

CALLS 1 JANUARY 2009 TO 31 MAY 2009

Date of Enquiry	Time of Enquiry	Detail	Response Date	Action	Date Closed
03/01/2009	08:15:00	Job enquiry	03/01/2009	Job brokerage number provided	03/01/2009
03/01/2009	14:40:00	Job enquiry	03/01/2009	Job brokerage number provided	03/01/2009
03/01/2009	15:20:00	Architecture student looking to obtain plans that were submitted for planning consent, please can somebody advise who he should contact eg architects?	03/02/2009	ODA external relations team confirmed that caller was sent the link to PDT website and relevant information in January.	03/02/2009
04/01/2009	08:06:00	Caller wanted to be sent any information regarding 2012 including economic benefits (student carrying out a project).	03/02/2009	ODA external relations team spoke to caller. He accessed information from the website but would have liked more still. Project is now complete but he will ring with any future enquiries.	03/02/2009
04/01/2009	10:17:00	Caller looking for a site tour (lives outside of London boroughs)	04/01/2009	Advised caller to register with Open House	04/01/2009
05/01/2009	09:20:00	Job enquiry.	05/01/2009	Job brokerage details provided	05/01/2009
05/01/2009	18:05:00	Caller is interested in driving / office jobs	05/01/2009	Job brokerage number provided but hotline operative wondered if caller should receive further information as she mentioned office jobs. ODA external relations team called caller back and confirmed job brokerage number as provided is correct however he would send her details to the ODA Employment and Skills Team in addition.	05/01/2009
05/01/2009	22:30:00	Caller has seen a vacancy on the London 2012 website for sports competition Team Coordinator and would like to know more please.	05/01/2009	ODA external relations team left a voicemail message for caller to confirm that the website is the best place to look for more information on the vacancy. Also, the particular job is with LOCOG and therefore best to email enquiries with any questions.	05/01/2009
05/01/2009	12:29:00	Research query regarding the stadium	05/01/2009	Referred to the website	05/01/2009
05/01/2009	10:50:00	Job enquiry	05/01/2009	Job brokerage details provided	05/01/2009
05/01/2009	12:02:00	Follow-up call from resident to complain about security on site. Caller originally called on 19 December and was referred to ODA external relations team who were investigating. Hotline operative emailed details to ODA external relations team 15.1.09.	16/01/2009	ODA external relations team advised hotline operative that caller's complaint has now been resolved by the security team and this call can now be closed.	16/01/2009
05/01/2009	09:32:00	Job enquiry	05/01/2009	Job brokerage number provided	05/01/2009
05/01/2009	14:30:00	Job enquiry	05/01/2009	Job brokerage details provided	05/01/2009

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05/01/2009	12:15:00	Is a chartered surveyor manager / project manager involved in building the O2 and other major venues, wanted to know about jobs.	05/01/2009	ODA external relations team confirmed that the website is the best source for ODA and LOCOG jobs, but forwarded enquiry to Employment and Skills colleagues also.	05/01/2009
05/01/2009	11:15:00	Wanted an electronic copy of the employment and skills strategy.	05/01/2009	Directed to website	05/01/2009
05/01/2009	12:22:00	Job enquiry	05/01/2009	Job brokerage details provided	05/01/2009
06/01/2009	14:24:00	Job enquiry	06/01/2009	Job brokerage details provided	06/01/2009
06/01/2009	14:21:00	Caller said that he wanted to access the site to visit some workers.	06/01/2009	Referred him to the companies to whom he was referring to.	06/01/2009
06/01/2009	12:32:00	Job enquiry	06/01/2009	Job brokerage details provided	06/01/2009
06/01/2009	11:30:00	Site visit request	06/01/2009	Advised caller that all tours are fully booked until March but that we will be booking tours again from the end of March 09 and so to call back then.	06/01/2009
06/01/2009	16:00:00	Job enquiry	06/01/2009	Job brokerage details provided	06/01/2009
06/01/2009	13:00:00	Job enquiry, found Job brokerage unhelpful three months ago.	06/01/2009	Provided Job brokerage number and asked called to ring construction hotline if he still unhappy.	06/01/2009
06/01/2009	10:30:00	Business enquiry from tiling company	06/01/2009	Directed to Compete For on website	06/01/2009
06/01/2009	16:21:00	Job enquiry	06/01/2009	Job brokerage details provided	06/01/2009
06/01/2009	16:02:00	Caller wanted an address for site	06/01/2009	Gave a number for the site introduction centre	06/01/2009
06/01/2009	11:30:00	Job enquiry	06/01/2009	Job brokerage details provided	06/01/2009
07/01/2009	12:45:00	Job enquiry	07/01/2009	Job brokerage details provided	07/01/2009
07/01/2009	15:10:00	Business enquiry	07/01/2009	Directed to Compete For	07/01/2009
07/01/2009	12:00:00	Job enquiry	07/01/2009	Job brokerage details provided	07/01/2009
07/01/2009	13:00:00	Job enquiry	07/01/2009	Job brokerage details provided	07/01/2009
07/01/2009	10:35:00	Wanted relevant email address for London2012 staff member.	07/01/2009	Email address provided	07/01/2009
07/01/2009	09:20:00	Business enquiry	07/01/2009	Referred to Compete For	07/01/2009
07/01/2009	17:15:00	Job enquiry	07/01/2009	Job brokerage details provided	07/01/2009
07/01/2009	13:00:00	Job enquiry	07/01/2009	Job brokerage number provided	07/01/2009
07/01/2009	20:15:00	Job enquiry	07/01/2009	Job brokerage details provided	07/01/2009
08/01/2009	15:55:00	Business opportunity enquiry	08/01/2009	Referred to Compete For	08/01/2009
08/01/2009	16:34:00	Business opportunity enquiry	08/01/2009	Referred to Compete For	08/01/2009
08/01/2009	16:23:00	Business opportunity enquiry	08/01/2009	Referred to Compete For	08/01/2009
08/01/2009	10:41:00	Job enquiry	08/01/2009	Job brokerage number provided	08/01/2009
08/01/2009	10:19:00	Job enquiry	08/01/2009	Job brokerage number provided	08/01/2009
08/01/2009	10:51:00	Job enquiry	08/01/2009	Job brokerage number provided	08/01/2009
09/01/2009	16:00:00	Job enquiry	09/01/2009	Job brokerage details provided	09/01/2009

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09/01/2009	12:30:00	Job enquiry	09/01/2009	Job brokerage number provided	09/01/2009
09/01/2009	09:30:00	Business enquiry	09/01/2009	Signposted to Compete For	09/01/2009
09/01/2009	09:00:00	Job enquiry	09/01/2009	Provided details for job brokerage	09/01/2009
09/01/2009	14:23:00	Job enquiry	09/01/2009	Provided details for job brokerage	09/01/2009
09/01/2009	14:07:00	Caller wanted to come in and speak about a health and safety initiative.	09/01/2009	ODA external relations team asked the caller to write in and explain what the initiative was about. This was sent to the Health & Safety team.	09/01/2009
10/01/2009	15:15:00	Wanted to know if we can track down the breaker's yard that used to be on the Olympic Park. Can caller receive a call back on Monday.	12/01/2009	LDA confirmed to ODA external relations team that this business did not provide any forwarding address or contact details. ODA external relations team left a message for caller to confirm.	12/01/2009
12/01/2009	11:00:00	Job enquiry	12/01/2009	Job brokerage number provided	12/01/2009
12/01/2009	16:43:00	Job enquiry	12/01/2009	Job brokerage number provided	12/01/2009
12/01/2009	11:50:00	Request for a visit	12/01/2009	Advised the booking is closed until April 09	12/01/2009
12/01/2009	14:20:00	Business enquiry	12/01/2009	Directed to Compete For	12/01/2009
12/01/2009	17:05:00	Job enquiry	12/01/2009	Local On-Site number provided	12/01/2009
12/01/2009	10:52:00	Job enquiry	12/01/2009	Job brokerage number provided	12/01/2009
12/01/2009	17:30:00	Job enquiry	12/01/2009	Job brokerage number provided	12/01/2009
13/01/2009	16:15:00	Job enquiry	13/01/2009	Job brokerage number provided	13/01/2009
13/01/2009	14:10:00	Job enquiry	13/01/2009	Job brokerage number provided	13/01/2009
13/01/2009	10:30:00	Job enquiry	13/01/2009	Job brokerage number provided	13/01/2009
13/01/2009	09:58:00	Job enquiry	13/01/2009	Job brokerage number provided	13/01/2009
13/01/2009	13:10:00	Business enquiry	13/01/2009	Directed to Compete For	13/01/2009
13/01/2009	12:50:00	Offering advertising space	13/01/2009	ODA external relations team asked business to forward details and would be in contact if any opportunities arise.	13/01/2009
14/01/2009	15:50:00	Caller was made redundant last week. Could the ODA investigate why this happened?	14/01/2009	ODA external relations team passed the enquiry onto the Employment and Skills team.	14/01/2009
14/01/2009	00:05:00	Job enquiry	14/01/2009	Job brokerage number provided	14/01/2009
14/01/2009	12:40:00	Job enquiry	14/01/2009	Job brokerage number provided	14/01/2009
14/01/2009	10:28:00	Job enquiry	14/01/2009	Job brokerage number provided	14/01/2009

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15/01/2009	17:05:00	Caller works for a television production company and wanted to know if it was possible to be sent a DVD showing a computer generated film of the velodrome that is being planned. He is putting a piece together for his firm about sport and the Olympics (not to be broadcast) and would like to include this information. He has not heard back from ODA external relations team whether this is possible and would appreciate a call back on Friday.	20/01/2009	ODA external relations team emailed caller on 15/1 but it bounced back so called him and told him he could access this video from the website.	20/01/2009
15/01/2009	14:12:00	Enquiry from a youth club requesting someone to come in and talk about the games.	15/01/2009	Asked them to send in an email with their request so that a decision could be made.	15/01/2009
15/01/2009	13:10:00	Job enquiry	15/01/2009	Job brokerage details provided	15/01/2009
15/01/2009	12:23:00	Student researching about environmental impacts of London 2012	15/01/2009	Referred to relevant section of website	15/01/2009
15/01/2009	12:14:00	Job enquiry	15/01/2009	Job brokerage details provided	15/01/2009
15/01/2009	10:19:00	Job enquiry	15/01/2009	Job brokerage details provided	15/01/2009
15/01/2009	17:40:00	Wants to see how his business can get involved?	15/01/2009	Referred to Get Involved section of the website	15/01/2009
15/01/2009	15:44:00	Job enquiry	15/01/2009	Job brokerage details provided	15/01/2009
16/01/2009	17:50:00	Business opportunity enquiry	16/01/2009	Directed to Get Involved on the website	16/01/2009
16/01/2009	13:30:00	Letting agent wanting to let property to ODA	16/01/2009	Referred to accommodation hotline number	16/01/2009
16/01/2009	13:00:00	Job enquiry	16/01/2009	Job brokerage number provided	16/01/2009
16/01/2009	14:19:00	Enquiring about whether workers on site are required to be directly employed?	16/01/2009	ODA external relations team asked caller to send in an email detailing his enquiry, to the Employment and Skills team.	16/01/2009
17/01/2009	13:55:00	Wanted to know about apprenticeship schemes	17/01/2009	Advised caller to get in touch with the Job brokerage team	17/01/2009
18/01/2009	21:11:00	Business opportunity enquiry available on the Olympic Park?	18/01/2009	Directed to Get Involved on website	18/01/2009
18/01/2009	20:52:00	Job enquiry	18/01/2009	Job brokerage details provided	18/01/2009
18/01/2009	19:19:00	Job enquiry	18/01/2009	Job brokerage details provided	18/01/2009
18/01/2009	11:29:00	Enquiring about an ODA staff member contact details	19/01/2009	ODA external relations team left voicemail with colleague and advised caller to try contact by email.	19/01/2009
18/01/2009	21:50:00	Business opportunity enquiry	18/01/2009	Directed caller to Get Involved	18/01/2009
19/01/2009	10:15:00	Job enquiry	19/01/2009	Job brokerage number provided	19/01/2009
19/01/2009	16:00:00	Japanese teacher calling for students to visit the Olympic Park.	19/01/2009	ODA external relations team provided visits email address and advised bookings were closed until March 09.	19/01/2009
19/01/2009	19:14:00	Job enquiry	19/01/2009	Waltham Forest job brokerage number provided	19/01/2009

