

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 02 November 2017 12:37  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: St Pancras Low Level

FYI

Please can you make sure you send me some pics before and after and pics of the blades working so I can update moms and press office.

Regards

[REDACTED]  
[REDACTED]  
LNE & EM Route  
Bedford Delivery Unit  
[REDACTED]  
[REDACTED]

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 30 October 2017 10:56  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: St Pancras Low Level

Thanks  
Press office asking after a number of reports on social media

[REDACTED]  
[REDACTED]  
[REDACTED] Helpline: 03457 114 141

For West Hampstead PSB LOM (Signalling) please contact my colleague [REDACTED]

WH West Hampstead PSB 147 Iverson Road London NW6 2RB  
" Our customers are more than just a Headcode"

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 30 October 2017 08:01  
**To:** [REDACTED]  
**Cc:** [REDACTED]

Subject: RE: St Pancras Low Level

Hi [REDACTED]

We are down there this weekend and we are looking at changing over the lubrication pipes as we think this is causing the fault.

Regards

[REDACTED]  
[REDACTED]  
LNE & EM Route  
Bedford Delivery Unit

[REDACTED]  
[REDACTED]

-----Original Message-----

From: [REDACTED]  
Sent: 27 October 2017 18:26  
To: [REDACTED]  
Subject: St Pancras Low Level

[REDACTED]  
Getting a few complaints from public on excessive flange squeal at the Farringdon end of St Pancras low level- Now only these new trains 'class700' using the route- can you update please with current situation with friction modifiers especially on Down Moorgate entering the platform Thanks [REDACTED]