

E-mail correspondence between Thames Clippers and Southwark Council

1. 31.03.09 – Email from [REDACTED] to [REDACTED] suggesting that the pier needed to be pumped out. [REDACTED] checks this monthly and pumps it out as needed.
2. 18.09.09 – Email from [REDACTED] to [REDACTED] re: lack of lighting on pier. [REDACTED] had temporary lighting in place by 9 Sep and new lighting was installed on 23 Sep to the pier head. However, as Thames Clippers (T.C.) had removed and replaced the lighting on the brow, this was now inaccessible and [REDACTED] had to arrange for the Southwark Lighting department to use special equipment to fix the lighting on the brow, which was done on 24th February.
3. 10.10.09 – Email from [REDACTED] to [REDACTED] re: broken window on the pier. This was forwarded on to [REDACTED] on 14.10.09, who had it cleared and made safe the same day.
4. 20.10.09 – Email from [REDACTED] to [REDACTED] re: lack of lighting on brow. [REDACTED] spoke to [REDACTED] regarding this issue on 27.10.09, and [REDACTED] responded by email on 28.10.09. See 18.09.09 above.
5. 25.11.09 – Email letter from [REDACTED] to [REDACTED] re: R&M work needed on pier. [REDACTED] had telephoned previously to inform [REDACTED] that he would be sending the letter, hoping that it would “assist me [REDACTED] in getting the funding for these works from the council” [REDACTED] repeated to [REDACTED] what had been discussed at their meeting in February, that the responsibility for the R&M should be assumed by T.C. and that if the pier became unsafe in the future it would be closed.
6. 02.12.09 – Email from [REDACTED] to [REDACTED] requesting confirmation that pier and brow will be gritted as required. [REDACTED] confirmed via email on 03.12.09.
7. 16.12.09 – Email from [REDACTED] to [REDACTED] re: lack of lighting. See above 18.09.09.
8. 07.01.10 – Email from [REDACTED] to [REDACTED] asking if pier was being gritted. [REDACTED] responded within the hour, confirming that the pier had been gritted the previous day as well as that morning.
9. 11.01.10 – Email from [REDACTED] to [REDACTED] informing her of the lack of lighting on the pier. Electricians attended the pier, and the lighting was restored on 12.01.10.
10. 15.01.10 – Email from [REDACTED] to [REDACTED] concerned that the pier lights were on during the day, and therefore may not be at night. [REDACTED] informed her the same day that the lights were in fact on 24 hrs.
11. 12.03.10 – Email of letter from [REDACTED] to [REDACTED] which was sent at 17:39 Fri evening. [REDACTED] telephoned [REDACTED] several hours earlier on Friday afternoon to inform him that he would be sending a letter. [REDACTED] repeated that he hoped this letter would “assist me [REDACTED] in getting the funding for these works from the

council". [REDACTED] told [REDACTED] that the best way for him to get the funding needed would be if T.C. paid its arrears and assumed its responsibility for the R&M of the pier. At no time during the conversation did [REDACTED] mention the damage to the pontoon locating system, nor the fact that the pier was in a dangerous condition. As [REDACTED] was on leave on the Monday, he did not receive the letter until Tuesday 16.03.10, and despite what was stated in the letter to [REDACTED] and also in [REDACTED]'s letter to the Mayor's office, there were no attachments sent with the letter. On 18 March, [REDACTED] asked [REDACTED] in person why the photographs had not been sent. [REDACTED] claimed they had been sent by special delivery and signed for by someone in C Magro's office. This was false and in fact the letter with photos were not sent until 19 Mar. In addition, they were sent to the Council's PO box address and not the marina, and were therefore not received by [REDACTED] until 25 Mar.

12. 16.03.10 – Email from [REDACTED] to [REDACTED] responding to the letter from [REDACTED] of 12.03.10. [REDACTED] informed him that the pier would be closed for safety reasons. On 17.03.10, [REDACTED] requested an update and [REDACTED] responded that day.

13. 16.03.10 – Email from [REDACTED] to [REDACTED] of the Mayors Office, informing her of the closure of Greenland Pier and his concerns. [REDACTED] responds on 17.03.10, having liaised with [REDACTED], and replies to [REDACTED] that the closure of the pier was absolutely necessary due to the collision that occurred. [REDACTED] responds on 17.03.10 that T.C. had not been involved in any recent collisions with Greenland Pier. [REDACTED] responds on the same day that the damage identified by inspectors was definitely the result of a collision. [REDACTED] replies on 18.03.10.

14. 16.03.10 – Email from [REDACTED] to [REDACTED] suggesting to arrange a meeting with [REDACTED] to discuss the closure of the pier. [REDACTED] replied on 17.03.10, suggesting a meeting could be arranged for 18.03.10 or later.

15. 17.03.10 – Email from [REDACTED] to [REDACTED] complaining that [REDACTED] had spoken to a member of his staff about his concerns of [REDACTED] mooring procedures in the presence of [REDACTED] customers. [REDACTED] responded on 01.04.10, and requested information regarding [REDACTED]'s use of the pier, in order to produce an updated risk assessment.

16. 17.03.10 – Email from [REDACTED] of Mouchel to [REDACTED] and [REDACTED]. Following their site meeting earlier that day, [REDACTED] recommends that ET Marine's proposals for working on the repairs be accepted.

17. 17.03.10 – Email from [REDACTED] to [REDACTED] of ET Marine, requesting that they proceed with the repairs as soon as possible.

18. 18.03.10 – Email from [REDACTED] to [REDACTED] informing him that the pier has now been reopened. [REDACTED] responds on 19.03.10 that he had visited the pier before allowing T.C. to recommence use of the pier, and requests permission to carry out further inspection.

19. 02.04.10 – Email from [REDACTED] informing [REDACTED] of broken window on pier. [REDACTED] responded on 06.04.10 that the window had been made safe.

20. 04.04.10 – Email from [REDACTED] providing some of the information requested by [REDACTED] on 01.04.10, which was followed up by another email from [REDACTED] on 06.04.10.

21. 08.04.10 – Email from [REDACTED] to [REDACTED] requesting copy of the R&M program for the pier. [REDACTED] responded on 09.04.10.

22. 12.04.10 – Email letter from [REDACTED] to [REDACTED]

From: [REDACTED]
Sent: 31 March 2009 09:35
To: [REDACTED]
Cc: [REDACTED]
Subject: Greenland Pier

Follow Up Flag: Follow up
Flag Status: Blue

Hope you are keeping well.

