



Eugenie Teasley  
Head of Cities, South, East and West of England  
Uber London Limited,  
Aldgate Tower,  
London,  
E1 8FA.

**Date:** 12 July 2019

Dear Eugenie Teasley

### **Uber - Brentwood, Essex**

For the last 2 years, Brentwood has seen a steady increase of the number of TFL licensed vehicles operated by yourselves undertaking private hire work across Brentwood. Since the imposition in February 2018 of your self-defined regions across the country, with the inclusion of Brentwood in the London and Surrounding Area Region, the presence of Uber operated vehicles appears to have increased further. The increase is reflected in the concerns being raised to us by our locally licensed trade who are reporting that they regularly see a significant number of TFL licensed vehicles and often the same vehicles across the borough.

Whilst we accept that under the cross-border hiring arrangements contained within legislation, this is permissible. It is clear that by the number of vehicles operating in our area, and often exclusively from our area, that the spirit of the legislation for local licensing control and public safety standards are being undermined in Brentwood by Uber. This could easily be remedied by Uber with some simple actions.

While the number of bookings Uber is undertaking in Brentwood may be insignificant when compared to the number of bookings you undertake within the TFL boundary, it is likely to be significant in comparison to the number of bookings that is undertaken by locally licensed operators. We have been advised by our trade of a loss of business by up to 40%.

While healthy competition has benefits for the residents in Brentwood, when it comes at the expense of public safety and local licensing control it raises serious concerns for us. We have seen examples of this when drivers that have licences revoked by us or other Essex Authorities, return to this area as drivers licensed by TFL. The standards that

your drivers are subject to by TFL are lower and fall far below the minimum standards promoted by the Institute of Licensing.

While we appreciate the systems that Uber have put in place, and the work you have undertaken with us already around complaints and concerns, it remains the case that the enforcement controls we have over TFL vehicles operating in our borough is limited. The vehicles that predominantly operate in our area largely remain out of the reach of enforcement activities that our local drivers are subject to. With TFL not being able to support a regular or sustained presence in our area it again puts our residents at risk.

Following the unanimous support by Members at the Licensing Committee, we are now writing to you to request that you support the localism of licensing and the high public safety standards that we have adopted in Brentwood by amending your Geo-fence Boundary to remove Brentwood from it entirely. Alternatively, you can apply for a Private Hire Operators licence with us, and subsequently licence Uber drivers and their vehicles that are predominantly working in Brentwood with us.

If I can assist further in relation to this matter please do not hesitate to contact me, otherwise I look forward to receiving your response to this matter.

Yours sincerely



Paul Adams

Licensing Manager

[paul.adams@brentwood.gov.uk](mailto:paul.adams@brentwood.gov.uk)