



HOUSE OF COMMONS

LONDON SW1A 0AA

Ms Claire Mann
Managing Director
South Western Railway
South Bank Central
4th Floor
30 Stamford Street
London
SE1 9LQ

Our reference: BS207

7 December 2022

Dear Ms Mann,

I write to you regarding the lift at Weybridge station, an issue on which I have contacted SWR, yourself and your predecessor many times over the past three years.

I have recently been contacted by Cllr Charu Sood, councillor for St Georges Hill who has reiterated and stressed again to me the detrimental impact this is having on local residents. Despite this issue being raised regularly since I was elected, including following the most recent break down, the lift has remained out of action for significant periods and is currently not working as I write. It is unacceptable that this situation has continued to affect passengers for such a long period and on so many occasions.

Can you update me as a matter of urgency on:

1. The cause of the current problem with the lift
2. The timeframe for fixing it
3. Whether this fix will be long-term and end the ongoing regular breakdowns?

Many depend on the lift to travel. From people living with disabilities, to families with young children and children in buggies, this lift is essential.

We are now in the winter period, with an amber warning for cold weather in place from this evening. This is a time when the station stairs will be less safe because of the damp, frosty weather, and when more people will be wanting to use the lift to avoid them.

Particularly at this time of year, many passengers will be taking trips into London and visiting nearby shopping centres. I urge you to devote the resources necessary to fixing this long-term issue once and for all.

I look forward to your urgent response and the lift working again.

Yours sincerely,

Dr Ben Spencer MP
Runnymede and Weybridge