I had some contractors do some work on the fender sections of the boarding points on the pier the other day and they had to enter the voids and have reported a significant amount of water in two of them, they have confirmed its fresh water not river water, this will cause a motion effect when the pier moves and given the issues with the pile guides I would suggest its pumped out, can you arrange or do you want us to get someone to do it?

Regards

[REDACTED]
Managing Director
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY

[REDACTED]

From: [REDACTED]
Sent: 18 September 2009 13:47
To: [REDACTED]
Cc: Thames Clippers Fleet Control
Subject: Greenland Pier
Dear Sir

I hope you are able to help

We are getting rather a lot of complaints from customers and Crew regarding the lack of night time lighting on Greenland Pier, can you assist or pass the details of the person/department responsible.

Many thanks in anticipation

[REDACTED]

[REDACTED]

Safety and Fleet Operations Manager

Thames Clippers
Unit 12
The Riverside Building
64 Orchard Place,
Trinity Buoy Wharf
London E14 OJY

[REDACTED]

From: [REDACTED]
Sent: 10 October 2009 09:45
To: [REDACTED]
Cc: [REDACTED]
Subject: Greenland pier waiting room

Good morning,

We have had a report from our crew that two windows in the waiting room at Greenland pier have been smashed. We are worried for the safety of our passengers as there is alot of sharp glass.

Please contact me if you need anymore information.

Kind regards

Thames Clippers

[REDACTED]
Senior Fleet Controller
[REDACTED]

From: [REDACTED]
Sent: 20 October 2009 08:49
To: [REDACTED]
Subject: Greenland pier lights
Good Morning!

We had reports from our customers and crew that top half of the Greenland pier does not have any lights over the night.
Could you please have a look.
Thank you

Kind Regards

[REDACTED]
Senior Fleet Controller
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 28 October 2009 14:26
To: [REDACTED]
Subject: Brow Lighting & Invoices

Follow Up Flag: Follow up
Flag Status: Completed
Hi [REDACTED]

Further to our conversation yesterday afternoon I have now had the opportunity to look into the items discussed;

Brow Lighting

I understand from [REDACTED] that we are not responsible for the maintenance of the pier it was purely the installation of the new system due to the failure of the previous one and [REDACTED] [REDACTED] not responding to our request. The contractor was GPS Engineering (+44 (0)1733 233 199). The replacement was done as the old system had failed and the completed works were at our cost.

Outstanding Invoices

Invoice no. 52846 - Please can you advise what boat this was, does it all refer to the Opus / do you have any emails or faxes relating to this (other than the invoice)?
Invoice no. 53001 - This is relating to electricity in 2006 which I regret is now impossible to reconcile as it was over 3 years ago.
Invoice no. 53095 - Do you have any emails or faxes relating to this so we can investigate further what exactly it was for?
Invoice no. 59498 - This invoice has been authorised and the cheque will be sent out in next weeks payment run (apologies for the delay).
Invoice no. 60367 and 60541 - A cheque had already been sent as payment for these back in August however appears to not have reached you, our accounts team are confirming that this cheque has not been cashed and we will then reissue accordingly (I will chase to ensure that this is done).
Invoice no. 62046 - [REDACTED] has signed this cheque and I will send out to you in today's post by special delivery.

If you are able to come back to me on the above questions then it will help me to reconcile and authorise payment accordingly.

Kind regards,

[REDACTED]
[REDACTED]
PA to Managing & Executive Directors
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY
[REDACTED]

From: [REDACTED]
Sent: 25 November 2009 15:30
To: [REDACTED]
Cc: [REDACTED]
Subject: Greenland Pier

Attachments: 20091125153608.pdf; Greenland Pics.pdf

Dear [REDACTED]

Please find attached a letter for your attention from [REDACTED], Managing Director at Thames Clippers (please note this letter has been sent by email only).

Kind regards,

[REDACTED]

[REDACTED]
PA to Managing & Executive Directors
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY

[REDACTED]
[REDACTED]

[REDACTED]
Southwark Council

By email only:
[REDACTED]

25th November 09

Dear [REDACTED]

I write to enquire where you are with the repairs and maintenance works required at Greenland pier; when we last spoke you were having the pins replaced that hold the brow in place at street level and a survey conducted to ascertain the structure integrity of the pier.

I show concern that the roller horns that secure the pier into the dolphin guides upstream and downstream are now non-existent after many years of service. To my knowledge these have never been replaced and should certainly be done so at least once every ten years, and given the age of the pier now the replacements are well overdue and this system is currently totally ineffective.

When the tide changes or a boat comes into the pier, moors and pushes the pier in the opposite direction to the tide, there is as much as 10 - 12 inches play in each direction which whilst the pier is not in danger of floating away, this movement is putting significant strain on the brow. Given the wear that you have previously identified and responded to on the pins I would suggest that you check these because as a result of the movement that is currently taking place I would suspect that it is putting the brow under significant pressure and I would urge you to replace these pile guides as soon as possible.

I attach 2 images that may help explain the above however if I could be of any assistance in this matter please do not hesitate to contact me on [REDACTED]

Yours sincerely,



[REDACTED]
Managing Director

Cc: [REDACTED] - Southwark Council [REDACTED]

Thames Clippers
Unit 12 The Riverside Building Trinity Buoy Wharf 64 Orchard Place London E14 0JY
T: +44 (0) 870 781 5049 F: +44 (0) 20 7001 2222
thamesclippers.com

From: [REDACTED]
Sent: 02 December 2009 07:54
To: [REDACTED]
Subject: Gritting of Greenland Brow & Pier

Good Morning

With the onset of winter conditions.

Please confirm that gritting of the brow & pier will take place as required.

Many thanks

Kind Regards,

[REDACTED]

Head of Safety & Fleet Operations

Thames Clippers

Unit 12
The Riverside Building
64 Orchard Place
London E14 OJY

Direct Line [REDACTED]

Mobile [REDACTED]

Fax: [REDACTED]

Web www.thamesclippers.com

E mail [REDACTED]

From: [REDACTED]
Sent: 03 December 2009 07:59
To: [REDACTED]
Subject: RE: Gritting of Greenland Brow & Pier

Follow Up Flag: Follow up
Flag Status: Blue
Dear [REDACTED]

The gritting of the brow & pier will take place as required.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 16 December 2009 15:56
To: [REDACTED]
Subject: Greenland lighting

Follow Up Flag: Follow up
Flag Status: Red

Hello [REDACTED]

We are receiving complaints from our passengers in regards to no lighting on the pier & brow?

Can you help?

