

# DOORS CLOSE ON COUNTER SERVICE AT PENTON STREET

Counter Services which have previously been available to both the taxi and private hire trades at Penton Street are no longer available. Over the last Bank Holiday weekend in May, the remaining equipment that was moved from the building and the staff has now re-located to Palestra, where many of their colleagues are already situated.

TfL has set up a new telephone system which will, in the longer term, deliver an improved call handling service. John Mason, TfL's Director of Taxi and Private Hire, said: "The move from Penton Street to Palestra has been a huge challenge for the team. The good news is that we will once again see all of London Taxi & Private Hire staff in one location and this will be a major step in our long term plan to provide a better service and deliver much needed improvements.

"The counter service at Penton Street has been well used over the years, but it simply was not possible to provide such a service at Palestra. With all the other available means of contacting us, it is no longer an efficient use of licensing staff's time. We will continue to improve online access to licensing services and believe

that the Post Office's 'Check and Send' service will provide a valuable facility for those who want to use it."

TfL has been working closely with the Post Office to develop and improve the existing 'Check and Send' service. A

number of Post Offices across London can check and accept both new and renewal private hire applications and renewal taxi applications for a handling fee of £7. The service checks applications have been completed correctly, that all supporting

documents and the correct payment have been included; cheques are not accepted. Original documents and clear photocopies are needed.

**Post Office® branches offering taxi and private hire check and send service**

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Heathway 214-216 Heathway Dagenham Essex RM10 8RD	Poplar 22 Market Square London E14 6AB	Hornchurch 127-129 High Street Hornchurch Essex RM11 1UB	Islington 116 Upper Street Islington London N1 1AE	Leyton 553 Lea Bridge Road London E10 7EG
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