

Meet the Manager Q&A

Leamington Spa Station – 26th October 2016

| Question/Comment | Response |
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| Carriages are always cold on the 0641 Leamington Spa to Marylebone. Please can you fix this? | Thank you for making us aware of this. We have issued an instruction that the heating should be turned on earlier in the morning to give the carriages more of a chance to heat up. |
| The pigeons who roost under the railway bridge over the High Street leave their droppings all over the pavement below. Please can you work with the council and Network Rail to prevent this? | Network Rail, who own the bridge, are looking at various options, including installing a cage structure similar to that on the bridge at Althorpe Street. |
| No direct train between Stratford-upon-Avon and Leamington Spa between 1437 and 1736. Please can this be resolved for the December timetable change? | Although there are no direct services between 1437 and 1736, there are journey opportunities at 1503 and 1603. Tickets between Stratford-upon-Avon and Leamington are valid on these trains. |
| The doors on the 0747 Leamington Spa to Worcester train operated by London Midland are opened only minutes before the train is due to leave, meaning people have to wait on the platform in the cold. Please can we be let on earlier? | We have passed on your comments to the operator of the service who have provided an assurance that going forward the doors will be opened in good time before the departure. |
| My Leamington Spa to Warwick weekly ticket never works in the ticket gates at Leamington Spa. Why? | There are a number of things that can interfere with the magnetic strip on the back of tickets which would result in the ticket not working on the gates. The most common problem is that the ticket is kept next to a mobile phone. When you purchase your ticket always keep it away from your mobile or other electronic gadgets. |
| When will the platform canopies at Leamington Spa be refurbished? The paint is peeling off and it is becoming an eyesore. | We agree the canopies are starting to look tired. Together with Network Rail we will try to put together the necessary funding to refurbish them. |
| I prefer the style of the old customer contact forms. Please can you change back? | The comments forms were redesigned in response to customer feedback. We do review the layout on a regular basis and will keep this feedback in mind when we undertake the next review. |
| I think Chiltern is the best run train company in the UK. The trains are clean and the staff are friendly. It is the people who make the difference. | Thank you! |