Kind Regards,

[REDACTED]
Head of Safety & Fleet Operations

Thames Clippers

Unit 12
The Riverside Building
64 Orchard Place
London E14 OJY

Direct Line [REDACTED]

Mobile [REDACTED]

Fax: [REDACTED]

Web www.thamesclippers.com

E mail [REDACTED]

From: [REDACTED]
Sent: 07 January 2010 10:22
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Ice on Greenland Jetty -- treacherous
Importance: High

Hi [REDACTED]
Please see the passenger complaint below.
Are you gritting as arranged?
Cheers

Kind Regards,

[REDACTED]

Head of Safety & Fleet Operations

Thames Clippers

Unit 12
The Riverside Building
64 Orchard Place
London E14 OJY

Direct Line [REDACTED]

Mobile [REDACTED]

Fax: [REDACTED]

Web www.thamesclippers.com

E mail [REDACTED]

From: [REDACTED]
Sent: 07 January 2010 09:45
To: [REDACTED]
Subject: FW: Ice on Greenland Jetty -- treacherous
Importance: High

Morning [REDACTED]

Please see below, is there any chance we could contact Southwark council to arrange for this to happen?

Many thanks

[REDACTED]

[REDACTED]
Information & Feedback Coordinator

Thames Clippers

Unit 12

The Riverside Building

Trinity Buoy Wharf

64 Orchard Place

London E14 0JY

T: [REDACTED]

www.thamesclippers.com

From: [REDACTED]

Sent: 07 January 2010 09:40

To: [REDACTED]

Subject: Ice on Greenland Jetty -- treacherous

Importance: High

The gangway leading from Rope Street to the Greenland jetty is treacherous and we noted three people falling this morning.

Could someone please salt/grit the upper part of the gangway.

Many thanks

[REDACTED]

[REDACTED]

(on behalf of Withers LLP)
Head of Business Services

T: [REDACTED]

E: [REDACTED]



please consider the environment - do you really

From: [REDACTED]
Sent: 07 January 2010 11:21
To: [REDACTED]
Subject: RE: Ice on Greenland Jetty -- treacherous

Follow Up Flag: Follow up
Flag Status: Blue
Dear [REDACTED]

My staff did grit yesterday however there was a build up of ice overnight and I have had them out gritting again this morning so this should be taken care of now.

Regards,

[REDACTED]

Harbour Master, Surrey Docks

South Dock Marina

Rope Street

London

SE16 7SZ

Tel: [REDACTED]

Mob: [REDACTED]

Fax: [REDACTED]

- 9 -

From: Thames Clippers Fleet Control [mailto:fleetcontrol@thamesclippers.com]

Sent: 11 January 2010 06:34

To: [REDACTED]

Subject: Greenland Pier

Good Morning,

Crews have reported that on Greenland pier the pier lights are not working (the brow light are).

Just thought I would let you know.

[REDACTED]

Fleet Controller

Thames Clippers

T:02070012216

M:07976044680

M:07898065062

E:

[REDACTED]
E:fleet.control@thamesclippers.com

From: [REDACTED]
Sent: 11 January 2010 09:28
To: 'Thames Clippers Fleet Control'
Cc: [REDACTED]
Subject: RE: Greenland Pier

Hello [REDACTED].

Thank you for your email.

Are you referring to the navigation lights or the lights in the waiting areas?f

Please advise

[REDACTED]

From: [redacted] [mailto:[redacted]]
Sent: 11 January 2010 14:23
To: Thames Clippers Fleet Control
Cc: [redacted]
Subject: FW: Greenland Pier

Hello [redacted]

Further to your email below we intend to assess the lighting situation on Greenland Pier tonight.
The electricians are due on site tomorrow and will endeavour to remedy any faults.

Thank you
[redacted]

From: Thames Clippers Fleet Control [mailto:fleetcontrol@thamesclippers.com]
Sent: 11 January 2010 19:33
To: [REDACTED]
Subject: RE: Greenland Pier

Thank you for your help

[REDACTED]

Fleet Controller
T:02070012216

M: [REDACTED]

M: [REDACTED]

E: [REDACTED]

E: [REDACTED]

From: [REDACTED]
Sent: 12 January 2010 16:05
To: Thames Clippers Fleet Control
Cc: [REDACTED]
Subject: RE: Greenland Pier

Follow Up Flag: Follow up
Flag Status: Blue
Hello [REDACTED]

I confirm the lighting on Greenland Pier has now been restored – apologies for the inconvenience.

Could you please address all future enquiries with regard to Greenland Pier to the Harbour Master [REDACTED] directly.
His details are as follows –
Email: [REDACTED]
Tel: [REDACTED]

Thank you
[REDACTED]

From: Thames Clippers Fleet Control [mailto:fleetcontrol@thamesclippers.com]
Sent: 15 January 2010 16:41
To: [REDACTED]
Subject: Greenland pier

Hello,

Just had a report from our staff at Greenland pier.
It looks like that pier lights are on during the day but off at night, this might be a clock timer issue

Would it be possible to check please

Thank you

[REDACTED]
Senior Fleet Controller

D: [REDACTED]

M: [REDACTED]

W: [REDACTED]

F: [REDACTED]

E: [REDACTED]

From: [REDACTED]
Sent: 15 January 2010 16:49
To: Thames Clippers Fleet Control
Subject: RE: Greenland pier

Follow Up Flag: Follow up
Flag Status: Blue
Hello [REDACTED]

The pier lights are currently set to be on 24 hours every day. I will ask the Dock Master on duty this evening to check to make sure that they are on during the night.

Regards,

[REDACTED]

Harbour Master, Surrey Docks

South Dock Marina

Rope Street

London

SE16 7SZ

Tel: [REDACTED]

Mob: [REDACTED]

Fax: [REDACTED]



Mr. [REDACTED]
Southwark Council

By email only:
[REDACTED]

12th March 2010

Dear [REDACTED]

I am following up on a letter that I sent you on 25th November 09 with regards to the condition of Greenland pier, of which I do not appear to have had any response. Since that letter almost 3 months have passed and the pier has not received any attention and continues to deteriorate.

I have attached some photographs taken on 11th March 2010 which clearly show significant deterioration and the need of immediate attention with regards to the 2 pier dolphin guides, especially the downstream end as seen in figure GR3 (it is important to note that should this solid stainless steel spindle that the wheels once were attached fail, the pier would float away from its position). The upstream outside freeboard (distance between the waterline and deck level), which indicates the pier may have some level of water in its tanks.

I would very much appreciate a response and a detailed plan of how you propose to rectify these deficiencies both short and long term.

