

[REDACTED]

From: [REDACTED]
Sent: 08 November 2017 13:17
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: St Pancras Low Level

Hi [REDACTED]

My guys have told me the lubricator on the up Moorgate has no power I have passed this on to D&P department and they will arrange to attend site with us on our next visit in two weeks' time.

Regards

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

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

From: [REDACTED]
Sent: 08 November 2017 11:45
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: St Pancras Low Level

[REDACTED]

Still bad both ways particularly on down Moorgate coming into platform

Will get noise readings taken this afternoon using decibel meter But still attracting public and staff complaints

[REDACTED]
[REDACTED]

[REDACTED] Helpline: 03457 114 141

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

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

From: [REDACTED]
Sent: 07 November 2017 14:06
To: [REDACTED]

Cc: [REDACTED]
Subject: RE: St Pancras Low Level

Hi [REDACTED]

If you happen to be down St Pancras low level can you give me an update please.

Regards

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

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

From: [REDACTED]
Sent: 07 November 2017 08:01
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: St Pancras Low Level

Good work

Lots of noise complaints at a recent "meet the manager" session at St Pancras so hopefully this will do the trick
Thanks for update

[REDACTED]
[REDACTED]

[REDACTED] Helpline: 03457 114 141

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

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

From: [REDACTED]
Sent: 07 November 2017 07:57
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: St Pancras Low Level

Hi [REDACTED]

Our guys have replaced all the pipe work and striped down and cleaned the blades so hopefully should now be fully operational again.

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]