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19/01/2009	10:42:00	Job enquiry	19/01/2009	Job brokerage number provided	19/01/2009
19/01/2009	13:29:00	Job enquiry	19/01/2009	Job brokerage number provided	19/01/2009
19/01/2009	16:02:00	Wanted to know if works were taking place on Saturday on Wallace Road.	19/01/2009	Advised that works would be taking place in that area of the park on Saturday between 8am and 4pm	19/01/2009
19/01/2009	10:25:00	Job enquiry	19/01/2009	Job brokerage number provided	19/01/2009
19/01/2009	11:50:00	Job enquiry	19/01/2009	Job brokerage number provided	19/01/2009
19/01/2009	13:00:00	Job enquiry	19/01/2009	Job brokerage details provided	19/01/2009
19/01/2009	15:21:00	Called regarding archaeology talks	19/01/2009	Details provided	19/01/2009
20/01/2009	10:53:00	Business opportunity enquiry	20/01/2009	Referred to Compete For	20/01/2009
20/01/2009	21:25:00	Caller is delivering samples of nuts and bolts etc to contractors on site in due course and wanted to know where to deliver them?	20/01/2009	Advised caller to head to the south plaza (Pudding Mill Lane) where he must provide full details of the person he is delivering to	20/01/2009
20/01/2009	17:52:00	Caller has been in touch with the Job brokerage team before and had been given an email address. This email address did not work and he wanted the correct email address	20/01/2009	Provided caller with the Job brokerage number again and recruitment email address	20/01/2009
20/01/2009	13:50:00	Job enquiry	20/01/2009	Job brokerage details provided	20/01/2009
20/01/2009	15:44:00	Job enquiry	20/01/2009	Job brokerage details provided	20/01/2009
20/01/2009	14:14:00	Job enquiry	20/01/2009	Job brokerage number provided	20/01/2009
20/01/2009	11:38:00	Enquiry regarding a plant hire company on site	20/01/2009	Referred the matter to ODA external relations team - enquiry dealt with call closed.	20/01/2009
20/01/2009	11:14:00	Job enquiry	20/01/2009	Job brokerage details provided	20/01/2009
21/01/2009	11:10:00	Called regarding supplying security to the Olympic Park	21/01/2009	Directed to xxxxxxxxx@xxxxxxxxxx.xxx	21/01/2009
21/01/2009	17:41:00	Caller was previously given an incorrect email address	21/01/2009	Provided Job brokerage number and 2012 recruitment email address.	21/01/2009
21/01/2009	12:40:00	Looking to discuss policy around security	21/01/2009	Directed to xxxxxxxxx@xxxxxxxxxx.xxx	21/01/2009
22/01/2009	16:24:00	Question regarding access to the site	22/01/2009	Referred enquirer to the contractor on site who will then arrange access for them.	22/01/2009
22/01/2009	15:46:00	Request for map of Olympic Park	22/01/2009	Referred to London 2012 map on the website	22/01/2009
22/01/2009	16:29:00	Job enquiry	22/01/2009	Job brokerage details provided	22/01/2009
22/01/2009	15:33:00	Business enquiry	22/01/2009	Referred to Compete For	22/01/2009
22/01/2009	17:32:00	Job enquiry	22/01/2009	Job brokerage details provided	22/01/2009
22/01/2009	11:33:00	Business enquiry	22/01/2009	Referred to Compete For	22/01/2009
22/01/2009	19:40:00	Job enquiry	22/01/2009	Job brokerage details provided	22/01/2009
23/01/2009	13:00:00	Caller owns some artist studios where flooding has started to occur in the back yards (roughly 2 inches). He suspects it may be coming from the 2012 site.	23/01/2009	Referred to contractor on site for further investigation.	23/01/2009

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23/01/2009	08:30:00	Job enquiry	23/01/2009	Job brokerage details provided	23/01/2009
23/01/2009	16:55:00	Job enquiry	23/01/2009	Job brokerage details provided	23/01/2009
23/01/2009	21:00:00	Job enquiry	23/01/2009	Job brokerage details provided	23/01/2009
25/01/2009	13:50:00	Job enquiry	25/01/2009	Job brokerage details provided	25/01/2009
26/01/2009	15:10:00	Query regarding jobs from a subcontractor	26/01/2009	Recommended going via a subcontractor	26/01/2009
26/01/2009	15:20:00	Caller is interested in bringing top editors in the field from Mexico and Costa Rica to London to meet members of the ODA Sustainability team in London next month.	26/01/2009	Passed details to the Sustainability team.	26/01/2009
26/01/2009	15:25:00	Job enquiry from Newham	26/01/2009	Job brokerage details provided	26/01/2009
26/01/2009	13:59:00	Job enquiry	26/01/2009	Job brokerage details provided	26/01/2009
26/01/2009	10:30:00	Caller interested in dumper truck courses	26/01/2009	Referred to the employment and skills team	26/01/2009
26/01/2009	16:49:00	Supplier enquiry	26/01/2009	Referred to Compete For	26/01/2009
26/01/2009	09:30:00	Job enquiry	26/01/2009	Job brokerage number provided	26/01/2009
26/01/2009	14:18:00	Recruitment agency regarding work on site	26/01/2009	Job brokerage number provided	26/01/2009
27/01/2009	09:36:00	Job enquiry	27/01/2009	Job brokerage number provided	27/01/2009
27/01/2009	11:10:00	Business enquiry	27/01/2009	Directed to website	27/01/2009
27/01/2009	17:38:00	School in Hastings wanting a tour of the park	27/01/2009	ODA external relations team advised to call back in March as bookings are currently closed	27/01/2009
27/01/2009	16:03:00	Dutch television station wanting to do a feature on the Games	27/01/2009	Referred to the Press Team	27/01/2009
27/01/2009	10:20:00	Business enquiry	27/01/2009	Referred to Compete For	27/01/2009
28/01/2009	11:15:00	Job enquiry	28/01/2009	On Site number provided	28/01/2009
28/01/2009	17:40:00	Job enquiry	28/01/2009	Job brokerage details provided	28/01/2009
28/01/2009	10:48:00	Supplier query	28/01/2009	Asked the caller to send an email to ODA enquiries which ODA external relations team will then forward on to the procurement team to respond.	28/01/2009
28/01/2009	11:53:00	Job enquiry	28/01/2009	Job brokerage number provided	28/01/2009
28/01/2009	12:31:00	Supplier opportunity enquiry	28/01/2009	Referred to Compete For	28/01/2009
28/01/2009	13:18:00	Job enquiry	28/01/2009	Job brokerage number provided	28/01/2009
28/01/2009	13:20:00	Job enquiry	28/01/2009	Job brokerage number provided	28/01/2009
28/01/2009	12:00:00	Job enquiry	28/01/2009	Job brokerage number provided	28/01/2009
29/01/2009	16:00:00	Recruitment agency looking to get involved	29/01/2009	Explained existing brokerage system that is in place. Referred to website for future opportunities.	29/01/2009

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30/01/2009	02:31:00	Caller works for London Underground and needed to carry out an audit of the cleaning cupboard at Stratford Station this morning. However, due to a blue 2012 hoarding surrounding it, he could not gain access. Caller asked if somebody could call him back today after 3pm to discuss how he can gain access to the cupboard.	03/02/2009	ODA External Relations team left a message on the callers answerphone with contact details.	03/02/2009
30/01/2009	20:20:00	Job enquiry	30/01/2009	Job brokerage details provided	30/01/2009
30/01/2009	17:35:00	Job enquiry	30/01/2009	Hackney job brokerage number provided	30/01/2009
30/01/2009	16:30:00	Caller received a voicemail from 2012, however, the mobile number he provided does not seem to work?	30/01/2009	Provided the 2012 switchboard number in order for caller to contact the ODA.	30/01/2009
30/01/2009	12:00:00	Caller has already been given Job brokerage number and is frustrated as only gets to speak to a machine each time.	30/01/2009	ODA external relations team advised he would pass his details to the Employment and Skills team.	30/01/2009
31/01/2009	12:40:00	Job enquiry	31/01/2009	Job brokerage details provided	31/01/2009
31/01/2009	18:20:00	Job enquiry	31/01/2009	Job brokerage details provided	31/01/2009
02/02/2009	15:30:00	Plumber looking for work on site. Also wanted a list of contractors working on the site.	02/02/2009	Job brokerage number provided and web link for the list of contractors.	02/02/2009
02/02/2009	14:45:00	Caller wanted to know the exact position of the Olympic Park (tour guide)	02/02/2009	Guided caller to online maps for a better idea of where the park is situated.	02/02/2009
02/02/2009	11:30:00	Caller rang a few minutes ago regarding Compete For. The contract for the Broxbourne white water canoe centre?	02/02/2009	Advised caller to contact the CompeteFor helpdesk.	02/02/2009
02/02/2009	11:15:00	Question regarding Eton Dorney and the handball arena contracts.	02/02/2009	Advised caller to check on the website and also advised him to call the Compete For helpdesk.	02/02/2009
02/02/2009	11:00:00	Business enquiry	02/02/2009	Advised caller of brokerages already set up, Compete For process and where to find list of contractors on the 2012 website	02/02/2009
02/02/2009	16:42:00	Business opportunity enquiry	02/02/2009	Directed to Compete For	02/02/2009
02/02/2009	18:55:00	Caller teaches business studies to 18+ year olds and wants to organise a trip to London and possibly visit the Park. There are ten people in the group and ideally she would like to visit in June. Caller also wanted to know if a presentation would be possible?	03/02/2009	ODA external relations team tried to call at 09.45 today no answer. Emailed to say bookings closed until 9 March. Advised caller to contact Visit Manager after 9 March 09.	03/02/2009
03/02/2009	21:20:00	Job enquiry	03/02/2009	Job brokerage number provided	03/02/2009
03/02/2009	15:07:00	Job enquiry	03/02/2009	Job brokerage number provided	03/02/2009
03/02/2009	10:30:00	Freelance journalist, wanted press office contact information.	03/02/2009	Press office number provided	03/02/2009