Yours sincerely,

Sean Collins
Managing Director

Cc: [REDACTED]

Thames Clippers
Unit 12 The Riverside Building Trinity Buoy Wharf 64 Orchard Place London E14 0JY
T: +44 (0) 870 781 5049 F: +44 (0) 20 7001 2222
thamesclippers.com

REGISTERED ADDRESS: THE STUDIO, THE O2, LONDON SE10 0DX. COMPANY REG NO: 0377 3645. VAT NO. 239665875

From: [REDACTED]
Sent: 12 March 2010 17:38
To: [REDACTED]
Subject: RE: Greenland Pier

Attachments: DOC120310.pdf
Email 1 of 2

Hi [REDACTED]

Attached you will find a letter and attachment sent for your attention from [REDACTED] Managing Director at Thames Clippers.

Please note that this letter has been sent by email only.

Kind regards,

Gemma

[REDACTED]
PA to Managing & Executive Directors
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY
T: [REDACTED]
www.thamesclippers.com

[REDACTED]

From: [REDACTED]
Sent: 16 March 2010 17:33
To: [REDACTED]
Cc: [REDACTED]
Subject: Closure of Greenland Pier

Dear [REDACTED], further to your letter sent to [REDACTED] on the 12th March 2010. Having read the contents we have now had our contractor look at the dolphin guides and their advice is, the situation is considered too dangerous to allow the pier to remain open especially considering the passenger safety element.

Tomorrow morning there will be a structural engineer attending site to examine the dolphins and advise on the best way forward. However, in the mean time I am informing you that the pier will be closed from 8.30pm today. Please inform all your staff and passengers.

Signs will be erected informing members of the public of the situation. I will see to it that you are kept informed as the situation progresses.

Yours sincerely

[REDACTED]
Business Manager
Road Network, Parking & South Dock Marina
Tel: [REDACTED]

From: [REDACTED]
Sent: 17 March 2010 15:41
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Closure of Greenland Pier

[REDACTED]

Further to your communication yesterday evening could you please provide me with an update on the situation as almost 24 hours has passed and we are no clearer as to when the pier will reopen. We have obviously be inundated from passengers requesting information and updates as to when our service will recommence and we want to ensure we are keeping them as up to date as we possibly can.

Regards,

[REDACTED]

Sean Collins
Managing Director
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY
T: [REDACTED]
www.thamesclippers.com

From: [REDACTED]
Sent: 17 March 2010 16:22
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Closure of Greenland Pier

Follow Up Flag: Follow up

Flag Status: Blue

Dear Sean, all the latest information is on the web site, it can be viewed at the following.

<http://www.southwark.gov.uk/Public/Home.aspx>

Regards

[REDACTED]

From: [REDACTED]
Sent: 16 March 2010 20:44
To: [REDACTED]
Cc: [REDACTED]
Subject: Greenland Pier Surrey Quays

[REDACTED]

I have attached a communication that we have unfortunately had to send to our valued Greenland Pier passengers this evening as a result of notice we were given by Southwark Council at 1805 tonight. This pier is very important for over 600 commuters a day as it provides an isolated area in South East London with a fast efficient transport connection to Canary Wharf, The City and The West End. We have been servicing this pier for almost eleven years and built up a loyal and dedicated customer base and I fear if it does not re open quickly it will have a significant impact on these passengers and the business. As you are aware this is just the sort of issues that the Mayors Concordat was set up to tackle and as I have pointed out previously to the group its very disappointing that Southwark has shown very little interest in it to date. This is the first time in the companies history we have found our self in this situation, please could you give this your urgent attention to ensure this pier re opens quickly.

With great sadness

[REDACTED]

[REDACTED]
Managing Director
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY
T: [REDACTED]
www.thamesclippers.com

From: [REDACTED] On Behalf Of [REDACTED]
Sent: 17 March 2010 17:18
To: [REDACTED]
Cc: [REDACTED]
Subject: Greenland Pier Surrey Quays

Dear [REDACTED]

I was very concerned on reading your email about the sudden closure of Greenland Pier.

I have spoken with [REDACTED], the Director at Southwark responsible for Greenland Pier. She assures me that they want to see the pier open as soon as possible, and that closure was absolutely necessary for safety reasons, due to the borough becoming aware of some significant damage, most likely caused by impact from a vessel.

Southwark have explained to me that the damage to the dolphins at the pier was caused not through lack of maintenance (the pier is inspected monthly) but was almost certainly due to a collision - hence the lack of warning over the closure. The PLA were informed of the closure and apparently this emergency and temporary closure was postponed by half an hour or so that your busiest sailings were able to call at the pier.

Engineers visited the pier this morning to inspect the damage and contractors are on site, working to repair the damage and open the pier by Friday morning at the latest. I understand that the harbour master at Surrey Docks has been in contact with you to appraise you of progress.

Kind Regards

[REDACTED]

[REDACTED]
Mayor's Transport Advisor & TfL Board Member

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

Sent: Wed Mar 17 18:34:19 2010
Subject: FW: Greenland Pier Surrey Quays

[REDACTED]

Thank you for your swift response on this, it is much appreciated. Although we were frustrated by the sudden closure of the pier we are pleased that the council are addressing the immediate damage and look forward to ongoing discussions with them about the regular up keep needed for the pier. In the short term we are delighted we will be operate a full service for our customers from Friday with the re opening of the pier.

To be clear Thames Clippers have absolutely not been involved in any recent collisions with Greenland Pier. We have been concerned with the general maintenance of Greenland Pier for some time and have voiced our concerns to Southwark Council on several occasions (see attached supporting documentation). We believe this has been the cause for the deterioration of the pier structure and not the misinformation regarding an alleged one off collision. Thames Clippers has simply been berthing at the pier as any other vessel would be required to do to operate from the pier.

I understand that the council plan to meet with me shortly to resolve the immediate concerns and discuss the long term future of the pier.

Regards

[REDACTED]

From: [REDACTED]
Sent: 17 March 2010 19:22
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Greenland Pier Surrey Quays

Dear All

The council has a programme of maintenance for the pier and docks. We have reacted positively to any routine and ongoing matters raised with us.

The damage our inspectors have identified is without a doubt the result of a severe impact/collision from the river side and nothing whatsoever to do with wear and tear.

We would not have taken the urgent action we did if this was something of a gradual nature. It is not. I do think even in the urgent situation our communications could have been better and I apologise for this.

[REDACTED]
Strategic Director of Environment and Housing

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E-mails are transmitted over a public network and Southwark Council cannot accept any responsibility for the accuracy of a message that may have sustained changes in transmission".

