

southeastern

Southeastern
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Helen Whately MP
House of Commons
London
SW1A 0AA

20th October 2015

Dear Mrs Whately

RE: Meeting with David Statham

Thank you for taking the time to meet with our Managing Director Mr David Statham and me. As discussed at the meeting there were some issues raised that we promised to get back to you on.

Firstly, in regards to the lifts at Faversham station, as discussed these lifts do break down regularly. One of the biggest constraints on this issue is that the company who originally installed the lifts have gone into administration. However, we have established a new company that are able to carry out maintenance and repairs but ultimately, the lifts do need to be replaced and we are currently working with Network Rail to establish a more permanent solution.

In regards to who is responsible for the subway next to Faversham, I have checked our station lease map for Faversham and this shows that the subway is the responsibility of Network Rail.

Considering this, it might be helpful to provide you with a contact at Network Rail that you can raise your concerns with. The Public Affairs Manager at Network for the South East route is Mr James Bates and his email address is: James.Bates@Networkrail.com

We also discussed that stations in your constituency are due to receive a re-paint, along with all of our stations across the network. I have checked with our facilities manager as to when the stations in your area will receive this. I can inform you that Bearsted station is already complete, Teynham and Selling will be completed by March 2016 and Faversham will be completed by July 2016.

Turning to the promotion of Faversham across the network. I have discussed this with our Marketing Manager, who has recommended that the best way to promote Faversham is with Visit Kent, as we have regular joint campaigns to promote areas across our network. Therefore, we recommend that you speak to Ms Alana Kite who we normally communicate with when we undergo joint campaigns. Her email address is: Alana.kite@visitkent.co.uk. Also, David has mentioned that he will raise Faversham at the next Visit Kent Board meeting.

Finally, as discussed, please find a copy of our Joint Performance Improvement Plan enclosed.



Let's talk

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I hope this is helpful and if you require any other information, please do not hesitate to contact us again.

Yours sincerely



Benjamin Ward
Press Office & Public Affairs Executive
Southeastern



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