

**From:** Kearney Melanie [<mailto:Melanie.Kearney@networkrail.co.uk>]

**Sent:** 12 May 2014 16:30

**To:** Janet Dart

**Subject:** RE: Letter to Chief Executive from Cllr Mike Whiting, Swale Borough Council

Email – Cllr Mike Whiting (Faversham station lifts)

Dear Mr Whiting

Thank you for your email of 13 December, received 27 February, regarding the Swale Joint Transport Board's concerns about lifts at Faversham station. Please accept our apologies for the delay in responding.

Firstly, we would like to apologise for the ongoing problems the faulty lifts have caused to passengers at Faversham station.

You may be aware that responsibility for the lifts transferred to Southeastern after they were installed. However, Southeastern contracted Network Rail to maintain the lifts on their behalf because they had difficulties sourcing a company directly.

The lifts are unfortunately of a design not completely suitable for the station environment and are intended as a basic means of transporting people with accessibility issues from one floor to another. We agreed to install the lifts as part of the East Kent resignalling project to replace the old barrow crossing which was lost when a platform was extended.

When we agreed to take on the maintenance of the lifts with our national framework contractor on Southeastern's behalf, it took time to inspect and assess the conditions of the lifts and obtain the operations and maintenance manuals.

While we were able to repair one of the lifts relatively quickly, the other took longer due to an issue with the power supply. This has now been rectified and we believe both lifts are now operational.

On a more positive note, you may be interested to learn that Faversham has been nominated to receive Access for All funding in Control Period 5 (2014 – 19). If accepted, this will enable us to install a better facility to provide step free access to the platforms, and would result in new lifts. However, we have not been advised by the Department for Transport, who are responsible for station selection, of the stations that have been accepted for funding at this time. We believe this information should become available this month but you may wish to contact the DfT directly for further detail.

Kind regards

Melanie Kearney  
PA to Mark Carne