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03/02/2009	17:50:00	Job enquiry	03/02/2009	Job brokerage number provided	03/02/2009
03/02/2009	14:55:00	Job enquiry	03/02/2009	Job brokerage number provided	03/02/2009
03/02/2009	11:25:00	Job enquiry	03/02/2009	Job brokerage number provided	03/02/2009
04/02/2009	12:10:00	Caller rang the hotline again. She had missed a call earlier following her initial call of this morning.	04/02/2009	ODA external relations team responded	04/02/2009
04/02/2009	10:45:00	Requested a list of ODA suppliers	04/02/2009	Directed to website	04/02/2009
04/02/2009	11:45:00	Job enquiry	04/02/2009	Job brokerage number provided	04/02/2009
04/02/2009	08:30:00	Caller asking if the site was closed due to snow?	05/02/2009	ODA external relations team rang caller to advise that it was on Monday that the site was closed. Since then it has been reopen.	05/02/2009
04/02/2009	11:20:00	Job enquiry	04/02/2009	Directed to website for LOCOG and ODA roles	04/02/2009
04/02/2009	14:30:00	Job enquiry	04/02/2009	Job brokerage details provided	04/02/2009
04/02/2009	14:45:00	Job enquiry	04/02/2009	Job brokerage details provided	04/02/2009
05/02/2009	14:26:00	Job enquiry	05/02/2009	Job brokerage details provided	05/02/2009
05/02/2009	16:23:00	Job enquiry	05/02/2009	Job brokerage details provided	05/02/2009
05/02/2009	14:33:00	Job enquiry	05/02/2009	Job brokerage details provided	05/02/2009
05/02/2009	12:22:00	Job enquiry	05/02/2009	Job brokerage details provided	05/02/2009
05/02/2009	12:20:00	Job enquiry	05/02/2009	Job brokerage details provided	05/02/2009
05/02/2009	09:00:00	Caller is trying to get through to Job brokerage, however, the phone system won't let her progress past the automated message.	05/02/2009	ODA external relations team forwarded enquiry to employment and skills team.	05/02/2009
05/02/2009	14:52:00	Job enquiry	05/02/2009	Job brokerage details provided	05/02/2009
06/02/2009	10:00:00	Calling from a business that wants to set up a shop on the Olympic Park for businesses to buy tools and materials. He has already registered with Compete For.	06/02/2009	ODA external relations team rang caller to advise that the opportunity is due to be up for tender later this year.	06/02/2009
06/02/2009	17:15:00	Calling regarding the works due on Sunday 8 and 15 February and wondered if in future a map could be sent out with the notification to show exactly where the work is being carried out?	06/02/2009	ODA external relations team advised 6/2 that we have done this on some notifications previously, particularly those that have related to works outside of the park boundary however we are grateful for the feedback.	06/02/2009
06/02/2009	10:20:00	Business opportunity enquiry	06/02/2009	Directed to Compete For	06/02/2009
06/02/2009	09:40:00	Job enquiry	06/02/2009	Job brokerage details provided	06/02/2009
06/02/2009	15:42:00	Job enquiry	06/02/2009	Job brokerage details provided	06/02/2009
06/02/2009	14:33:00	Job enquiry	06/02/2009	Job brokerage details provided	06/02/2009
06/02/2009	15:45:00	Job enquiry	06/02/2009	Job brokerage details provided	06/02/2009
07/02/2009	12:36:00	Business opportunity enquiry	07/02/2009	Advised ODA external relations team to visit Compete For.	07/02/2009

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07/02/2009	12:30:00	Caller has been in touch with the skills match team at 2012. However he cannot now get hold of anyone.	09/02/2009	ODA external relations team contacted caller for further information and forward caller's details to colleagues in the employment and skills team at ODA.	09/02/2009
08/02/2009	18:48:00	Job enquiry	08/02/2009	Referred to Job brokerage	08/02/2009
08/02/2009	11:00:00	Wanted to know if shooting will be included in the Olympics	08/02/2009	Advised caller that shooting will be included and to visit the website for more info.	08/02/2009
09/02/2009	10:45:00	Business opportunity enquiry	09/02/2009	Job brokerage details provided	09/02/2009
09/02/2009	10:18:00	Job enquiry	09/02/2009	Job brokerage details provided	09/02/2009
09/02/2009	13:44:00	Business opportunity enquiry	09/02/2009	Referred to Compete For	09/02/2009
09/02/2009	10:08:00	Business opportunity enquiry	09/02/2009	Referred to Compete for	09/02/2009
09/02/2009	11:30:00	Caller looking for video footage of the Olympic Park?	09/02/2009	ODA external relations team asked caller to email request and forwarded this on to appropriate colleague.	09/02/2009
09/02/2009	09:50:00	Job enquiry	09/02/2009	Job brokerage details provided	09/02/2009
09/02/2009	14:00:00	Job enquiry	09/02/2009	Job brokerage details provided	09/02/2009
09/02/2009	16:05:00	Job enquiry	09/02/2009	Job brokerage details provided	09/02/2009
10/02/2009	14:50:00	Former Clays Lane resident asked a question about the Athletes Village in legacy	10/02/2009	ODA external relations team sent details to the LDA	10/02/2009
10/02/2009	13:15:00	Job enquiry	10/02/2009	Job brokerage number provided	10/02/2009
10/02/2009	11:21:00	Business opportunity enquiry	10/02/2009	Referred to Compete For	10/02/2009
10/02/2009	20:55:00	Job enquiry	10/02/2009	Job brokerage number provided	10/02/2009
11/02/2009	17:30:00	Job enquiry	11/02/2009	Job brokerage number provided	11/02/2009
11/02/2009	12:07:00	Job enquiry	11/02/2009	Job brokerage number provided	11/02/2009
11/02/2009	15:25:00	Job enquiry	11/02/2009	Job brokerage number provided	11/02/2009
11/02/2009	17:15:00	Job enquiry	11/02/2009	Job brokerage number provided	11/02/2009
11/02/2009	12:10:00	Job enquiry	11/02/2009	Job brokerage number provided	11/02/2009
11/02/2009	15:37:00	Job enquiry	11/02/2009	Job brokerage number provided	11/02/2009
12/02/2009	15:09:00	Teacher from local School for Girls called requesting a speaker for their women's day event.	12/02/2009	Requested the information to be sent in an email to ODA enquiries, which will then be forwarded on to the relevant department to see if there is someone available to speak at the event.	12/02/2009
12/02/2009	13:41:00	Job enquiry	12/02/2009	Job brokerage number provided	12/02/2009
12/02/2009	07:20:00	Job enquiry	12/02/2009	Job brokerage number provided	12/02/2009
13/02/2009	14:23:00	Job enquiry	13/02/2009	Job brokerage number provided	13/02/2009
13/02/2009	14:58:00	Request for plans and drawings of the stadium	13/02/2009	Referred to PDT	13/02/2009
16/02/2009	21:00:00	Business enquiry	16/02/2009	Referred to Compete For	16/02/2009
16/02/2009		Job enquiry	16/02/2009	Job brokerage number provided	16/02/2009
17/02/2009	14:15:00	Job enquiry	17/02/2009	Job brokerage number provided	17/02/2009

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17/02/2009	14:50:00	Job enquiry	17/02/2009	Job brokerage number provided	17/02/2009
17/02/2009	14:20:00	Job enquiry	17/02/2009	Job brokerage number provided	17/02/2009
18/02/2009	19:20:00	Business enquiry	18/02/2009	Directed to Compete For	18/02/2009
18/02/2009	18:30:00	Business opportunity enquiry	18/02/2009	Directed to Compete For	18/02/2009
19/02/2009	15:22:00	Caller has received calls regarding mud being sprayed on to the roads from trucks accessing Temple Mills Lane from Clays Lane (construction zone 6).	19/02/2009	ODA external relations team will investigate and will contact the caller back.	19/02/2009
20/02/2009	16:00:00	Job enquiry	20/02/2009	Job brokerage number provided	20/02/2009
20/02/2009	13:09:00	Job enquiry	20/02/2009	Job brokerage number provided	20/02/2009
20/02/2009	10:33:00	Supplier query	20/02/2009	Referred to Compete For	20/02/2009
20/02/2009	10:32:00	Supplier enquiry	20/02/2009	Referred to Compete For	20/02/2009
20/02/2009	10:10:00	Job enquiry	20/02/2009	Job brokerage number provided	20/02/2009
20/02/2009	11:20:00	Business enquiry	20/02/2009	Directed to Compete For	20/02/2009
20/02/2009	10:00:00	Job enquiry	20/02/2009	Job brokerage number provided	20/02/2009
22/02/2009	12:50:00	Caller is a student working on HNC project. She would like some advice regarding the property development side of the 2012 project.	23/02/2009	ODA External Relations team referred the caller to the LDA for legacy of OP, Newham Council for general enquiries about Stratord regeneration programme.	23/02/2009
22/02/2009	15:15:00	Job enquiry	22/02/2009	Job brokerage number provided	22/02/2009
22/02/2009	15:35:00	Job enquiry	22/02/2009	Job brokerage number provided	22/02/2009
23/02/2009	19:25:00	Job enquiry	23/02/2009	Job brokerage number provided	23/02/2009
23/02/2009	11:22:00	Job enquiry	23/02/2009	Job brokerage number provided	23/02/2009
23/02/2009	16:00:00	Jobs	23/02/2009	Job brokerage number provided	23/02/2009
23/02/2009	15:30:00	Jobs	23/02/2009	Job brokerage number provided	23/02/2009
23/02/2009	14:45:00	Jobs	23/02/2009	Job brokerage number provided	23/02/2009
23/02/2009	13:40:00	Job enquiry	23/02/2009	Job brokerage number provided	23/02/2009
23/02/2009	11:00:00	Caller called to complain about the noise and lack of parking around CZ8c area on Saturday.	23/02/2009	ODA external relations team contacted caller to find out further information.	23/02/2009
23/02/2009	15:02:00	Caller is doing research regarding transportation of building materials via the waterways in the park	23/02/2009	Referred to relevant section of the website	23/02/2009
23/02/2009	17:35:00	Caller has already spoken to ODA external relations team today following his original complaint regarding some piling work that is being carried out in 8a. He asked if ODA external relations team could call him back today please as he requires some sort of proof that workers are allowed to work on site from 7am. Passed to ODA external relations team 24/2.	23/02/2009	ODA external relations team contacted caller at 13.00 to inform him that contractor were actually carrying out piling works outside agreed working hours on 8a. This work will conclude during this week and will not pose any further out of hours issues. Additionally the team have been investigating the road situation and are looking at who is causing the dirt and unsafe parking issues.	23/02/2009

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24/02/2009		Caller rang again asking for proof of working hours	24/02/2009	ODA external relations team contacted caller and subsequently emailed him a copy of the Construction Code of Practice.	24/02/2009
24/02/2009	17:15:00	Business enquiry	24/02/2009	Advised caller that he needs to register his company on Compete For	24/02/2009
24/02/2009	21:50:00	Job enquiry	24/02/2009	Job brokerage number provided	24/02/2009
24/02/2009	14:33:00	job enquiry	24/02/2009	Job brokerage number provided	24/02/2009
24/02/2009	12:28:00	Caller works for contractor on site and he called the hotline regarding a complaint from one of his employees (employed through Hackney job brokerage) about being employed but then being let go after only two days.	24/02/2009	Matter referred to employment and skills team	24/02/2009
24/02/2009	12:08:00	Job enquiry	24/02/2009	Job brokerage provided	24/02/2009
24/02/2009	11:30:00	Job enquiry	24/02/2009	Job brokerage provided	24/02/2009
25/02/2009		Job enquiry	25/02/2009	Job brokerage provided	25/02/2009
25/02/2009		Called from Harrow School wanting to visit the park.	25/02/2009	Advised that the visit programme is booked up until early April and provided the caller with alternative options to view the site from the Green Way and Holden Point in Newham	25/02/2009
25/02/2009	15:00:00	Caller is concerned for his wife's health as they live opposite the soil hospital and he would like to know if there are chemicals in the soil which he should be worried about?	26/02/2009	ODA external relations team forwarded enquiry by email to contact caller on 26 Feb between 9-10am.	26/02/2009
26/02/2009	16:42:00	Job enquiry	25/03/2009	Job brokerage number provided	25/03/2009
02/03/2009	09:51:00	Business opportunity enquiry	02/03/2009	Referred to Business Network section of website	02/03/2009
02/03/2009	09:33:00	Job enquiry	02/03/2009	Job brokerage number provided	02/03/2009
02/03/2009	13:30:00	Job enquiry	02/03/2009	Job brokerage number provided	02/03/2009
02/03/2009	14:50:00	Job enquiry	02/03/2009	Job brokerage number provided	02/03/2009
02/03/2009	14:55:00	Job enquiry	02/03/2009	Job brokerage number provided	02/03/2009
02/03/2009	14:30:00	Job enquiry	02/03/2009	Job brokerage number provided	02/03/2009
02/03/2009	09:00:00	Job enquiry	02/03/2009	Job brokerage number provided	02/03/2009
02/03/2009	15:54:00	Query about how best to view the park on foot	02/03/2009	Gave information about the Greenway. Also advised of the bus tours round the site.	02/03/2009
03/03/2009	15:10:00	Interested in doing a training course on the park	03/03/2009	Details passed to employment and skills team	03/03/2009
03/03/2009	14:40:00	Job enquiry	03/03/2009	Job brokerage number provided	03/03/2009
03/03/2009	14:00:00	Caller wanted work experience details for student from Stevenage	03/03/2009	Advised caller to speak to local Education Authority	03/03/2009

