

Epsom and Ewell Council answers parking complaint immediately

10 October 2024



Charles Moseley of Hurstpierpoint complained in a letter dated 8th October to the Epsom and Ewell Times about the running out of Epsom Playhouse beer and the Ashley Centre Car Park during his visit to the Counterfeit Stones performance. Just five hours later (by coincidence) Epsom and Ewell Borough Council wrote to us with a new plan to improve the parking experience. They could not be expected to fix an unexpected peak in the demand for beer at the Borough's showpiece theatre venue. Here are the communications in full.

8th October 2024 10:28 hrs

Dear Sirs,

I am writing to say how much we enjoyed a gig by The Counterfeit Stones, who were really good. However we arrived fairly early and decided to have a drink in the theatre bar and were served by a very nice bar lady who proceeded to pour two pints of London Pride. But she only managed one and a half before running out! She was very apologetic in saying that she had no more bitter of any description, only lager, cider and spirits. Apparently this was due to the audience of the previous night's show supping all the bitter. What are about 400 mainly middle or above aged Rolling Stones fans supposed to do with no beer? We had to plunge the depths of Epsom's society pubs and eventually found, at the third attempt, something resembling beer in Wetherspoons. As for the car park, well that was something else with two queues out and at least one in each line that had not paid or lost their little yellow disc! It was chaos! And £5.00 for the privilege! So it's full marks for the band and bar lady, as for Epsom Council? Give me strength!

Charles Moseley

Hurstpierpoint

Epsom & Ewell Borough Council are installing a new Auto Number Plate Recognition (ANPR) parking system at the Ashley Centre car park in Epsom town centre this month. Work will begin from 14 October and is expected to take three weeks to complete.

The ANPR system will mean that car users can drive up to the barrier and enter the car park with their registration being used for identification and payment upon exit.

The new system will remove the need for tokens and the associated charges that are incurred when they are lost. Cash and card payment options will be available on all floors, as well as the ability to pay remotely.

Councillor Liz Frost, Chair of the Environment Committee, said:

"The works taking place at the Ashley Centre car park are a welcome upgrade to a more modern and convenient system. We know the tokens have been a cause of frustration to many drivers as they are small, difficult to find and easily lost (leading to penalties being issued).

"We appreciate that the necessary work may cause some inconvenience for drivers during the installation of the new ANPR System, and we apologise for this. However, we feel the upgrades will be a great improvement and make it easier and quicker for people visiting Epsom Town Centre to park.

"With Christmas just around the corner, we believe the upgrades to the car park support the ongoing work we are undertaking to boost the local economy by making Epsom Town centre a more hassle-free and therefore more attractive place to visit."

Epsom and Ewell Brough Council 8th October 2024 16:00hrs