



5 August 2016

Christopher Hayward
Chairman, Planning & Transportation Committee

Wendy Mead
Chairman, Port Health & Environment Services Committee

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Mark Wild
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Dear Mr Hayward and Ms Mead,

Thank you for your letter on 18 July about noise complaints from our network in the Barbican and Moorgate areas.

I have been the new Managing Director for over a month now, so greatly appreciated seeing your views on how we can enhance current working arrangements to deal with residents' noise concerns. I take noise complaints very seriously - we cannot be a world class service if we do not address any negative impact our services have on others.

I am glad to know we have a working relationship we can build on and appreciate that we need to do more to improve on communication.

In partnership with the City of London, we hold regular liaison meetings to discuss project work and ongoing noise issues. I know there is a further opportunity, when my team meets with the Barbican Association Noise Working Group on 20 September, to discuss our forthcoming capital works and efforts to reduce track noise.

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authority is Transport for London.

I do think we have improved our on-site construction working methodologies and our coordination. We will keep this under review, as well as our community liaison on projects such as Crossrail and the 21 Moorfields development. Clearly closer communication and co-operation with the City of London will improve our ways of working, including works being undertaken by contractors on behalf of our Surface colleagues.

I know that Steve Judd, Head of Environment met with you just last month and will consider the concerns you raised with him over nuisances to residents caused by our operations or works. Your Environmental Health Officers have 24/7 access to Steve, who has intimate knowledge of our sites and is empowered to make decisions to address any concerns about operational or construction noise. In addition, Amma Coleman-Green is now our dedicated Stakeholder Communications contact with responsibility for communicating messages relating to Barbican and Moorgate stations directly to residents in the vicinity. Amma uses a two-week look-ahead from the construction projects at Moorgate to inform residents of upcoming works and we have a project co-ordinator at Moorgate whose role is to ensure we have fully integrated our works on one station, and who understands the combined impacts of the projects upon the station.

We will continue to meet with officers and councillors over Night Tube and to update residents and local user groups. We are asking residents that have concerns over Night Tube to contact our Customer Services where they will be guaranteed to have the matter investigated and receive a response.

There has been a significant amount of preparatory work undertaken by my teams to ensure the rails are in the best possible condition ahead of Night Tube. This is in addition to the regular and continuous process of renewal and maintenance undertaken by us. In the lead up to Night Tube, we have increased investment in its renewal and maintenance and in the last couple of years have renewed almost 70km of track and ground or re-railed more than 450km of rail. The lines that immediately serve Barbican are of course not part of Night Tube, nor will it serve Moorgate station.

I can assure you we will seek to improve our communication and will always respond as best we can to the concerns of your residents. I am also copying my reply to Leon Daniels, Managing Director of Surface Transport so he is aware in relation to any surface issues.

Yours sincerely

Mark Wild

cc: Leon Daniels, MD Surface Transport