
From: parkingoffice
Sent: 23 May 2016 16:10
To:
Subject: FW: General Enquiry form. Case reference:

Hi

This enquiry is about possible changes to the car park and limits on use. Customer would like to discuss his concerns.

Kind regards,
Parking Services.

From: CRM-Feedback [mailto:CRM-Feedback@leicester.gov.uk]
Sent: 18 May 2016 10:01
To: parkingoffice
Subject: General Enquiry form. Case reference:



Leicester
City Council

General Enquiry form

Case raised by: 18/05/2016 10:01:06 Product: Service

Please record the contact channel:

Please record the contact channel
Phones

Enquiry summary: Parking around Phoenix Cinema

Enquiry details: Customer is unhappy regarding lack of on street parking around the Phoenix cinema and that the Phoenix cinema car park is taken up by people parking there all day as close to city centre(Work). He would like to discuss how this can be discouraged or limits put on people using car park for non-cinema use as he has had to turn round and go home due to no parking available whilst film is on.

Actions taken: Emailed to Parking.

Agent details:

Is the enquiry being made on behalf of someone else?

No

Customer details:

Title	First Name	Surname	Phone Number	Mobile Number	Email Address

Customer address:

Flat	House number	Street	Town	County	Postcode

Does this need to be e-mailed?: Yes

To:: parkingoffice@leicester.gov.uk

CC::

From: parkingoffice
Sent: 07 November 2016 12:04
To:
Cc:
Subject: FW: Phoenix Square Car Park
Attachments: General Enquiry form. Case reference:

Hi

Please see attached enquiry. We originally responded with regards to car parking concerns raised but the customer has contacted us with additional concerns below and a request.

Kind regards,
Parking Services.

From:
Sent: 01 November 2016 18:25
To: parkingoffice
Subject: Re: Phoenix Square Car Park

My understanding was, that this car park was intended for use by the users of the Phoenix complex. I consider it somewhat strange that you are charging on the basis that the car park is being used by shoppers. The nearest shops to the Phoenix have their own car parks. Your reference to parking on the street is not helpful, because all of the spaces are taken (by shoppers ?) So the Phoenix car park is doing nothing to encourage people to enjoy the arts within Leicester. If you are going to charge , why don't you offer a refund of parking charge if you attend the cinema ?

I welcome your response.

Sent from my iPad

On 1 Nov 2016, at 17:35, parkingoffice <parkingoffice@leicester.gov.uk> wrote:

Dear

Thank you for contacting us regarding Phoenix Square Car Park.

Phoenix Square Car Park has been operating a Sunday charge since the end of 2014. This charge was introduced because Sunday was deemed to be a trading day for shops and to allow a constant flow off customers to the surrounding area.

Please be advised as you have stated in your enquiry that the on street parking in pay and display bays are free on Sundays, which enables you to park within these bays without any time restriction.

Please accept my apologies for any inconvenience this may cause.

Kind Regards

Parking Services
Planning, Development & Transportation

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Leicester City Council
LE1 8AW
0116 4546300
Email: parkingoffice@leicester.gov.uk