From: [REDACTED]

Sent: 18 March 2010 10:48

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Greenland Pier Surrey Quays

[REDACTED]

I think the supporting letters sent in my previous email (which I assume you have read) clearly shows that a regular maintenance schedule has been severely lacking and minimal work has been undertaken on the pier over the last 12 months, you will also note the clear comparison between the Masthouse Terrace roller horns and the ones at Greenland pier. Any qualified marine engineer would have identified the severe wear to the pile guide roller horns so I fail to see how this was missed and why my concerns were ignored. I would be very interested to see how the council can demonstrate how they 'reacted positively to this ongoing matter' as it is only now that the works are being undertaken.

With this in mind I am concerned as to how the inspectors could have concluded so categorically that the failure was down to a severe collision. For this part of the structure to fail through a collision would have caused serious damage to a vessel, possible injury to passengers and therefore a series of complaints. None of the latter has been reported.

I would recommend that you speak to the council engineers responsible as there is clearly some 'disconnect' between the planned routine checks / maintenance and what actually is delivered on site.

To move this forward I am meeting Simon Hughes early next week which is welcomed. Clearly we all want to promote the growth of river transport and support the Mayor's desire to transform the river. It is a just regrettable that it has come to a temporary closure of the pier to actively discuss the much needed works to the pier.

Regards,

[REDACTED]

[REDACTED]

Managing Director
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY

T: [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 16 March 2010 23:17
To: Thames Clippers Website
Cc: [REDACTED]
Subject: Closure of Greenland Pier

Dear Sir/Madam,

We write as the local ward councillors about the temporary closure of Greenland Pier for safety reasons.

Having spent much of this evening on the phone to the Council, the local MP Simon Hughes and to local residents, clearly the closure of the pier for safety reasons is causing a lot of concern to all parties.

I understand that in addition to these emergency works, there are also ongoing issues to do with maintenance and fees for use of the pier.

As local councillors we would be keen to help in any way to resolve these broader issues, and would be happy to facilitate a meeting, including with the local MP, if that would be of use.

Yours sincerely,

[REDACTED]

From: [REDACTED]
Sent: 17 March 2010 17:37
To: [REDACTED]
Subject: FW: Closure of Greenland Pier

Dear [REDACTED]

Thank you for your communication.

Since your correspondence to Thames Clippers, which I personally only received this afternoon due to the amount of communication we have had on Greenland pier, I have subsequently already written to Simon Hughes (please see attached).

As you have indicated he will be attending your proposed meeting, I look forward to you providing some convenient dates in order for this to happen preferably tomorrow?

Kind regards,

[REDACTED]

[REDACTED]
Managing Director
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY
T: [REDACTED]
[REDACTED]

Dear [REDACTED]

I am sure that you are aware of the very unfortunate closure of Greenland Pier at short notice to both Thames Clippers, and our customer's yesterday evening.

As somebody that has used Thames Clippers in the past you can appreciate how important the service is for over 600 commuters a day, providing an isolated area in South East London with a fast efficient transport connection to Canary Wharf, the City and West End. We have been proud to service this pier for almost eleven years and have built up a loyal and dedicated customer base. I fear that if it does not reopen quickly the closure will have a significant impact on these passengers and the business.

Furthermore along with our Nelson Dock (Hilton Hotel Docklands) to Canary Wharf service, Greenland Pier has provided one of the only cross-river transport options for Surrey Quays during the long-term closures of the East London Line plus the planned and unscheduled closures of the Jubilee Line. This demonstrates that the river is a vital and integrated mode of transport.

As you know Thames Clippers operated its first ever sailing from Greenland Pier in May 1999 and this closure gives me great frustration given the numerous communications that I have made to the Council about the lack of maintenance being carried out to the pier. I would very much appreciate an imminent meeting with you to discuss the way forward in reinstating the pier short-term, but more importantly plan for its long-term future.

With great sadness,

[REDACTED]

[REDACTED]
Managing Director

Thames Clippers

Unit 12

The Riverside Building

Trinity Buoy Wharf

64 Orchard Place

London E14 0JY

T: [REDACTED]

www.thamesclippers.com

From: [REDACTED]
Sent: 17 March 2010 10:45
To: [REDACTED]
Subject: Greenland Pier

Dear [REDACTED]

It has been reported to me that you engaged in conversation with one of my members of staff at Greenland pier yesterday, 16th March 2010, discussing in your view unsafe mooring practices and the operation of Thames Clippers craft at Greenland pier. Trying to find fault in other peoples affairs does not substitute your lack of management and responsibility that you have shown with regards to Greenland pier.

Thames Clippers have gone through a vigorous training and testing program under supervision of the MCA, including mooring procedures that we carry out during our mooring operation at all piers on the river. I understand that during the conversation you said "you are operating illegally, I have seen the circulation from the MAIB and the MCA in regard to single-point mooring and that you are not obeying to that direction" and advised that you are going to inform the relevant bodies, may I suggest that when you do this you also send them the pictures and the condition of Greenland pier as a result of you failing to carry out your duties and I will also like to advise you that it is also your duty as a pier owner to correspond with Thames Clippers and understand what our approved operating procedures are to ensure that you as a pier operator are ensuring that us the boat operator, are operating legally and responsibly.

I am very disappointed that you chose to make this dialogue in a public place and in the prescience of my customers and the general public when you clearly do not understand or know the facts. I would suggest that you keep your comments and your opinions to yourself and should you wish to understand more about the operation of our business you communicate in a correct and professional manner with the people responsible for the operation and not conduct yourself in an unprofessional manner as you have done in this case. Should I hear of any other comment or communication of such kind I will take this further.

Kind regards,

[REDACTED]

[REDACTED]

Managing Director
Thames Clippers
Unit 12

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Sent: Thu Apr 01 19:16:34 2010
Subject: Greenland Pier

Dear Mr. [REDACTED]

It appears that you may have been misinformed; I did not in fact engage in conversation with one of your employees in the presence of your customers and the general public on 16 March. I did speak to a member of your staff, [REDACTED] while he was on the pier that day waiting for the eastbound Thames Clipper; however there were only two other people present on the pier while [REDACTED] was there and they were the two engineers attending the damage to the pontoon locating system on the downstream side of the pier.

This conversation occurred shortly after we had become aware of the damage to the pontoon locating system. I had called our marine surveyor and he had told me to observe the effect on the pier of the Thames Clippers coming along side and I therefore decided to have the pier videotaped during the next few arrivals of the Thames Clippers. This is why I am absolutely sure of the fact that there was no other person present at the time of my conversation with [REDACTED] because the arrival of the Thames Clipper that he boarded was videotaped and it clearly shows that [REDACTED] was the only person to board the vessel. The engineers who saw [REDACTED] and me from the far end of the pier remember this as well.

