



MORRISONS



Our Ref: LSR/ST
Your Ref: BDS/MDH/91/11610/F
Date: 2 September 2009

Mr M Harbottle
Head of Building & Development Services
Reigate & Banstead Borough Council
Town Hall
Castlefield Road
REIGATE
Surrey RH2 0SH

Dear Sir

Wm Morrison Supermarkets PLC, Bell Street, Reigate – Car Park Management

Thank you for your letter dated 12 August 2009 following the Council's meeting with Claire Taylor, our Store General Manager, and Lee Robertshaw of this office. We would, in the first instance, like to thank you, Councillor Spears and Councillor Farrer for allowing Morrisons the opportunity to discuss the recent car park related issues with you. We have now had an opportunity to consult internally on the contents of your letter and respond as follows.

As discussed at the recent meeting we implemented the change in patrol company, in part, because of the substantial customer feed-back received by our retailers at store level that our car park was being repeatedly misused by those who would use the car park for longer than the stated maximum stay period which regularly affected our customers ability to find a parking bay within a reasonable period of time. Cars circulating our car park waiting for a parking bay to become vacant would cause congestion sometimes back into the town centre which is another point of frustration brought to our attention by local residents and businesses.

We do not agree with your assessment that our car park becomes 'empty' during the early evening and our car park monitoring statistics support our view that our car park is heavily used during this period. Our car park is largely full during the period 18:00 to 19:00 hours from Monday to Saturday, using data available for the period 29 June 2009 to 30 August 2009, a period where our car park controls are being monitored by automatic number plate recognition, and the problems we have experienced previously with the misuse of our car park facility has reduced significantly.

We could, given the terms of the 1992 Planning Obligation, control our car park for the whole of our store operating hours; however, we have in past months, and due to concerns raised by our customers and local businesses, reduced the monitoring period from our store closing time to 19:00 hours as a gesture of goodwill. Given our relative success in calming traffic congestion and the misuse of parking bays in our car park we trust you will understand why we must decline your request to further reduce the number of hours that our controls operate.

Our signage has been clarified, and we are currently working with our patrol company to erect signage which will face customers as they drive into our car park, providing additional user awareness. A copy of our signage is attached for your information.

Over...

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The matter of publishing our unofficial period of grace of ½ an hour was discussed at our recent meeting and we reiterate our opposition to this proposal. The grace period is meant to be a 'clearing up' period for those who accidentally exceed the maximum stay period and reduce the number of those who receive Parking Charge Notices for insignificant periods of time. The Councils proposal to publish this would inevitably lead to the issue of a higher number of Parking Charge Notices. We are also not willing to operate our car park as a 2.5 hour maximum stay car park. This would not be to the benefit of our customers or town centre users.

Again we cannot agree to provide a clock in our car park indicating the time according to Parking Eye. We do not believe it is the responsibility of our organisation to keep time for those who chose to use our car park. There are no clocks provided in other town centre car parks and we do not believe it is appropriate that we should take on this responsibility. Most people have personal wrist watches or mobile telephones which give time, and we believe it is the responsibility of the car park user, as with most other car parks, to ensure that they return to their vehicle before the maximum stay time allowance elapses.

We trust this clarifies our position; however, should you wish to discuss any of the foregoing confirm that Lee S Robertshaw (direct dial 0845 611 6309) is dealing with this matter.

Yours faithfully

Wm Morrison

Wm Morrison Supermarkets PLC
Property and Development Division

Telephone: +44 (0)845 611 6309
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Enc

2 Hour Maximum Stay Shoppers Only Car Park

Car park regulations apply within the following times:

Mon – Sat: 8am – 7pm

Sun: 10am – 4pm

If you enter AFTER 7pm (or 4pm on Sunday) you are free to park through to when the system is turned on again the following morning

Failure to comply with these regulations will result in a £70 parking charge



**Parking limited to 2 hours
(no return within 3 hours)**



Park only within marked bays



**Blue badge holders only
in disabled bays**

IMPORTANT USER NOTICES

ParkingEye Ltd is solely engaged to provide a traffic space maximisation scheme. We are not responsible for the car park surface, other motor vehicles, damage or loss to or from motor vehicles or users' safety. By parking within the car park, motorists agree to comply with the car park regulations. Should a motorist fail to comply with the car park regulations, the motorist accepts that they are liable to pay a parking charge and that their name and address will be requested from the DVLA. This is a private car park for shoppers only.

Parking charge information: Initial charge £70; Reduction to £40 if paid within 14 days;
Surcharged if referred to debt collectors/solicitors £90 (parking charge £70 + £20 surcharge) together with liability for further costs.

For all enquiries, contact ParkingEye Ltd help desk on 0845 456 6708

**Managed by:
ParkingEye Ltd
Telephone 0845 456 6708**



