

This application seeks planning permission to operate as a full taxi office, The proposed office will act as an administrative base for a private

hire vehicle (PHV) business, operating 24 hours a day, 7 days a week.

The office will function solely as a remote booking and dispatch hub, with all bookings managed by phone and online. It will not be open to the

public, and no on-site waiting area or customer facilities will be provided. Drivers will not congregate at or operate from the premises; they will

use their own vehicles and operate remotely.

Staffing and Hours of Operation:

Shift 1: 7:00 AM – 4:00 PM

Shift 2: 4:00 PM – 12:00 AM

Shift 3: 12:00 AM – 7:00 AM

One staff member will be present per shift. There will be no shift overlap, and staff will arrive and leave quietly. All staff are instructed to avoid

loud conversations outside or engine idling during sensitive hours.

Office Equipment:

2 x Desktop computers

2 x VOIP telephones (set to low volume from 4 PM to 8 AM)

1 x Broadband router/modem

1 x Laser printer/scanner (low frequency use)

All equipment is standard low-noise office hardware suitable for quiet, residential environments.

Noise Levels and Mitigation:

Expected indoor noise levels:

Daytime: 40–45 dB(A)

Night-time: below 40 dB(A)

Mitigation measures include:

Keeping doors and windows closed during operation

Carpeted floors and soft furnishings to absorb sound

Noise reduction wall panels

No external speakers or sound-emitting devices

Clear internal noise policy for staff

Neighbour Engagement:

Neighbours in adjoining and nearby properties have been consulted and expressed no objections. They are satisfied that the proposed use

will not cause disruption or affect the residential character of the area.

The Newport Licensing Department has confirmed its support for this operation. The business will be fully licensed and comply with all

relevant local authority requirements.

Conclusion:

The proposed change of use will have minimal impact on the surrounding area. The office will operate quietly with limited staff, no public

access, and no vehicle activity at the site. Noise levels will remain low, and mitigation strategies are in place to ensure the residential

environment is respected. This service will offer a valuable transport link for the community while maintaining harmony with neighbouring

properties. We respectfully request planning approval for this application as the current hours is limiting the business to operate at its best.