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03/03/2009	13:00:00	Caller wanted details of the hackney wick partnership	03/03/2009	Directed to LB of Hackney Community Engagement contact	03/03/2009
03/03/2009	12:45:00	Job enquiry	03/03/2009	Job brokerage details provided	03/03/2009
03/03/2009	12:20:00	Job enquiry	03/03/2009	Job brokerage details provided	03/03/2009
03/03/2009	11:28:00	Job enquiry	03/03/2009	Job brokerage details provided	03/03/2009
03/03/2009	13:08:00	Wanted to know when Stratford City will be opening	03/03/2009	ODA external relations team provided Westfields phone number.	03/03/2009
03/03/2009		Job enquiry	03/03/2009	Job brokerage number provided	03/03/2009
03/03/2009	17:25:00	Wanted to attend the meeting that night and wanted to know if it was ok to just turn up as hadn't reserved a place?	03/03/2009	Advised caller that it was fine to attend the meeting.	03/03/2009
03/03/2009	17:28:00	Wanted to attend the meeting that night and wanted to know if it was ok to just turn up as hadn't reserved a place?	03/03/2009	Advised caller ok to attend the meeting.	03/03/2009
03/03/2009	17:50:00	Wanted to attend the meeting that night and wanted to know if it was ok to just turn up as hadn't reserved a place.	03/03/2009	Advised caller ok to attend the meeting.	03/03/2009
03/03/2009	18:30:00	Caller was standing outside where she thought the meeting was, however, all the shutters were down and she could not find a way in.	03/03/2009	Hotline operative called ODA external relations team who advised that someone would go and find caller to let her in.	03/03/2009
03/03/2009	16:10:00	Job enquiry	03/03/2009	Job brokerage number provided	03/03/2009
03/03/2009	11:45:00	Caller calling on behalf of a client that wants to do an event with construction workers on stadium site	03/03/2009	ODA external relations team directed to xxxxxxxxx@xxxxxxxxxxx.xxx	03/03/2009
03/03/2009	12:22:00	Job enquiry	03/03/2009	Job brokerage number provided	03/03/2009
04/03/2009	18:25:00	Job enquiry	04/03/2009	Job brokerage number provided	04/03/2009
04/03/2009	11:30:00	Job enquiry	04/03/2009	Job brokerage number provided	04/03/2009
04/03/2009	10:08:00	Job enquiry	04/03/2009	Job brokerage number provided	04/03/2009
05/03/2009	15:09:00	Business enquiry	05/03/2009	Referred to Compete For	05/03/2009
05/03/2009	10:58:00	Construction taking place in NW2, caller was trying to get through to contractor?	05/03/2009	Correct number provided	05/03/2009
05/03/2009	11:15:00	Jobs	05/03/2009	Job brokerage number provided	05/03/2009
05/03/2009	11:43:00	Jobs	05/03/2009	Job brokerage number provided	05/03/2009
05/03/2009	12:53:00	Jobs	05/03/2009	Job brokerage number provided	05/03/2009
05/03/2009	14:16:00	Jobs	05/03/2009	Job brokerage number provided	05/03/2009
05/03/2009	11:00:00	Caller would like to work with contractors on the Olympic Park	06/03/2009	Colleague contacted caller to discuss.	06/03/2009
06/03/2009	10:18:00	Research enquiry	06/03/2009	Referred to website	06/03/2009

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06/03/2009	16:35:00	Wanted to know who is building the stadium as wants to get his business involved?	06/03/2009	Provided caller with link for Compete For and ODA suppliers.	06/03/2009
06/03/2009	07:15:00	Regarding early start of works - started before 7am every day this week and last. Hotline operative left a voicemail message on the ER duty phone. Caller would like this issue resolved. Please can a message be left to advise of the outcome?	10/03/2009	ODA external relations team contacted caller.	10/03/2009
07/03/2009	21:15:00	Business opportunity enquiry	07/03/2009	Provided caller with link for Compete For	07/03/2009
07/03/2009	23:10:00	Prank caller	07/03/2009	No action	07/03/2009
09/03/2009	13:45:00	Jobs	09/03/2009	Job brokerage number provided	09/03/2009
09/03/2009	14:42:00	Jobs	09/03/2009	Job brokerage number provided	09/03/2009
09/03/2009	13:46:00	Jobs	09/03/2009	Job brokerage number provided	09/03/2009
09/03/2009	11:11:00	Jobs	09/03/2009	Job brokerage number provided	09/03/2009
09/03/2009	18:25:00	Business opportunity enquiry	09/03/2009	Referred to Compete For	09/03/2009
09/03/2009	12:40:00	Jobs	09/03/2009	Job brokerage number provided	09/03/2009
09/03/2009	09:30:00	Business opportunity enquiry	09/03/2009	Referred to Compete For	09/03/2009
09/03/2009	18:05:00	Job enquiry	09/03/2009	Job brokerage number provided	09/03/2009
09/03/2009	13:30:00	Jobs	09/03/2009	Job brokerage number provided	09/03/2009
09/03/2009	12:00:00	Caller would like to be engaged in any of our future work in the area. She missed out on the meeting last week and does not receive Your Park.	09/03/2009	Your Park emailed to caller and details added to the Your Park electronic mailing list and future meetings.	09/03/2009
10/03/2009	17:05:00	Has received notification 34 regarding the soil washing outside of normal hours.	10/03/2009	Caller will ring back tomorrow and speak to ODA external relations team.	10/03/2009
10/03/2009	13:45:00	Jobs	10/03/2009	Job brokerage number provided	10/03/2009
10/03/2009	14:30:00	Wanted to know the latest on the venue for the shooting events at the Games. Has seen a feature in local media which points towards Dorset.	10/03/2009	ODA external relations team forwarded KPMG report on temporary venues to caller.	10/03/2009
10/03/2009	07:20:00	Caller has rang a few times on the hotline and has yet to receive a call back following his complaint last Friday 6 March.	10/03/2009	ODA external relations team had already left a voicemail message on Friday and will contact the caller again.	10/03/2009
10/03/2009	10:43:00	Regarding his complaint of 6 March - asked to speak to ODA external relations team and asked that he be called on his work number.	10/03/2009	ODA external relations team as contact caller and closed out call.	10/03/2009
10/03/2009	20:20:00	Wants to know whether the Olympic site is complying with the Mayor's best practice on abatement for plant over 37kw capacity.	17/03/2009	ODA external relations team tried to contact caller but left voicemail message asking caller to call hotline again.	17/03/2009

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11/03/2009	17:20:00	Caller is looking to film a building being demolished for the Blue Peter programme and wondered if there were any large buildings (such as a block of flats) still to be demolished at the site that could be filmed?	12/03/2009	ODA external relations team contacted caller to confirm that all demolition work was complete on the park but footage is available from previous demolitions - ODA external relations team provided ODA Press Office number.	12/03/2009
11/03/2009	16:50:00	Caller wanted to speak to someone in LOCOG about jobs	11/03/2009	ODA external relations team transferred to LOCOG enquiries	11/03/2009
11/03/2009	10:35:00	Calling from contractor about an opportunity on London 2012 website but not on Compete For	11/03/2009	ODA external relations team provided Compete For helpdesk number	11/03/2009
11/03/2009	08:12:00	Caller called to say that the noise had stopped and he wanted to pass his thanks on	11/03/2009	No action	11/03/2009
11/03/2009	08:54:00	Caller initially called on 2 February regarding the possibility of taking a group of 10 18+ year old students on a tour of the park. She was advised at the time to call back after 9 March. 23/3 Caller completed a survey and advised she still has not received a response. Hotline operative emailed to ODA external relations team.	17/03/2009	ODA external relations team emailed caller information and form in order to book a tour	17/03/2009
12/03/2009	15:43:00	Job enquiry	12/03/2009	Job brokerage number provided	12/03/2009
12/03/2009	13:30:00	Business enquiry	12/03/2009	Directed to HR	12/03/2009
12/03/2009	00:55:00	Jobs	12/03/2009	Job brokerage number provided	12/03/2009
13/03/2009	16:25:00	Business opportunity enquiry, also wanted list of electrical contractors working on site	13/03/2009	Provided correct link on website	13/03/2009
13/03/2009	16:20:00	Visiting the site next week to see a number of contractors and wanted to know where the South Plaza is located.	13/03/2009	Details provided to caller.	13/03/2009
13/03/2009	13:05:00	Business opportunity enquiry	13/03/2009	Directed to 'Compete For	13/03/2009
16/03/2009	14:12:00	Job enquiry	16/03/2009	Job brokerage number provided	16/03/2009
16/03/2009	15:35:00	Business opportunity enquiry	16/03/2009	Directed to Compete For	16/03/2009
16/03/2009	09:45:00	Job enquiry	16/03/2009	Job brokerage number provided	16/03/2009
16/03/2009	10:17:00	Job enquiry	16/03/2009	Job brokerage number provided	16/03/2009
16/03/2009		Caller has received York Park and seen an article about women in construction.	16/03/2009	ODA external relations team passed enquiry to colleague in employment and skills team.	16/03/2009
16/03/2009	13:20:00	Job enquiry	16/03/2009	Job brokerage number provided	16/03/2009
16/03/2009	17:10:00	Job enquiry	16/03/2009	Job brokerage number provided	16/03/2009
16/03/2009	11:30:00	Re handball arena - will this be permanent building?	16/03/2009	Advised yes permanent building, however will be used in future for various sports, not just handball following 2012	16/03/2009