As operator of the pier it is my responsibility to keep its operations under review to reflect changing requirements and to ensure pier safety. From personal observation as well as from my knowledge of MCA safety alerts I am aware of the fact that quick mooring techniques, such as steaming on a single spring, place excessive force on moorings when vessels come alongside. Additionally, both our engineers and our marine surveyor have pointed out the fact that the mooring practices of Thames Clippers vessels have lead to the deterioration of the pier. It was immediately prior to my conversation with [REDACTED] on 16 March, when our surveyor had specifically asked me to observe the effect of the Thames Clipper vessels coming alongside, that I observed the excessive force being placed on the pier and it is for this reason that I questioned [REDACTED] about Thames Clippers vessels using a single point mooring and hanging on the mooring lines with the engine engaged.

While I dispute the quotes that you have attributed to me, I did state that to my knowledge the MAIB has said that, notwithstanding general advice to the contrary, the practice of using a single mooring line and engine power to hold a boat alongside is widespread on the Thames and that this is not appropriate for large passenger vessels such as the Thames Clippers. Mr. [REDACTED] responded that your company has approval to do so from the MCA and that is where the conversation ended.

Given my responsibility for the pier and the professional observations that I had received from our contractors, I believe that I was justified in enquiring about the vessels' mooring practices and the operation of Thames Clippers craft at Greenland pier. Additionally, due to the very serious situation caused by the damage to Greenland Pier I must review the risk assessments regarding its operation. As the operator of the only vessels which utilize Greenland Pier, you will be required to provide me with all of the information necessary in order to ensure me that the pier is being operated responsibly.

I will need you to provide me with the following at the soonest possible date:

1. The latest risk assessment carried out regarding the use of quick methods of moorings at Greenland Pier
2. All information regarding the design, manufacture, inspection and service of all components of mooring or other equipment at Greenland Pier installed by or on behalf of Thames Clippers
3. All details of the approved operating procedures which apply to Thames Clippers' use of Greenland Pier

It has been brought to my attention that faulty work has been carried out by or on behalf of Thames Clippers which requires correcting; none of which was authorized by Southwark Council. You will need to provide the details of all work carried out on the pier by or on behalf of Thames Clippers and you must request and receive authorization before carrying out any other work in the future.

I look forward to your response.

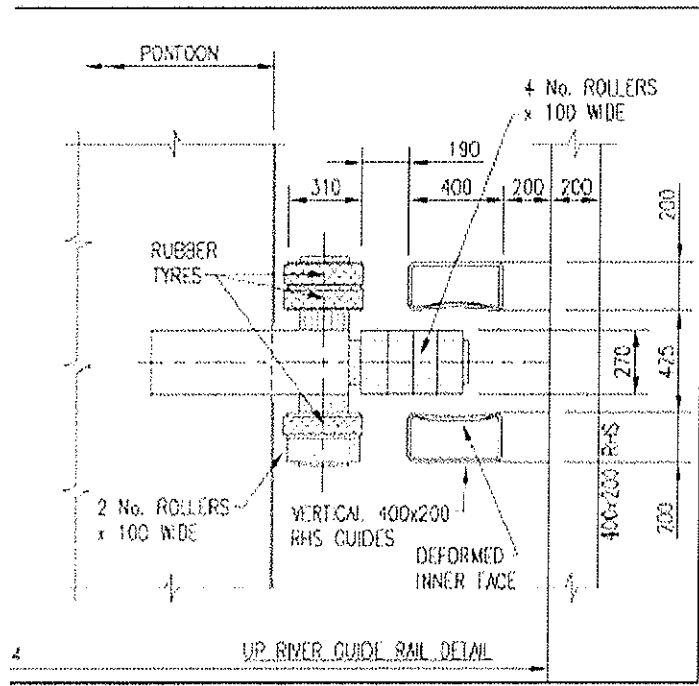
Regards,

From: [REDACTED]
Sent: 17 March 2010 22:51
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Greenland Pier emergency repairs

Dear Mr [REDACTED]

I visited Greenland Pier today and met with you and [REDACTED] to inspect the Greenland Pier down river pontoon guides.

The sketch below shows the down river guide.



Site Inspection

- The 4No Rollers which should engage between the two vertical 400 x 200 RHS Guides were missing. We understand that they fell off yesterday. One of the rollers had fallen onto the dolphin cross bracing and had been retrieved by Marina staff. I understand that the other three rollers had fallen into the river. It might be possible for divers to retrieve them.
- The 4No rollers were originally retained on a 110mm dia stainless steel shaft by a stainless steel retaining plate. The retaining plate was originally held in place on the end of the 110mm dia shaft by 3No bolts. The retaining plate was missing. This had allowed the 4No rollers to be lost. It was not possible to inspect the outside face of the 110mm dia shaft so I cannot say for sure whether the three bolts had worked loose or had sheared off or failed in tension. It is probable that they failed in tension.
- The 110mm dia shaft (believed to be 1400mm long) is housed in a fabricated steel box - shown as a rectangle in the sketch. It originally passed through two steel plates each with an annulus slightly larger than the shaft. It was originally retained, longitudinally and rotationally by a keep plate which engaged with a slot in the shaft. The keep plate was originally held in place against the back plate by two bolts which screwed into threaded holes in the back plate. At the time of the inspection one of the keep plate securing bolts was unscrewed and lying in the bottom of the fabricated

box. The other bolt was slightly loose and the keep plate was hanging vertically on the one remaining bolt. The 110mm dia shaft had moved bodily away from the back plate towards the dolphin. It is therefore only held by one of the two steel plates. We understand that the shaft had been moved back by marina staff and wedged in position so that it could not contact the 400 x 200 RHS dolphin cross frame.

Safety Considerations

The Pier as I observed it is unsafe.

The 110mm dia shaft is not secure. It currently projects between the two vertical guides and, although not perfect, prevents the pontoon moving towards or away from the shore, (lateral movement).

The allowable lateral movement of the pontoon, now that the 4No rollers have been lost, is 425mm -110mm = 315mm. This is excessive. It will allow the pontoon to range violently back and forth. This movement will loosen the shaft within its temporary wedges and, with the friction between the shaft and the dolphin guides, could cause the shaft to move away from the housing. As the pontoon rises and falls with the tide it is possible that shaft could extend past the 400 x 200 RHS dolphin cross frame such that the whole pier could become held up as the tide falls or held down as the tide rises. The consequences of this are uncertain but two possibilities are: the pontoon could be held down such that it takes on water. This could cause it to sink. Alternatively and more probable the whole guide housing could be torn away from the pontoon thus allowing the pontoon to move away from the dolphins and become loose on the river. A consequence of this is that the Bridge would fall into the river at its outer end.

