

Dear Mr Smith

I am sorry to raise this issue again. Every day, I am taking the X46 from the bus stop on Victoria/Normandy, just before the Victoria roundabout. The bus "shelter" is dirtier than ever. No one has cleaned it for well over a year. It is truly unpleasant. On behalf of fellow passengers, I'd be truly grateful if you could sort it out. I pay my taxes as required and deserve a decent service.

Thanking you for your consideration in this matter, and looking forward to hearing from you,

Sincerely,

Raphael Cohen-Almagor