED]
Enforcement Officer | Team 3 | Litigation and Licensing | Legal and Democratic Services | Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1 South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct Dial 01224 52[REDACTED] | Direct Fax 01224 522937 | [REDACTED]@aberdeencity.gov.uk
<mailto:[REDACTED]@aberdeencity.gov.uk> | www.aberdeencity.gov.uk
<<http://www.aberdeencity.gov.uk>>

From: [REDACTED]
Sent: 29 January 2016 14:17
To: '[REDACTED] ([REDACTED]@aberdeen-taxis.com)'
Subject: New PHC Application + Temp- SY15 STZ

Hi,

This vehicle is already on taxi licence T[REDACTED].

Therefore your applications cannot proceed until it(SY15 STZ) is either substituted off that licence with another vehicle being substituted on, or licence T[REDACTED] is surrendered.

[REDACTED]

[REDACTED]

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[REDACTED]@aberdeencity.gov.uk | <<http://www.aberdeencity.gov.uk>>
www.aberdeencity.gov.uk

From: [REDACTED]
Sent: 19 November 2015 15:51
To: '[REDACTED]'
Subject: RE: Vehicle Licening

Hi [REDACTED],

SY64 LDC - T- 208- This licence expires 31/12/2015, VRM correct
[REDACTED] - This is not correct. [REDACTED] is not on [REDACTED] - If you confirm who the licence holder you have is I can confirm if the plate or reg number is correct

YE15WDM - PH-014- This expires 30/09/16, VRM correct

SY15STZ T - 546- This expires 31/05/16, VRM correct

SY15SUA T - 675 Expired 31/10/15, renewal submitted, VRM correct

[REDACTED] -248 This is not correct. [REDACTED] is not on [REDACTED] - Again confirm your licence holder and I will confirm if the reg or plate number is correct.

[REDACTED]
From: [REDACTED]
Sent: 02 September 2015 15:05
To: '[REDACTED]'
Subject: RE: Licensing law

[REDACTED],
I have forwarded your info directly to Police Scotland in the first instance for further action.

In addition I will instigate an investigation here with a view to putting it to the licensing committee.

[REDACTED]

From: [REDACTED]
Sent: 19 August 2015 14:02
To: '[REDACTED]'
Subject: RE: Central shire car

Thanks [REDACTED],

I had been made aware that this might be the case last week but details were unclear.

This will of course be taken forward and appropriate action taken.

[REDACTED]

From: [REDACTED]

Sent: 07 July 2015 08:46

To: '[REDACTED]'

Subject: RE: Aberdeen Taxis Ltd Meeting

Wednesday morning after 11am would be fine.

If you come to Marischal College, go to reception (to the left) and ask for me I'll come down and get you.

[REDACTED]