



City Hall Greens

**Sian Berry AM
City Hall
Kamal Chunchie Way
LONDON E16 1ZE**

Richard Allen,
Head of Retail,
Get Living,
38 New Kent Road,
Elephant & Castle,
London SE1 6TJ

22 May 2023

Dear Richard,

Management of Castle Square, Elephant and Castle

I am writing to you on behalf of constituents who have contacted me to complain about the situation at Castle Square, to which some traders from the original shopping centre in Elephant and Castle have been relocated.

Constituents have written to me outlining a number of concerns with the management of the square, including its maintenance and ways in which a peaceful and orderly public space around the traders' businesses is being threatened.

One of my correspondents has described the situation by Castle Square as 'critical', specifically highlighting:

- groups of young people congregating in the evenings, smoking drugs and deliberately blocking the stairs that lead to traders' units,
- the single lift being vandalised and put out of order, which is impacting customers and some of the older traders who struggle to walk up the stairs,
- traders not receiving prompt responses from management when they raise complaints,
- loss of custom for traders with consequent effect on their financial situations and mental health,
- cases where there has been a lack of adequate response from security guards when issues arise.

These small, independent traders have been through so many years of disruption, upheaval and financial strain during the redevelopment at Elephant and Castle, and I am really concerned to hear that Castle Square appears not to be providing them with the safe and productive site they need. Therefore, could I ask you urgently to investigate these

complaints, deal with any anti-social behaviour that is negatively affecting the traders, and ensure that the lift is in consistent working order.

I look forward to hearing from you shortly.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sian Berry', with a stylized, flowing script.

Sian Berry
Green Party Member of the London Assembly