With the rapid rise and fall of the tide these actions could take place very quickly. It is possible that complete and disastrous failure of the pontoon locating system could take place whilst members of the public are on the pier and without their immediate knowledge.

In view of the high risk involved I recommend the following:

- Until the guides are repaired, the Shaft should be regularly inspected and measures taken to ensure that it does not move away from the housing.
- The Pier should not be used by the public until full repairs are carried out unless strict precautions listed below are in place.
- The repairs should be carried out at the earliest possible time.
- The PLA Harbour Master should be aware of the situation and river traffic told to move slowly past the pier.

If the pier must remain open until the repairs are carried out the following precautions should be observed:

- The pier should be manned full time. The operative should be briefed to observe the shaft and evacuate the pier and close it if the shaft moves away from the back plate.
- Vessels using the pier must approach and leave the pier at extremely low speed to reduce the wash and movement of the Pier.
- Vessels using the pier should not hang on the mooring lines with the engine engaged.

Recommendation

We have seen a proposal from ET Marine in an email to [REDACTED] dated 17.03.2010@08:49. The proposal is for the replacement of the 110mm dia shaft and the 8 roller guides. The price given is £6,800.

I have not worked with ET Marine but they are known to me. I believe that they are well able to carry out these repairs.

I understand that they have all the components in stock except the keep plate but they can manufacture the keep plate at short notice.

I have briefly discussed ET Marine's proposals with their [REDACTED]. He appears to have a good understanding of the work and understands his responsibilities with regard to health and safety.

Our assessment of ET Marine cannot be definitive without further detailed discussion. On the face of it however I believe that ET Marine's offer is good and will provide the safest solution to a potentially very serious situation.

Contractual

[REDACTED] asked Mouchel to place an order with ET Marine for the work. After consulting with my principals I regret that it is not possible.

We propose that the order should be placed with ET Marine by **FM Conway**. This firm has a Term Contract with London Borough of Southwark for repair and maintenance work.

[REDACTED] from our Blackfriars office has spoken with the Conway's Senior Contract Manager for Southwark, John Holliday, and he is happy to place an order with ET Marine in principle. Depending on the size of the job they charge a 10-12% fee. They will be happy to sort it out right away if the details are ok.

It will be necessary for LBS to place an order with FM Conway.

Mouchel will be pleased to assist London Borough of Southwark in any capacity within our operating remit

Regards

[REDACTED]
Principal Engineer
Mouchel Ports and Marine
Tel: 44 (0) [REDACTED]
Mob: 44 (0) [REDACTED]
Fax: 44 (0) [REDACTED]
Address: Mouchel, Export House, Cawsey Way, Woking, Surrey, UK, GU21 6QX

To [REDACTED] by e-mail 17/03/2010

Dear Mr. [REDACTED]

Thank you for the quote to repair the damaged shaft and rollers on Greenland Pier. I can confirm that Southwark Council would like to have you proceed with these repair works as soon as possible. While your company, ET Marine is not currently listed as a supplier on the council vendor data base, I confirm that the council will pay for the repair work quoted either through Mouchel which will pay you as a sub-contractor or, if this turns out to not be possible, Southwark Council will pay your company directly as soon as we can get it set up as a vendor. I am sure that you are aware of the urgency of this matter and the need to get the pier open to the public as a matter of urgency. Please let me know if there is anything else that you will need in order to ensure that you can carry out the necessary work as quickly as possible.

Regards,

[REDACTED]
Road Network, Parking and South Dock Marina
Business Manager

From: [REDACTED]
Sent: 18 March 2010 15:45
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Closure of Greenland Pier

Dear [REDACTED], I am pleased to announce that the emergency repairs to the pier are now complete, and the pier is now open.

Regards

[REDACTED]
Road network, Parking and Marina
Business Manager

From: [REDACTED]
Sent: 19 March 2010 11:40
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Closure of Greenland Pier

Follow Up Flag: Follow up
Flag Status: Blue
Dear [REDACTED]

Thank you for reopening the pier and for the works carried out. I visited the pier yesterday evening before I allowed our service to commence and although the pier appears ok for use may I please have access for someone to carry out a further inspection today to give me some assurance? I will obviously feed back any recommendation should they be of use.

[REDACTED]

From: [REDACTED]
Sent: 02 April 2010 12:49
To: [REDACTED]
Cc: [REDACTED]
Subject: Greenland pier waiting room

Hello [REDACTED]

Fleet Control got a report that one of the glass windows was smashed in the waiting room at Greenland pier

I spoke to one of your colleagues [REDACTED] and he promised to have a look personally.

Could you please keep me informed on when repairs will take place

There are sharp ends of broken glass, which might be dangerous for passengers

Thank you

[REDACTED]
Senior Fleet Controller
Thames Clippers
M: [REDACTED]
W: [REDACTED]
D: [REDACTED]
E: [REDACTED]

From: [REDACTED]
Sent: 06 April 2010 10:22
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Greenland pier waiting room
Hello [REDACTED]

Thank you for bringing this to our attention. [REDACTED] inspected the damage after he was contacted and taped the area off to prevent any of your passengers from coming in contact with any broken glass and the glass has now been completely removed so there is no longer any risk of injury.

Regards,

[REDACTED]

Harbour Master, Surrey Docks

South Dock Marina

Rope Street

London

SE16 7SZ

Tel: [REDACTED]

Mob: [REDACTED]

Fax: [REDACTED]

From: [REDACTED]
Sent: 04 April 2010 09:00
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Greenland Pier

Attachments: Typhoon Mooring.doc; Mooring Bollards TC Fleet; gangway training document.doc; Gangways use RA.doc; Risk Assessment mooring.doc; Ropes TCOP.doc; SC Mooring.doc; Thames Clippers Mooring Bollard Tests 17 April 2008.doc; Mooring duties of the crew Typhoon & HC class.doc

Dear [REDACTED]

Further to copy and receipt of your e mail below addressed to my MD [REDACTED], please find attached the following documentation.

- Typhoon Class Mooring.
- Mooring Bollards TC fleet.
- Gangway Training.
- Gangway use Risk Assessment.
- Mooring Risk Assessment.
- Ropes Operating procedure.
- Small Clipper Mooring Procedures.
- Mooring duties Typhoon & HC Class procedures.

