

Katherine MacConnachie

From: [REDACTED]
Sent: 05 July 2021 06:43
To: Emersons Green Town Council
Subject: Sainsbury Emersons Green Trolley Problem
Attachments: 20210704_110054.jpg; 20210704_110042.jpg; 20210704_104516.jpg
Categories: Kath

Good Morning

As discussed and raised with you on the phone I am writing to complain over the rising issue of abandoned Sainsbury shopping trollies in the park and surrounding area.

It is a weekly occurrence and becoming more of a nuisance due to the fact that Sainsbury refuse to implament a token system for their trollies.

Fellow Emersons Green Retail Park neighbours Lidl & Iceland both insist on customers using a token or pound coin in their trollies and they are never abandoned in the park which proves this point and demonstrates a lack of care on Sainsbury part.

I have repeatedly reported the issue both instore and online to Sainsbury but nothing has been done!

One comment made to me instore by a Sainsbury employee was that "our customers don't want to use tokens." This is utterly ridiculous as I've lived in Emersons for over 20 years and everyone I've spoke to is in agreement that they would happily use a token to stop this problem.

Please see attached a couple of pictures taken just yesterday on the 4th July, the trollies dumped in the water is an offence which can incur fines from the Environment Agency who I have also reported this to. The stream in the park is already polluted and looks nasty especially by the wooden footbridge, I would imagine Sainsbury do not want their employees entering that as a potential health hazard to retrieve trollies.

I look forward to hearing from you.

Regards

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