



HOUSE OF COMMONS  
LONDON SW1A 0AA

By email  
Mike Gibson  
Public Affairs Manager  
Southeastern

22 June 2017

Dear Mike,

Thank you for your email. While I have always been very grateful to you personally for your efforts behind the scenes, it is disappointing that the Managing Director did not take the time to respond personally.

I am afraid the tone of your email misses the point entirely. In my eyes, it would appear that Southeastern's stance amounts to little more than: 'this isn't financially worth our while and soon may not be our problem.'

It is precisely this sort of inflexible, negative approach to meeting passengers' expectations that has led to my constituents and I losing all faith in Southeastern's ability to properly manage the franchise, and will ultimately result in many of us actively opposing your bid to be re-awarded the contract next year.

I would stress again that it is completely insufficient that Southeastern's only solution to this problem is to offer passengers water at stations. In conditions like those we have experienced this week, that is not only wholly inadequate, but I would suggest negligent and unsafe. I would urge the senior management of Southeastern to reconsider their position on this issue in the strongest possible terms.

Best wishes,

Bob Neill

**Bob Neill MP**  
**House of Commons, London, SW1A 0AA**  
**Tel: 0207 219 8169**  
**Twitter: [@neill\\_bob](https://twitter.com/neill_bob)**