

Exceptional Quality Policy

The Hackney Carriage and Private Hire Licensing Policy document provides that no vehicle shall be licensed if it is over the age of 12 years unless it satisfies an exceptional quality policy.

To be considered suitable for the Exceptional Quality Policy, the following conditions apply.

1. The vehicle must pass the initial pit test – vehicles with three or fewer faults (excluding bulbs) will be permitted to undertake the necessary repairs and submit for a re-test; vehicles with four or more faults will fail and will not be permitted a re-test.
2. The vehicle must meet the full exterior and interior specification detailed below (each point listed below would constitute one defect). Vehicles with three or fewer defects as detailed below will be permitted to undertake necessary repairs and submit for a re-test. Vehicles with four or more defects will fail, and will not be permitted a re-test.

Exterior

- a) All bodywork to be clean and sound, free from rust, corrosion, dents, scrapes or significant scratches or loose panels
- b) All paintwork must be in first class condition with no egg-shell finish or different shades or colours either inside or outside which are visible to the public
- c) All wheel trims to be fitted according to the manufacturer's specification and all matched
- d) Door or wing mirrors to be in good condition. 2 wing mirrors and an interior mirror are required.
- e) Front and rear registration plates to be clean, clear, unbroken and conform to the relevant legislation. Hinging rear number plates must be maintained so that the number plate is visible at all times.
- f) Front and rear bumpers to have no rust, corrosion, dents, cracks or scrapes and be securely fitted. End caps must be fitted
- g) Mud flaps, if fitted should be maintained
- h) No broken, cracked or missing glass or surrounds on all front and rear lights where fitted and must display the correct colour
- i) Radiator grills should be secure and the original specification
- j) Windscreen and rear screen wiper arms should be in good condition and rust free and properly fitted
- k) All door locks and boot locks fitted to be in working order
- l) All doors should be easily opened and in good working order
- m) All door handles should be properly fitted easily operated and of original specification
- n) A spare wheel which conforms to legal requirements must be carried and securely fitted along with the relevant jack and wheel brace
- o) All tyres to conform to legal requirements
- p) All road wheels to be clean and free from significant marks or damage and rust free
- q) Vehicle to have a current MOT certificate
- r) Evidence of servicing and maintenance over the last twelve months must be produced.

Interior

- a) All seats to be manufacturer's original design, should match, be securely fitted with no stains, holes or tears, without seat covers
- b) All seat belts should be clean, in good working order. There must be sufficient seatbelts to cover every licensed seat. All anchorage point covers should be properly fitted and match original trim

- c) All panels should be clean and match original trim
- d) Fitted carpets should be of original specification, securely fitted with no stains or holes
- e) All instruments and accessories should be fitted securely, match trim and be in good working order.
- f) Headlining to be stain free, clean with no holes or tears
- g) All windows to operate correctly and easily
- h) Brake, clutch and accelerator pedal rubbers to be fitted and in good condition
- i) The inside of the vehicle should be free from any trailing or loose wires
- j) The boot and/or luggage space should be clean and tidy with an unstained carpet or cover to manufacturer's specification
- k) If a hatchback, the boot cover must be original with both lifting straps fitted. A cargo guard should be fitted in estate vehicles
- l) Gear lever gaiters, if fitted, should be in good condition
- m) All lights should be in working order with appropriate covers securely fitted
- n) Window locks, handles where provided by the manufacturer to be in working order
- o) Heated rear screen to be in proper working order.
- n) Ramps, if fitted must be in good working order.

In the event of a vehicle being issued with an immediate or delayed prohibition notice by VOSA, the vehicle will immediately be disqualified from complying with the exceptional condition exemption.

Vehicle owners should note that this document only details the elements necessary to comply with the exceptional quality policy. Any licensed vehicle must comply with the requirements of Annexe A of the Hackney Carriage and Private Hire Policy at all times