

## Something to get off your chest?

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Furthermore, rather than adding to the secure environment, the valeters themselves can often be very intimidating. I have witnessed on a number of occasions young mothers alone in their vehicles parking in a centre car park, only to have a valet thrust their head into the window the instant the car is stationary, asking whether they require their vehicle to be washed.

Many of the car wash operatives have only a rudimentary command of English, which again can serve to cause concern to the shopping centre customer.

I am aware that many other retailers feel the same and do not wish to see car park valeters employed at shopping centres.

**Peeter Pargma**, managing director, Pargma Portfolio Management, Chesterfield, Derbyshire

## Problems caused by valeters

It was with interest that I read your article on car park valeters and the additional 'benefits' they bring to shopping centres (SC Sep).

I represent a number of retailers within the shopping centre industry on service charge matters.

The scenes of water pooling in shopping centre car parks are all too familiar where a valeting company is employed.

Aside from being unsightly to the public, which in turn reflects poorly on the centre, these pools damage the surface and structure of car parks, particularly multi-storeyed types where the residue of water and chemicals used to clean vehicles is allowed to permeate into the fabric.

This has led to expensive repair bills, which the unfortunate tenants are often left to meet. Of course, this residue is also a slip hazard to the car park users.

## I've seen valeting problems too

Peeter Pargma's letter in SC Nov, on the problems caused by some car park valeters, rang a bell with me.

I have not seen any damage to the fabric of car parks, but I have witnessed rather aggressive behaviour by some valeters on more than one occasion.

Not in my car park, I hasten to add!

I would not go as far as Peeter and lobby for the complete removal of valeters from shopping centre car parks. I believe there are some good ones, and these people are providing a valued customer service.

**Centre manager, name and address supplied**

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