Please note that Thames Clippers are not Class V vessels and they operate under both the ISM Code and the High speed craft code.

Thames Clippers have under taken lengthy trials with the MCA and are fully approved to conduct Single Point mooring.

I am currently away on leave, and only have access to the above documents which were all part of the single point mooring approval process with the MCA.

On my return I will scan and forward on the hard copy letter from the MCA giving Thames Clippers full approval for single point mooring.

All of the above has also been approved by the Safety Manager at London River Services.

All information regarding the design, manufacture, inspection and service of all components of mooring or other equipment at Greenland Pier installed by or on behalf of Thames Clippers, will be forwarded onto you shortly by our head of Engineering.

Please let me know if there is anything else that you may need.

Kind Regards

[REDACTED]

Safety Executive-DPA

Thames Clippers
Unit 12
The Riverside Building
64 Orchard Place
London E14 OJY
Direct Line [REDACTED]
Mobile [REDACTED]

From: [REDACTED]
Sent: 06 April 2010 09:45
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Greenland Pier

Attachments: Gangway Check sheet.doc

Dear [REDACTED]

Further to my last e mail below.

Please find attached our gangway check sheet in ref to gangway inspections.

Kind Regards,

[REDACTED]

Safety Executive-DPA

Thames Clippers
Unit 12
The Riverside Building
64 Orchard Place
London E14 OJY
Direct Line [REDACTED]
Mobile [REDACTED]
Fax: [REDACTED]
Web [REDACTED]
E mail [REDACTED]@m

From: [REDACTED]
Sent: 07 April 2010 15:21
To: [REDACTED]
Subject: RE: Greenland Pier

Dear [REDACTED]

Thank you for your response. Please do send any other applicable information.

Regards,

[REDACTED]

Harbour Master, Surrey Docks

South Dock Marina

Rope Street

London

SE16 7SZ

Tel: [REDACTED]

Mob: [REDACTED]

Fax: [REDACTED]

From: [REDACTED]
Sent: 08 April 2010 07:22
To: [REDACTED]
Subject: RE: Greenland Pier

Dear [REDACTED]
Would it be possible to have a copy for our files of your Greenland pier, planned & preventive maintenance programme?
LRS already supply this to us for their piers.
Thank you for your help

Kind Regards,

[REDACTED]

Safety Executive-DPA

Thames Clippers
Unit 12
The Riverside Building
64 Orchard Place
London E14 OJY
Direct Line [REDACTED]
Mobile [REDACTED]
Fax: [REDACTED]
Web www.thamesclippers.com
E mail [REDACTED]

From: [REDACTED]
Sent: 09 April 2010 16:52
To: [REDACTED]
Subject: RE: Greenland Pier
Dear [REDACTED]

My engineers are out today but I will have them send over the information next week.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 12 April 2010 15:13
To: [REDACTED]
Cc: [REDACTED]
Subject: Greenland pier

Dear [REDACTED]

Please see attached letter for your attention sent from [REDACTED] - Managing Director at Thames Clippers, the hard-copy will be sent out in today's post.

Kind regards,

Gemma

[REDACTED]
PA to Managing & Executive Directors
Thames Clippers
Unit 12
The Riverside Building
Trinity Buoy Wharf
64 Orchard Place
London E14 0JY
T: [REDACTED]
www.thamesclippers.com

[REDACTED]
Harbour Master – Surrey Docks
South Dock Marina
Rope Street
London SE16 7SZ



[REDACTED]

Sent by post and email

9th April 2010

Dear [REDACTED]

I write in response to your email of 1st April. It was my understanding that during the conversation you had with [REDACTED] a Thames Clippers vessel arrived at Greenland pier and passengers were present whilst the conversation continued, either way if you need any information or wish to discuss the operation of Thames Clippers vessels to and from Greenland pier I would appreciate it if you could correspond through the appropriate channels moving forwards.

I would like to apologise for not responding directly to you sooner but as you will be aware from my out of office response I was on annual leave when your email arrived. Despite that my assistant arranged for [REDACTED] – Safety Executive & DPA to respond over the weekend as he too is on annual leave this week and I believe that you now have all that was requested. With regards to the design and manufacture of the fendering / mooring units these are specific for Thames Clippers vessels as low freeboard pontoon ensures the vessels do not overrun the pier and sustain raking damage from the unfendered corners and edges of the pier and protect the handrails. These were designed, manufactured and installed by Welding Marine Ltd, a local reputable contractor for many pier and commercial boat operators on the Thames including Transport for London.

It would help me if you could be more specific with regard to "other equipment" and provide me with a report of what you refer to as "faulty work" so that I can understand who is responsible if indeed the work was carried out on behalf of Thames Clippers. Furthermore could you be more specific as to what works have been carried out by or on behalf of Thames Clippers so that I am able to give you the permission for the works as over the 11 year period we have dealt with many people and can be assured that for any future requirements Thames Clippers have for the pier authorisation will be obtained from Southwark Council in advance.

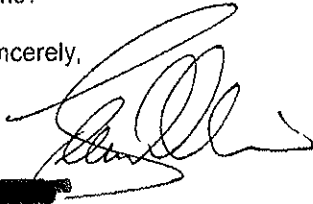
I very much welcome your sudden interest in the safe operation of the pier and hope all information provided will assist you in achieving a standard that we experience from the majority of the piers we operate from. To assist you with this I have attached a report produced on our behalf by Burls Gordon and Rollands Ltd, a reputable marine consultants engineering and ship surveyors.

Thames Clippers
Unit 12 The Riverside Building Trinity Buoy Wharf 64 Orchard Place London E14 0JY
T: +44 (0) 870 781 5049 F: +44 (0) 20 7001 2222
thamesclippers.com

You will see from the report that there is unenviable evidence that the recent failures are as a result of poor maintenance and lack of management of the pier. You will see from my original communication on the 12th March that I also highlighted that the pier may have some level of water in its tanks. This has been confirmed in this report and as of today, 9th April 2010 some 4 weeks later it still remains. I find it difficult to understand why your marine engineers have not picked up on this and the other failing horns and rollers at the opposite end of the pier that is also detailed in the attached report.

Given that there are so many outstanding points needing urgent attention could I propose that my Marine Consultant and your Marine Engineers meet onsite at Greenland pier to establish actions and timescale moving forward so that there is a firm understanding of each parties obligations?

Yours sincerely,



Managing Director.

CC: [REDACTED] - Thames Clippers, [REDACTED] - Thames Clippers, [REDACTED] - Southwark Council