

**From:** Kearns Steve (ST C&E )  
**Sent:** 27 October 2016 13:49  
**To:** 'Russell, Amanda'  
**Subject:** A1 Closure - Procedure for Gaining Information

Hi Amanda

I realise that the A1 closure will have generated quite a few enquiries for you. Just a reminder of the process that we have put in place for anyone wishing to gain information about the closure or contact TfL about it.

*To ensure TfL can respond as quickly and efficiently as possible, can all enquiries please be directed via the following channels:*

- *Refer to the TfL Travel Advice webpage in the first instance – [tfl.gov.uk/upper-holloway-bridge](http://tfl.gov.uk/upper-holloway-bridge)*
- *Enquiries should be forwarded to [customerservices@tfl.gov.uk](mailto:customerservices@tfl.gov.uk)*
- *If the customer would like to contact TfL themselves, please refer them to our Contact Centre (all emails and calls are logged and will be answered within 10 days):*
  - *[customerservices@tfl.gov.uk](mailto:customerservices@tfl.gov.uk)*
  - *0343 222 1234*
  - *Google 'TfL help and contacts' and fill in the online form*

Please let me know if you are having any problems with this process.

Best Regards  
Steve

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