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16/03/2009	15:27:00	Job enquiry	16/03/2009	Job brokerage number provided	16/03/2009
17/03/2009	15:15:00	Current supplier of plastics for the Olympic Park and has received information on the new logistics centre and process and would like to discuss this?	18/03/2009	ODA external relations team advised the caller to contact the Principle contractor for further information.	18/03/2009
17/03/2009	13:25:00	Business opportunity enquiry	17/03/2009	Directed caller to Compete For	17/03/2009
17/03/2009	14:10:00	Job enquiry	17/03/2009	Job brokerage number provided	17/03/2009
17/03/2009	14:20:00	Just called a few minutes ago, had written number down incorrectly for Job brokerage?	17/03/2009	Number provided again for Job brokerage	17/03/2009
17/03/2009	16:10:00	Job enquiry	17/03/2009	Job brokerage number provided	17/03/2009
17/03/2009	16:45:00	A member of the workforce working on the Velopark would like to find out about buses on site.	30/03/2009	Caller referred to their employee	30/03/2009
17/03/2009	19:14:00	Test call from ODA external relations team at 2012 enquiring about availability of information in various languages and facilities available for deaf callers.	17/03/2009	Advised that information can be supplied in many different language formats. Also advised that we have email facility for enquiries, email address provided.	17/03/2009
17/03/2009	10:15:00	Caller had a question about this site pass	17/03/2009	ODA external relations team forwarded to employment and skills team for them to respond.	17/03/2009
17/03/2009	11:40:00	Job enquiry	17/03/2009	Job brokerage number provided	17/03/2009
17/03/2009	12:20:00	Business opportunity enquiry	17/03/2009	Directed to Compete For	17/03/2009
17/03/2009	14:15:00	Job enquiry	17/03/2009	Job brokerage number provided	17/03/2009
18/03/2009		ODA external relations team picked up voice message for hotline. Caller has received 'Engage' and would like to know where the Handball venue is located and what the plans are for the space after the Games.	19/03/2009	ODA external relations team left message for caller on work voicemail but has not heard anything.	19/03/2009
18/03/2009		ODA external relations team picked up voicemail message from hotline voicemail. Caller is running a school newspaper and would like more information on the Olympics.	18/03/2009	ODA External Relations team responded	18/03/2009
18/03/2009	22:08:00	Business opportunity enquiry	18/03/2009	Directed to Compete For	18/03/2009
18/03/2009	13:26:00	Job enquiry	18/03/2009	Job brokerage number provided	18/03/2009
18/03/2009	17:15:00	Prank call	18/03/2009	No action	18/03/2009
19/03/2009	07:55:00	Job enquiry	19/03/2009	Job brokerage number provided	19/03/2009
19/03/2009	11:55:00	Query regarding best way to view the park on foot	19/03/2009	Gave caller details of the Greenway and Open House	19/03/2009
19/03/2009	09:40:00	Somebody calling for the Finance Team	19/03/2009	ODA external relations team directed to reception	19/03/2009
19/03/2009	12:17:00	Job enquiry	19/03/2009	Job brokerage number provided	19/03/2009
19/03/2009	11:46:00	Job enquiry	19/03/2009	Job brokerage number provided	19/03/2009

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19/03/2009	19:23:00	Unhappy about the continued use of traffic lights in Temple Mills Lane. This is the only diversion route he can use and it trebles his daily journey time?	20/03/2009	20/3 Helpline operative left a message on the general mobile number for external relations at 08.20 as caller is very unhappy and would like a call back please. 20/3 11.15 ODA external relations team contacted caller back. ODA external relations team advised that the situation on Temple Mills Lane is unfortunately not going to improve as the ODA are adding a 3rd lane for lorries in the next couple of weeks and the traffic lights will remain. He appreciated the ODA external relations team was honest. Additionally he raised issue of contractors parking in residential streets. The ODA external relations will notify LB of WF who are working towards a controlled parking zone.	20/03/2009
19/03/2009		Furniture and seating business opportunity enquiry	19/03/2009	ODA external relations team forwarded enquiry to colleague at 2012 for him to forward on to correct person.	19/03/2009
19/03/2009	13:31:00	Business opportunity enquiry	19/03/2009	Referred to Compete For	19/03/2009
20/03/2009		Job enquiry	20/03/2009	Job brokerage number provided	20/03/2009
20/03/2009	08:15:00	Business opportunity enquiry	20/03/2009	Compete For link provided	20/03/2009
20/03/2009	14:33:00	Job enquiry	20/03/2009	Job brokerage number provided	20/03/2009
20/03/2009	12:15:00	Query regarding the closure of Temple Mills Lane	20/03/2009	Informed that discussions were still ongoing but that information would be released as soon as a decision was made.	20/03/2009
21/03/2009	15:30:00	Caller finished work on site on Saturday and when he tried to leave via the west exit gate, his security pass would not let him out.	23/03/2009	ODA external relations team passed complaint to site who contacted caller to provide further information on the correct process for exiting site during the weekends.	23/03/2009
23/03/2009	15:13:00	Job enquiry and wanted list of contractors working on site.	23/03/2009	Provided caller with number for Hackney job brokerage and website link for list of contractors.	23/03/2009
23/03/2009	11:35:00	Caller has been on the website but cannot find any information regarding the next stages with regard to the building of the stadium (it only goes up to 27 July). She asked if she can be sent any information about this please or, if not available, she would like timescale information for the Aquatics Centre or any other Olympic venue?	24/03/2009	ODA external relations team tried contacting caller and there was no answer. She has now emailed stating that the next issue of our milestones document is due out in July this year, which will outline the next stages in construction for venues such as the Stadium and Aquatics Centre.	24/03/2009
23/03/2009	13:55:00	Job enquiry	23/03/2009	Job brokerage number provided	23/03/2009

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23/03/2009	13:55:00	Caller works for company that is responsible for the maintenance of traffic lights. The control box for the traffic lights at the junction of Farringdon Road, Greville Street and Cowcross Road (WC2 near Holborn) has been boarded off by contractor.	23/03/2009	Caller will contact contractor direct	23/03/2009
23/03/2009	14:00:00	Business opportunity enquiry	23/03/2009	Compete For details provided	23/03/2009
23/03/2009	14:22:00	Job enquiry	23/03/2009	Job brokerage number provided	23/03/2009
23/03/2009	15:00:00	Electrician (sub contractor) who wanted to know what electrical companies are working on site at present?	23/03/2009	Provided caller with website link for list of contractors	23/03/2009
23/03/2009	11:00:00	Caller rang to advise that there was a lot of dust around the area from the site. There is a mound of earth in front of Stratford International Station?	23/03/2009	ODA external relations team contacted caller and advised that the ODA and contractors were all looking at ways to mitigate against the dust. Contractor at the ODA also deployed three water bowsers for dust suppression.	23/03/2009
23/03/2009		Business opportunity enquiry	23/03/2009	Compete For details provided	23/03/2009
23/03/2009	15:25:00	Caller has a group of students that are working on a project regarding the legacy of the Olympic Park and caller was hoping to visit the park tomorrow?	23/03/2009	Provided caller with ODA external relations team's number but advised that it may be too short notice for tomorrow, however provided further information about the Greenway.	23/03/2009
23/03/2009	15:40:00	Job enquiry	23/03/2009	Job brokerage number provided	23/03/2009
23/03/2009	16:00:00	Caller visited site last year and wanted to speak to somebody again to arrange a visit for this year?	23/03/2009	Provided number for ODA visits team	23/03/2009
23/03/2009	16:10:00	Caller would like to be sent, if possible, a GIS version of a map of the Olympic Park which shows the boundaries of the surrounding boroughs and wards. He advised that a PDF will not suffice as he needs to be able to overlay the image with other information. If there are any problems or questions, please call him.	24/03/2009	ODA external relations team returned caller's call and he wasn't available. She spoke with his partner and informed her that GIS maps of the Olympic Park are not available and that we can only provide what is published on the website. She seemed satisfied with this response.	24/03/2009
23/03/2009	16:30:00	Caller sent an email on Friday to the general ODA enquiries email address regarding how the ODA will deal with flooding in the Hackney area and he has not received a response. I advised that I would chase a response up from him and hopefully he would receive a call/email on Tuesday 24 March.	24/03/2009	ODA external relations team advised that this has been sent to ODA external relations team who is following up with the Environment Team / Project Team.	24/03/2009

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23/03/2009	15:20:00	Asked where athletes will be staying during the Olympics and had heard a rumour that the Brunner Road Industrial Estate was going to be knocked down as part of the Olympics?	23/03/2009	Advised caller that all demolition work was now complete. Advised that the athletes and officials will be living in The Athletes Village next to the site, which will ultimately be turned into a residential community, following the Olympics.	23/03/2009
23/03/2009	14:15:00	Job enquiry	23/03/2009	Job brokerage number provided	23/03/2009
24/03/2009	08:55:00	Job enquiry	24/03/2009	Job brokerage number provided	24/03/2009
24/03/2009	09:10:00	Caller rang previously re job enquiries - when he went through to the Job brokerage they did not know what he was talking about. He then asked for a list of contractors working on site.	24/03/2009	Provided him with a link for a list of contractors working on site.	24/03/2009
24/03/2009	15:56:00	Business opportunity enquiry	24/03/2009	Referred to Business Network	24/03/2009
24/03/2009	12:28:00	Request for information regarding particular bridge on site.	24/03/2009	Requested that the caller send further information in by email so enquiry could be referred to correct department.	24/03/2009
24/03/2009	09:28:00	Job enquiry	24/03/2009	Job brokerage number provided	24/03/2009
25/03/2009	12:00:00	Job enquiry	25/03/2009	Job brokerage number provided	25/03/2009
26/03/2009	16:46:00	Job enquiry	26/03/2009	Job brokerage number provided	26/03/2009
26/03/2009	14:18:00	Query from worker on site regarding Open House and tours for friends and family.	26/03/2009	Informed that these details have not been released yet but will be closer to the time.	26/03/2009
26/03/2009	10:00:00	Job enquiry	26/03/2009	Job brokerage number provided	26/03/2009
26/03/2009	17:20:00	Wanted helpline number for Stratford City Development.	26/03/2009	Correct number provided	26/03/2009
26/03/2009	10:35:00	Chasing up earlier enquiry regarding flood assessment on site	26/03/2009	The information has already been passed to the environment team for response. The team will chase	26/03/2009
27/03/2009	12:08:00	Job enquiry	27/03/2009	Job brokerage number provided	27/03/2009
27/03/2009	15:30:00	Query regarding procurement status of venue	27/03/2009	Referred to relevant section of the Business Network on the website	27/03/2009
27/03/2009	10:33:00	Job enquiry	27/03/2009	Job brokerage number provided	27/03/2009
27/03/2009	10:33:00	Job enquiry	27/03/2009	Job brokerage number provided	27/03/2009
27/03/2009	12:08:00	Job enquiry	27/03/2009	Job brokerage number provided	27/03/2009
30/03/2009	15:12:00	Caller wants to rent out their property during the Games	30/03/2009	Referred to accommodation hotline	30/03/2009
30/03/2009	13:30:00	Wanted to know more information than contained in the milestones documents on the website.	30/03/2009	ODA external relations team left voicemail at 17.00 asking caller to ring back on direct line so ODA external relations team could talk through milestone documents and other information on the website	30/03/2009
30/03/2009	14:40:00	Business opportunity enquiry	30/03/2009	Referred to Business Network	30/03/2009

