

LICENSING TEAM

Southampton & Eastleigh Licensing Partnership

Southampton City Council
Civic Centre
Southampton
SO14 7LY

Please address all correspondence to:

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Partnership
PO Box 1767, Southampton SO18 9LA**



Direct dial: 023 8083 3002
Our ref: 2021/00046/45TXPO

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Please ask for: Licensing

Cab My Ride Ltd.
76 Bluebell Road
Southampton
SO16 3LQ

10th August 2023

FAO Arjan Sahota

Letter of Advice

Following on from our letter to you dated 12th January 2023, we have again noted a trend of Cab My Ride/Aryvo receiving more operator-based complaints than any other SCC licensed operator.

A fundamental trigger for these complaints coming to us, is the lack of response that either the driver or member of public receive from your company. In addition to the initial dispute, they then also feel they have to turn to the Licensing Office for assistance due to no cooperation from you.

Furthermore, it appears to be becoming a trend that when we, as the licensing authority, ask for information or comment, we receive no response and must chase multiple times to gain one.

As per our previous letter, this is not acceptable and must improve. If improvements are not made then your operator licence will be at risk.

Yours sincerely

Russell Boniface
Licensing Enforcement Officer