



Our Ref: LSR/ST/360
Your Ref: Morrisons plc – 24.08.09
Date: 3 September 2009

Mr Jes Chandler
Reigate Business Guild
Stanton House
1 Castlefield Road
REIGATE
Surrey RH2 0SA

Dear Sir

Morrisons Superstore Reigate – Car Park

Thank you for your letter dated 24 August 2009 relating to our superstore car park in Reigate. We note the contents contained therein.

The introduction of automatic number plate recognition resulted from concerns raised with us by our customers who told us that, historically, parking on our car park was a source of frustration to them. Complaints to our local management team included the persistent misuse of our parking bays and the backlog of traffic, sometimes, into the town centre.

Our planning obligations permit us to operate controls on our car park during the operational hours of our superstore; however, we reduced the hours of control to 19:00 hours, Monday to Saturday, as a gesture of goodwill. Comments received by our local management team in connection with this change to the patrol have been positive.

Analysis of data available to us relating to the number of people parked on our car park between the hours of 18:00 and 19:00 hours support our view that the facility is well used during this period. We cannot agree to your request to reduce the period of operation further than we have already and we are sure you will understand that we have taken this action for the benefit of our customers and other car park users.

We trust this clarifies our position; however, if you would like to discuss any of the foregoing we 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

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