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30/03/2009	10:00:00	Works for MP and wanted to know what London 2012 related opportunities there have been / are for small businesses working on architectural project management and design?	30/03/2009	ODA external relations team contacted caller	30/03/2009
30/03/2009	12:00:00	Caller works for a rental company that is supplying plant operation services to contractor (would not divulge name of rental company). Caller is a practising Muslim and requested Friday prayer time from contractor was not aware if this could go ahead?	30/03/2009	ODA external relations team advised a colleague would be in touch. ODA external relations team forwarded enquiry to relevant contact from Employment and Skills team to call relevant colleague.	30/03/2009
30/03/2009	08:45:00	Contractors are parking in residential streets. Residents are having to use their wheelie bins to reserve spaces and WF Council has advised that it will be prosecuting if bins are left out. This is causing the residents problems and needs to be resolved. Please can caller receive a call back?	30/03/2009	ODA external relations team phoned caller back. He asked if we can position people in the street early in the morning to enquire as to why people are parking there and who their employer is. ODA external relations team suspects this is a contractor issue given the proximity of Drapers Road to the site entrance. It is too far from any Olympic Park access gate or tube station to warrant parking there.	30/03/2009
30/03/2009	11:59:00	Job enquiry	30/03/2009	Job brokerage number provided	30/03/2009
31/03/2009	17:25:00	Job enquiry	31/03/2009	Job brokerage number provided	31/03/2009
31/03/2009	09:30:00	Job enquiry	31/03/2009	Job brokerage number provided	31/03/2009
31/03/2009	11:18:00	Photographer wanting access to the park to take pictures.	31/03/2009	Advised no unauthorised access allowed but advised her about site tours and views from the Greenway.	31/03/2009
01/04/2009	15:10:00	Caller wanted information about 2012 milestones	01/04/2009	Directed caller to online milestone PDF	01/04/2009
01/04/2009	14:20:00	Accommodation enquiry, has property available to rent	01/04/2009	Accommodation Hotline number provided	01/04/2009
01/04/2009	13:30:00	Job enquiry	01/04/2009	Job brokerage number provided	01/04/2009
01/04/2009	12:00:00	A press release has been issued today regarding the two companies that have won the tender for the two hire centres for tools and plant on site. Caller wanted to know which company won the bid for the north of the park and which for the south as the press release did not state this.	01/04/2009	Advised that Construction Site Solutions won for the north side and Hire Alliance won for the south.	01/04/2009
01/04/2009	10:00:00	Job enquiry	01/04/2009	Job brokerage number provided	01/04/2009
01/04/2009	09:30:00	Called re tours of the park	01/04/2009	ODA external relations team forwarded application form	01/04/2009

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01/04/2009	14:30:00	Caller was speaking to ODA external relations team earlier today and had expected a call back. A press release has been issued today regarding the two companies that have won the tender for the two hire centres for tools and plant on site. Caller wanted to know which company won the bid for the north of the park and which for the south as the press release did not state this.	01/04/2009	Advised that Construction Site Solutions won for the north side and Hire Alliance won for the south.	01/04/2009
02/04/2009	10:07:00	Caller rang back regarding his earlier phone call.		ODA external relations team called caller and advised him that he needs to speak to the Induction Centre. They will ask him a series of questions to find out why he requires frequent access at the weekend.	02/04/2009
02/04/2009	09:40:00	Job enquiry	02/04/2009	Job brokerage details provided	02/04/2009
02/04/2009	07:50:00	Caller spoke to ODA external relations team last Wednesday regarding some of his delivery drivers going on an induction course. He was advised at the time that ODA external relations team or a colleague would speak to site and get back to him but he has not heard anything since.	02/04/2009	ODA external relations team called caller and advised him that he needs to speak to the Induction Centre.	02/04/2009
02/04/2009	14:35:00	Site tour request from Tower Hamlets resident	02/04/2009	Referred to Tower Hamlets London 2012 unit	02/04/2009
02/04/2009	13:19:00	Job enquiry	02/04/2009	Referred to Hackney job brokerage	02/04/2009
03/04/2009	15:43:00	Business opportunity enquiry	03/04/2009	Referred to Business Network	03/04/2009
03/04/2009	09:55:00	Job enquiry	03/04/2009	Job brokerage number provided	03/04/2009
03/04/2009	11:38:00	Job enquiry	03/04/2009	Job brokerage number provided	03/04/2009
03/04/2009	12:44:00	Wanted information regarding a planning application	03/04/2009	Referred to Planning Decisions Team	03/04/2009
04/04/2009	12:20:00	Job enquiry	04/04/2009	Job brokerage number provided	04/04/2009
05/04/2009	21:40:00	Job enquiry	05/04/2009	Job brokerage number provided	05/04/2009
06/04/2009	10:45:00	Job enquiry	06/04/2009	Job brokerage details provided	06/04/2009
06/04/2009	11:15:00	Job enquiry	06/04/2009	Job brokerage number provided	06/04/2009
06/04/2009	12:25:00	Wanted updated version of the ODA programme overview and raw data behind it as well as more information on contingency spend?	06/04/2009	ODA external relations team directed to Milestones document, Annual Report, latest business procurement and media releases information online.	06/04/2009
06/04/2009	14:45:00	Business opportunity enquiry	06/04/2009	Compete For details provided	06/04/2009
07/04/2009	13:10:00	Business opportunity enquiry	07/04/2009	Compete For details provided	07/04/2009
07/04/2009	17:10:00	Job enquiry	07/04/2009	Job brokerage number provided	07/04/2009
07/04/2009	10:40:00	Business opportunity enquiry	07/04/2009	Compete For details provided	07/04/2009
07/04/2009	11:00:00	Call for ODA Press Office	07/04/2009	Number provided	07/04/2009

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07/04/2009	11:10:00	Caller has heard a rumour that Drapers Field will be used by London 2012?	07/04/2009	ODA External Relations team will enquire and respond	07/04/2009
07/04/2009	11:30:00	Tour of the park enquiry	07/04/2009	ODA external relations team sent application form	07/04/2009
07/04/2009	16:05:00	Company is subcontractor building on site for next four weeks. Caller wanted to know if all wheel drive vehicles can be used on site?	07/04/2009	ODA external relations team called back to advise caller should ring contractor for advice however no answer so voicemail left and direct line left in case caller wished to call back.	07/04/2009
07/04/2009	20:55:00	Caller is concerned about the disruption caused by works (noise, dust etc). She is a social worker and has been unable to attend past meetings for various reasons and would now like to talk to somebody for clarification on certain points. Caller asked if somebody could call her on her home number before 10am or after 8pm?	09/04/2009	Caller had just received the piling notification and was concerned about the working hours as we mentioned start up from 7.30am. Does this mean start at 7.30 or 8am - she does not start work until midday so the noise affects her. ODA external relations team also mentioned she should attend the next drop-in session and as caller finishes work at 8pm, ODA external relations team has agreed to postpone the drop-in session time until 8.30.	09/04/2009
08/04/2009	10:35:00	Query regarding initiative to make lorry drivers working for the ODA aware of cyclists?	08/04/2009	Referred to ODA external relations team to respond.	08/04/2009
08/04/2009	10:10:00	Caller has garage in Bow on Hancock Road and wants to know if ODA has plans to develop on this site as heard rumours it does?	08/04/2009	ODA external relations team advised not aware of this but can get more information from LB of TH and ODA PDT.	08/04/2009
08/04/2009	09:00:00	Wrong number - wanted car insurance	08/04/2009	No action	08/04/2009
08/04/2009	14:51:00	Business opportunity enquiry	08/04/2009	Referred to Business Network	08/04/2009
09/04/2009	14:15:00	Caller called to advise that his BT broadband connection had been affected by the drilling on the park hitting BT cables.	09/04/2009	ODA external relations team spoke to ODA press team who said that BT had confirmed that this did not actually have anything to do with the work on the park. ODA external relations team contacted caller to advise.	09/04/2009
09/04/2009	09:40:00	Business opportunity enquiry	09/04/2009	Referred to Business Network and Compete For	09/04/2009
09/04/2009	07:55:00	Job enquiry	09/04/2009	Job brokerage number provided	09/04/2009
10/04/2009	18:40:00	Job enquiry	10/04/2009	Job brokerage number provided	10/04/2009
14/04/2009	13:00:00	Job enquiry	14/04/2009	Job brokerage number provided	14/04/2009
14/04/2009	16:48:00	Business opportunity enquiry	14/04/2009	Compete For details provided	14/04/2009
14/04/2009	14:55:00	Called regarding construction zone 5c. He was there at lunch time and large clouds of dust were being kicked up from heavy vehicles.	14/04/2009	ODA external relations team forward query onto the Environmental team on site to investigate.	14/04/2009
14/04/2009	16:00:00	Business opportunity call	14/04/2009	Compete For details provided	14/04/2009

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14/04/2009	11:40:00	Caller called to find out more information on critical paths for specific Olympic Park venues. Student has looked at Annual Report, milestone documents and critical path document.	14/04/2009	ODA external relations team contacted caller.	14/04/2009
14/04/2009	10:35:00	Caller would like to take school leavers for a tour of the Olympic park in early July.	14/04/2009	ODA external relations team sent request application form.	14/04/2009
14/04/2009	16:30:00	Poor line but caller requested two names for people to attend Carpenters Estate surgery.	14/04/2009	ODA external relations team thanked and passed names to ODA external relations team who is managing the meeting.	14/04/2009
14/04/2009	15:50:00	Job enquiry	14/04/2009	Job brokerage number provided	14/04/2009
15/04/2009	15:35:00	Called re procurement process and current opportunities	15/04/2009	ODA external relations team advised looking further at Compete For and business network page - link provided	15/04/2009
15/04/2009	15:20:00	Called re Compete For message	15/04/2009	ODA external relations team advised to call Compete For helpdesk	15/04/2009
16/04/2009	09:56:00	Wanted more information about apprenticeships	16/04/2009	Referred to colleague in the Employment and Skills Team	16/04/2009
16/04/2009	17:30:00	Job enquiry	16/04/2009	Job brokerage details provided	16/04/2009
16/04/2009	02:03:00	Caller works as security at Stratford Station and had a delivery due at H23 Angel Lane South, however vehicles were obstructing the entrance.	16/04/2009	Hotline operative left a message for ODA external relations team who called back at 02.46 and reported that delivery had been made.	16/04/2009
17/04/2009	16:10:00	Job enquiry on behalf of her husband	17/04/2009	Job brokerage details provided	17/04/2009
17/04/2009	20:00:00	Job enquiry	17/04/2009	Job brokerage number provided	17/04/2009
17/04/2009	17:00:00	Caller wanted planning application reference number for the stadium. He found the one for the velodrome on the website but has been unable to find the one for the stadium.	20/04/2009	ODA external relations team advised information has been requested from planning as there are three planning applications for the main stadium.	20/04/2009
17/04/2009	16:45:00	Caller is writing an article about projects being tendered for the Olympic Park and the procurement process and wanted to know if there is a section online that advises of current opportunities.	17/04/2009	Advised caller about Compete For and directed him to website link.	17/04/2009
17/04/2009	11:50:00	Caller rang back to advise that he had received a call back from the ODA switchboard who provided him with an alternative number.	17/04/2009	No further action	17/04/2009
17/04/2009	09:55:00	Works in Marketing Developing Team at London Transport Museum and wants to know if the ODA is having an event around World Environmental Day on 5 June.	20/04/2009	ODA external relations team referred enquiry to the sustainability team.	20/04/2009

