



## Property Services

Our ref: PSC 13120 W8P1

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Dear Mr Howell,

Thank you for your letter of 27 March 2018 to my colleague Martyn Brown about car parking at Townlands Hospital. I am responding as the matter falls within my area of responsibility.

You are very familiar with the history of car parking issues at the hospital. Parking management is essential to ensure sufficient space on site is available for patients and staff, and to stop cars overflowing into the adjoining residential roads. We have been working with Smart Parking since June of last year using the current management system to achieve this with some success.

However, we are well aware that some patients have experienced inconvenience and distress through using the system. Their concerns have included inappropriate penalty charges being issued to some users, as well as complaints about poor signage to explain how the system works. As you say, some people have incorrectly entered their details, despite their best efforts to get it right, but this still results in the issuing of a penalty notice.

When we have been made aware of these circumstances, we have interceded to ensure all those users who have been incorrectly or harshly issued with penalty notices have had them rescinded.

We have held several meetings with Smart Parking regarding these issues and made it clear to them that the current situation is unacceptable and urgent changes are expected to significantly improve the experience of patients and their families.

We are confident this will be achieved and I assure you we are taking the issue extremely seriously and are focussed on delivering the improvements Townlands Hospital users need as swiftly as possible.

I will contact you again as soon as there are any further developments, but in the meantime if I can help you with anything else, please do get in touch.

Yours sincerely,

**Martin Steele**  
Chief Operating Officer