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17/04/2009	16:53:00	Looking to speak to developers of a property surrounding the Olympic Park with a view to marketing properties on their behalf to people in Dubai.	17/04/2009	Advised him to call the Stratford City helpline regarding property development.	17/04/2009
17/04/2009	11:40:00	Caller works for company that manufacture high quality stainless steel street furniture. He has seen the recent contract notice regarding landscape and public realm south park works and wanted to speak to somebody in the procurement department who is specifically dealing with this contract.	17/04/2009	Advised caller that we would get somebody to call him back (see caller's second call - now closed).	17/04/2009
17/04/2009	16:00:00	Would like to organise a site tour	17/04/2009	Provided number for Newham's 2012 Unit	17/04/2009
17/04/2009	13:25:00	Job enquiry and also wanted details of contractors working on site?	17/04/2009	Job brokerage details provided	17/04/2009
17/04/2009	14:30:00	Trying to make a delivery and unsure where to go (had details of North Plaza)	17/04/2009	Directed caller to South Plaza in Pudding Mill Lane	17/04/2009
17/04/2009	14:40:00	On behalf of somebody else, caller wanted aerial photos of the park site showing 1) pre construction, 2) now, 3) two years on and 4) four years. She had been on the website but could not find suitable maps.	20/04/2009	ODA external relations team advised the caller of the image folder on the London 2012 website.	20/04/2009
17/04/2009	15:30:00	Caller has seen a sign regarding the potential closure of Pudding Mill Lane around 29 April. She needs to know if she will still be able to turn into Marshgate Lane from Stratford High Street. Caller asked for message to be left on her voicemail if out.	20/04/2009	Voicemail message has been left for caller today to advise that it is only a temporary closure of Pudding Mill Lane and that access is available from Cooks Road.	20/04/2009
20/04/2009		Could caller possibly have 12 bags of rocks from the site? This is for a project for his students (examining rocks and then building sculptures out of them). He did have an agreement with a landscape gardener but this fell through. Could he have them by the end of the week if possible?	21/04/2009	ODA external relations team passed enquiry to site. He will go out to site later today and have a look at the rocks at the L03 bridge. Site confirmed he could not see any rocks that could be given to caller ODA external relations team called caller to advise who was grateful that we looked out on site for him.	21/04/2009
20/04/2009	14:23:00	Job enquiry	20/04/2009	Referred to Waltham Forest job brokerage	20/04/2009
20/04/2009	10:14:00	Invite to an event	20/04/2009	Asked caller to email details so can be forwarded on to appropriate department for information	20/04/2009
20/04/2009	10:20:00	Job enquiry	20/04/2009	Directed to local job brokerage	20/04/2009
21/04/2009	11:35:00	Job enquiry	21/04/2009	Job brokerage details provided	21/04/2009
21/04/2009	16:23:00	Job enquiry	21/04/2009	Job brokerage details provided	21/04/2009
21/04/2009	14:11:00	Business opportunity enquiry	21/04/2009	Compete For details provided	21/04/2009
21/04/2009	09:15:00	Job enquiry	21/04/2009	Job brokerage number provided	21/04/2009

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21/04/2009	11:10:00	Job enquiry	21/04/2009	On Site number provided and directed to ODA project manager for Women in Construction	21/04/2009
21/04/2009	11:30:00	Caller wanted details of where to view the stadium	21/04/2009	Caller to ring back as unable to hear with background noise at caller's end	21/04/2009
21/04/2009	16:30:00	Caller called to lodge a complaint with ODA as air con units across three floors (nine in total) are all struggling (two have packed up completely) in his building located near the Olympic park. Maintenance advised caller that the issue is due to excess dust in the machines, sourced by work on the park.	21/04/2009	ODA external relations team contact call to request further details and investigate.	21/04/2009
22/04/2009	08:52:00	Job enquiry	22/04/2009	Job brokerage details provided	22/04/2009
22/04/2009	17:20:00	Job enquiry on behalf of her husband	22/04/2009	Job brokerage number provided and link to list of contractors.	22/04/2009
23/04/2009	09:48:00	Job enquiry	23/04/2009	Job brokerage number provided	23/04/2009
23/04/2009	14:00:00	Called about a notification of works received last week. Caller had also emailed ODA external relations team.	23/04/2009	ODA external relations team is looking in to request with transport team and will provide a response.	23/04/2009
23/04/2009	15:14:00	Had received the notification of works regarding ODA piling at Otter Close. Electricity company is also carrying out works in the area and wanted to know who to send the information through to.	23/04/2009	Community Relations team details given	23/04/2009
23/04/2009	15:07:00	Business opportunity	23/04/2009	Referred to Business Network and Compete For	23/04/2009
23/04/2009	12:57:00	Job enquiry	23/04/2009	Job brokerage number provided	23/04/2009
23/04/2009	10:53:00	Job enquiry	23/04/2009	Job brokerage number provided	23/04/2009
23/04/2009	10:41:00	Job enquiry	23/04/2009	Job brokerage number provided	23/04/2009
23/04/2009	21:50:00	Had an emergency call out and needed to get into Bow Junction site entrance	23/04/2009	ODA external relations team will contact caller back.	23/04/2009
24/04/2009	13:35:00	Job enquiry	24/04/2009	Job brokerage number provided	24/04/2009
24/04/2009	13:25:00	Caller owns a factory that produces marble in Spain and would like to get his business involved	24/04/2009	Directed caller to London 2012 Compete For	24/04/2009
24/04/2009	12:25:00	Job enquiry	24/04/2009	Job brokerage number and link to list of contractors provided	24/04/2009
24/04/2009	12:05:00	Business opportunity enquiry. Caller also requested a list of contractors	24/04/2009	Provided link to website and directed to Compete for	24/04/2009
26/04/2009	17:50:00	Job enquiry	27/04/2009	Job brokerage number provided	26/04/2009
26/04/2009	10:00:00	Would like to visit the park this week to see how it has changed. Where are the best places to view?	26/04/2009	ODA external relations team also called back to advise Greenway is best place plus weekend of 19/20 Sept for Open House.	26/04/2009

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27/04/2009	10:00:00	Job enquiry	27/04/2009	Job brokerage number provided	27/04/2009
27/04/2009	11:55:00	Procurement enquiry	27/04/2009	Directed to switchboard number	27/04/2009
27/04/2009	16:32:00	Job enquiry	27/04/2009	Job brokerage number provided	27/04/2009
28/04/2009		Job enquiry	28/04/2009	Job brokerage number provided	28/04/2009
28/04/2009		Job enquiry	28/04/2009	Job brokerage number provided	28/04/2009
28/04/2009	19:32:00	Business opportunity enquiry	28/04/2009	Compete For details provided	28/04/2009
30/04/2009	08:43:00	Caller's husband works on site and caller needed to speak to him (husband had left his mobile at home). She suggested she could speak to her husband's boss.	30/04/2009	Advised we did not have caller's number and she advised her husband actually works for a contractor. Contractor's number found on the website and provided to caller.	30/04/2009
30/04/2009	10:00:00	Job enquiry	30/04/2009	Job brokerage number provided	30/04/2009
30/04/2009	11:45:00	Calling from the Press Team at the ODA	30/04/2009	No action	30/04/2009
30/04/2009	12:15:00	Job enquiry	30/04/2009	Job brokerage number provided	30/04/2009
30/04/2009	09:00:00	Called to report a dark green VW Golf parking illegally in the Square and woke up at 6.00am by the noise created from the car. He is parked in space 87, which is a paid space, not a visitor's space. Caller saw the man park and change into a 2012 jacket which he has been doing all week and would like to this investigated.	30/04/2009	ODA external relations team spoke to caller a number of times during the morning, including encouraging caller to ring Leabank Square's PMMS (Property Maintenance Management Service). ODA external relations team visited The Square and placed a note on the vehicle advising the driver to park elsewhere. ODA to explore signage for the Square to prevent London 2012 workers parking in Leabank Square. ODA external relations team left a voicemail message for caller at 13.30.	30/04/2009
01/05/2009	19:35:00	Job enquiry	01/05/2009	Job brokerage number provided	01/05/2009
01/05/2009	10:10:00	Job enquiry	01/05/2009	Job brokerage number provided	01/05/2009
05/05/2009	19:40:00	Caller called the 2012 hotline regarding a mini fire on site next to Stratford Station - he was trying to contact an electrician who knew the site in order to isolate the electrics. The caller then confirmed the fire was under control and confirmed it was not actually on the Olympic Park but the Stratford City site.	05/05/2009	Hotline operative processed the call through to Stratford City.	05/05/2009
05/05/2009	17:10:00	Calling from an agency looking to book a group from Denmark on a tour of the park	05/05/2009	Advised caller to contact ODA Visits Manager.	05/05/2009
05/05/2009	18:45:00	Had received a letter on his car telling him not to park in the area. He is in fact a resident and was parked in his entitled space. He would like to talk to ODA external relations team about this. His car is a Golf, registration number provided.	06/05/2009	ODA external relations team tried to contact caller at 17.30 today, left a voicemail advising he would try again tomorrow.	06/05/2009

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06/05/2009	10:15:00	Business enquiry	06/05/2009	Directed to Compete for on website	06/05/2009
06/05/2009	09:15:00	Job enquiry	06/05/2009	Job brokerage details provided	06/05/2009
06/05/2009	17:20:00	Job enquiry	06/05/2009	Provided number for job brokerage	06/05/2009
06/05/2009	10:35:00	Calling from LDA funded project that helps people back in to employment - would like to do a tour of the Olympic Park.	06/05/2009	ODA external relations team forwarded request form.	06/05/2009
06/05/2009	12:40:00	Job enquiry	06/05/2009	Job brokerage details provided	06/05/2009
06/05/2009	11:20:00	Job enquiry	06/05/2009	Job brokerage details provided	06/05/2009
07/05/2009	19:45:00	Job enquiry	07/05/2009	Job brokerage number provided	07/05/2009
07/05/2009	17:40:00	Job enquiry	07/05/2009	Provided number for job brokerage	07/05/2009
07/05/2009	19:20:00	Job enquiry	07/05/2009	Job brokerage number provided	07/05/2009
08/05/2009	16:50:00	Has received the notification regarding the closure of High Bridge Street car park, however, it is not clear whether this is temporary or not. Caller understands the need for the temporary closure but there will be major problems if this particular car park disappears completely. Passed to ODA external relations team for a call back.	11/05/2009	ODA external relations team spoke with caller for further details and checked with ODA project sponsor. ODA external relations team fed back: car park on the WWCC site off Station road is a permanent closure. Some new spaces may be made available for general use post completion towards the end 2012 but this will be up to LVRPA. ODA external relations team encouraged caller to contact the hotline again or LVRPA.	11/05/2009
08/05/2009	09:50:00	Resident heard bangs between 9pm - 10pm last night and wondered if it had come from the Olympic Park. .	08/05/2009	ODA external relations team advised the noise was not known to have come from the park.	08/05/2009
09/05/2009	11:10:00	Job enquiry	09/05/2009	Job brokerage number provided	09/05/2009
11/05/2009	18:20:00	Caller has concerns regarding the six traveller sites which are being planned as part of the 2012 legacy. She wondered if somebody from 2012 would be able to go along and give a talk at a residents association meeting. Passed to ODA external relations team for call back.	12/05/2009	ODA External Relations team provided a contact in the LDA.	12/05/2009
11/05/2009	12:15:00	Job enquiry	11/05/2009	Job brokerage number provided	11/05/2009
11/05/2009	12:20:00	Job enquiry	11/05/2009	Job brokerage number provided	11/05/2009
11/05/2009	11:30:00	Job enquiry	11/05/2009	Job brokerage number provided	11/05/2009
12/05/2009	12:39:00	Regarding the dust levels around Lee Bank Square	12/05/2009	Referred to ODA external relations team who contacted caller.	12/05/2009
12/05/2009	17:20:00	Job enquiry	12/05/2009	Provided details for Job brokerage	12/05/2009
12/05/2009	10:10:00	Caller from Broxbourne wanting to rent out their property to London 2012	12/05/2009	Provided accommodation hotline number	12/05/2009

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12/05/2009	07:20:00	Caller rang to advise that he was woken up this morning at 06.15 by a construction supervisor who was arguing about a parking space in Drapers Road. A resident was moving out of his/her space and the construction supervisor was arguing about who was going to park in the vacant space. Registration of the construction supervisor provided.	12/05/2009	Advised caller that we would note his comments and pass the complaint to the correct department. Caller did not request a call back.	12/05/2009
12/05/2009	10:31:00	Call regarding Jubilee walkway	12/05/2009	Referred to Jubilee walkway organisation website	12/05/2009
13/05/2009	10:50:00	Job enquiry	14/05/2009	Provided caller with Job brokerage details	14/05/2009
13/05/2009	10:00:00	Job enquiry	13/05/2009	Provided caller with details for Job brokerage	13/05/2009
13/05/2009	10:20:00	Job enquiry	13/05/2009	Provided caller with details for Job brokerage	13/05/2009
13/05/2009	11:05:00	Business enquiry	13/05/2009	Referred caller to Compete For on the London 2012 website	13/05/2009
13/05/2009	11:35:00	Student calling to use the images and logo - did not want to give details	13/04/5200	ODA external relations team directed to LOCOG	13/05/2009
13/05/2009	11:55:00	Caller is 21 years old and interested in bricklaying. Wants to do work experience to City and Guilds qualification, free Weds and Saturdays.	13/05/2009	ODA external relations team forwarded enquiry to employment and skills team and told student that he should receive a call back.	13/05/2009
13/05/2009	14:00:00	Business opportunity enquiry	13/05/2009	Referred caller to Compete For on the website	13/05/2009
13/05/2009	15:35:00	Business opportunity enquiry	13/05/2009	Referred caller to Compete For on the website	13/05/2009
13/05/2009	10:30:00	Job enquiry	13/05/2009	Job brokerage number provided	13/05/2009
14/05/2009	13:56:00	Job enquiry	14/05/2009	Job brokerage number provided	14/05/2009
14/05/2009	13:14:00	Job enquiry	14/05/2009	Job brokerage number provided	14/05/2009
14/05/2009	11:50:00	Job enquiry	14/05/2009	Job brokerage number provided	14/05/2009
14/05/2009	10:25:00	Job enquiry	14/05/2009	Job brokerage number provided	14/05/2009
14/05/2009	10:06:00	Business opportunity enquiry	14/05/2009	Compete For details provided	14/05/2009
15/05/2009	14:40:00	Request for architectural plan for the IBC/MPC	15/05/2009	Referred to ODA PDT	15/05/2009
15/05/2009	14:45:00	Job enquiry	15/05/2009	Referred to Waltham Forest job brokerage	15/05/2009
15/05/2009	10:30:00	Job enquiry	15/05/2009	Job brokerage details provided	15/05/2009
15/05/2009	12:05:00	Caller from Broxbourne with ideas about making the Broxbourne WWCC more environmentally friendly. Caller has spoken to the ODA before but never received a response.	15/05/2009	Caller used bad language and will be emailing xxxxxxxxxxxx@xxxxxxxxxx.xxx.	15/05/2009
15/05/2009	16:00:00	Caller lives in Broxbourne area and wanted to know if the trees located at the entry point of the site along Station Road will be cut down. Caller would also like to be involved in the launch event for the start of construction?	15/05/2009	Advised caller that the trees will remain as they do not affect the site boundary where the permanent fence will be erected. Details of the event were also provided.	15/05/2009

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16/05/2009	18:30:00	Job enquiry	16/05/2009	Provided details for Job brokerage	16/05/2009
16/05/2009	12:25:00	Caller has received a newsletter regarding the ODA employing local people. He has been on three courses via On Site and still has not got a job. Caller would like to know why the ODA is still advertising that there are jobs for local people when he is struggling to get something even though he has gone through the correct channels. Advised caller that somebody would get. back to him	16/05/2009	ODA external relations team will forward to employment and skills team for action. 18.05.09 - ODA external relations team advised that one of the ESMs has spoken to caller and gone through the present employment situation and explained how the skills he has acquired will be in demand when the landscaping and public realm work begins later this year.	16/05/2009
18/05/2009	14:10:00	Job enquiry	18/05/2009	Provided number for Job brokerage	18/05/2009
18/05/2009	17:05:00	Caller is a tour guide and called to chase her original enquiry of this afternoon - please can she be faxed information on the Greenway closure and diversion route this afternoon? Emailed to ODA external relations team for action.	18/05/2009	ODA external relations team spoke with caller and advised the Greenway will be diverted on Thursday so she can use the route until then. ODA external relations team will mail out the notification to caller with details of the diversion.	18/05/2009
18/05/2009	21:05:00	Called to let us know that a resident had complained that a generator or some sort of machinery had been left running near Gainsborough School.	18/05/2009	ODA External Relations team could not source the noise at this time and would investigate further.	18/05/2009
18/05/2009	12:30:00	Business opportunity (pest control)	18/05/2009	Referred caller to Compete For on the website	18/05/2009
18/05/2009	16:40:00	Caller is a tour guide and up to now has used the Greenway to show people around. However, due to the closure, she wanted to now the new route. She wanted to receive information regarding the new route plus a map this afternoon. Passed to ODA external relations team.	18/05/2009	ODA External Relations team advised that the information would be faxed to her as soon as possible.	18/05/2009
18/05/2009	10:00:00	Caller cycles to work and up until recently cycled through the park right near where the white water canoe complex is being built. As this has now been fenced off, caller was wondering if the route he used to take will ever be available again - will the complex be fenced off permanently post Games? Passed to ODA external relations team.	19/05/2009	ODA External Relations team advised route will be closed until after 2012 Games and will reopen for pedestrians and cyclists after the Games	19/05/2009
18/05/2009	13:50:00	Caller wanted the number for Lee Valley Park Estate to gain access through a locked gate	18/05/2009	Hotline operative provided the number as on website	18/05/2009
19/05/2009	00:00:00	Regarding earlier complaint at 21.05 last night - caller had received another complaint from a resident regarding the noise.	19/05/2009	Hotline operative tried to explain regarding noise monitoring but caller would not let Hotline operative speak and hung up.	19/05/2009

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19/05/2009	07:35:00	Regarding caller's two earlier complaints of yesterday at 21.05 and midnight last night, caller called again to advise that maintenance is being carried out on pile machines and he thinks this is unacceptable considering the noise that kept people awake last night. Helpline operative apologised for the disturbance and tried to advise again about the noise monitoring. Passed to ODA external relations team for a call back today regarding these complaints.	19/05/2009	ODA external relations team left a message on caller's voicemail	19/05/2009
20/05/2009	14:46:00	Had a meeting on site and wanted directions	20/05/2009	Gave telephone number of site office	20/05/2009
20/05/2009	11:20:00	Contact from Redbridge, begins 20 July, runs for 5 weeks, links in with national play day. Hard materials wanted for an event.	20/05/2009	ODA external relations team advised that no material eas available, however could provide literature to support.	20/05/2009
21/05/2009	15:15:00	Business enquiry	21/05/2009	Compete For details provided	21/05/2009
22/05/2009	09:20:00	Business opportunity enquiry	22/05/2009	Compete For details provided	22/05/2009
22/05/2009	09:25:00	Caller previously registered his company with Compete For. He met with ODA Supply Chain Manager yesterday and was advised to visit the 'download latest progress' link in the third paragraph of the business section on the website. The link does not seem to work at present ('page not found').	22/05/2009	Provided caller with Compete For helpline number for further information.	22/05/2009
22/05/2009	10:20:00	Job enquiry	22/05/2009	Job brokerage number provided	22/05/2009
22/05/2009	10:25:00	Would like addresses of the logistic centres at the Olympic Park so that he can co-ordinate deliveries to the Park better. Advised caller about South Plaza on Pudding Mill Lane, however, caller advised that he has a map showing that there is more than one logistic centre - please can caller receive a call back with details.	28/05/2009	ODA external relations team left a message on caller's phone advising there are several logistics centres and to phone the hotline back during office hours for further info.	28/05/2009
22/05/2009	11:45:00	Job enquiry	22/05/2009	Job brokerage number provided	22/05/2009
22/05/2009	14:10:00	Caller has applied for a security pass through the Bow East Logistic Centre. He has heard nothing and wanted to chase it up.	28/05/2009	ODA external relations team provided caller with the telephone number for the Induction Centre where they deal with vehicle passes.	28/05/2009
22/05/2009	15:00:00	Whilst the work was going on in Windmill Lane recently, Caller's curb at the end of his driveway was damaged. He wondered, if when the current pipeline work in Forest Lane complete. Would repair work be carried out to his curb?	28/05/2009	ODA external relations team tried the number but seems to be incorrect.	28/05/2009

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22/05/2009	16:45:00	Caller rang to complain that he had not received any notification about the closure of the Greenway.	22/05/2009	Advised that a notification regarding the closure had been circulated on 15 May and that I would double check that his address was on the circulation list. Caller went on to say that sometimes the signs along the Greenway end up pointing in the wrong direction (either because of vandals or wind) and it takes ages for it to be rectified, causing confusion. Advised comments would be noted - noted by ODA external relations team.	22/05/2009
23/05/2009		Job enquiry	23/05/2009	Job brokerage number provided	23/05/2009
26/05/2009	17:00:00	Caller was recently working for a company on the site. His pass has been removed. Please can somebody get in touch with caller to advise what he needs to do next?	28/05/2009	ODA external relations team spoke with the Employment and Skills Team who will call the caller back.	28/05/2009
27/05/2009	15:01:00	Business enquiry	27/05/2009	Compete For details provided	27/05/2009
27/05/2009	13:00:00	Job enquiry	27/05/2009	Job brokerage number provided	27/05/2009
27/05/2009	14:20:00	Caller is doing a degree and looking at areas of renewal. She is interested in the regeneration and construction going on at the canoe venue at Broxbourne and wondered if she would be able to go on site to have a look around and take some photos.	28/05/2009	ODA external relations team spoke with caller who had already been to ask the contractors to visit the site and they had let her do so. ODA external relations team will send her a copy of the new resident letter we will be issuing at the end of June.	28/05/2009
27/05/2009	13:25:00	Job enquiry	27/05/2009	Job brokerage number provided	27/05/2009
28/05/2009	20:00:00	Caller called to complain that workers were still on site and that the generator that he complained about last week was still on. He went on to advise that he never received a call back following his complaints last week about the generator. He said that communication has broken down and that now he only speaks to Head of External Relations. Please can caller receive a call back regarding the ongoing generator issue.	28/05/2009	The ODA external relations team followed up with a call to caller's wife today to confirm the Duty Manager has reported that the noise is coming from a generator and we are now working with the contractor to see what can be done to mitigate the noise.	28/05/2009

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29/05/2009	16:15:00	Caller has just received the latest issue of Engage which contains an article inviting people to 'meet the construction team' at Tower Hamlets on 9 June. Caller would very much like to meet the team. I therefore took his details and advised him that somebody would get back to him early w/c 1 June with further information.	01/06/2009	ODA external relations team has spoken to caller about the meeting and mentioned the tour being prior to the meeting. He is going to call the 0300 number to book a place. ODA external relations team also mentioned about any issues he'd like addressed at the meeting which include Greenway and whether 417 Wick Lane are being relocated for Games time - ODA external relations team will follow up with the LDA.	01/06/2009
29/05/2009	15:35:00	Caller's company takes people on tours of London and she has seen the new diversion signs around the Greenway. She wants to know if there will still be a viewing point at the Greenway or nearby instead? Please can caller receive a call back? If it is on Monday 1 June, please can a message be left with her colleague as caller will not be in.	01/06/2009	ODA external relations team tried to contact caller who was unavailable but left a message for caller to ring back on mobile.	01/06/2009
29/05/2009		The caller had a query about LOCOG's Open Weekend on 24/26 July.	29/05/2009	Directed to Open Weekend Project Manager .	29/05/2009
30/05/2009	21:15:00	Caller has just been laid off from contractor working on the Olympic Park and has now been offered a job by alternative company. New company has told him that he must ring the ODA to find out whether there is a time gap required between finishing with one contractor before starting with another.	01/06/2009	ODA external relations team has phoned caller and asked him to call the Olympic Park Enrolment team on who will be able to confirm this.	01/06/2009