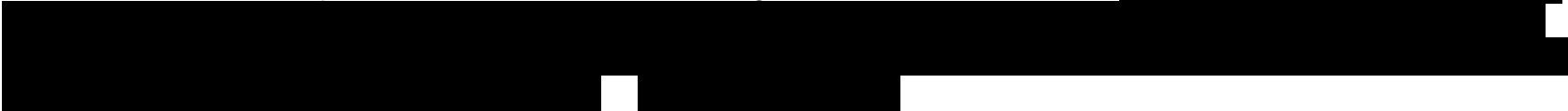


Complaints Data

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 12/06/2018 00:43 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise levels on stretches of the Northern line between Camden Town and Euston are at a level which are extremely uncomfortable and potentially damaging to the hearing of passengers and would be unlawful if they occurred in a workplace which did not provide ear protection\*. TfL should warn passengers of the danger presented by noise levels and indicate what steps they are taking to minimise them. I have been using the Northern Line for over thirty years and believe that it was never as loud in the past as it is now. I am concerned about damage to my hearing if I continue to use the service. \* <https://www.bbc.co.uk/news/uk-england-london-><REDACTED>



-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 14/06/2018 18:34

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Comments: Hello,

I am writing with regard to not one single journey but to a repeated, regular journey that I make at least 4 times a week, twice a day, either to old street or carrying on further to London Bridge station, as described on your form entries.

I am deeply alarmed and continuously disturbed by the recent (in regard to living on this line for the last 11 years) increase in , let us describe it as, noise from carriage friction against the tracks in specific locations along this journey. It is intolerable at its decibel level. I have taken to wearing earplugs that guarantee a 25dB reduction in background noise levels in order to bear the journey. I am seriously concerned about preventing hearing damage. It is not a nuisance level of sound, it is painful and occurring on every journey I make. It is not circumstantial.

I work within the construction industry and have an understanding and tolerance for much. But this is quite intolerable, without there being some background information as to why this might be occurring or for how long. My suspicion is it has a connection to construction works for cross rail, possibly changing acoustics as a result of including greater steelwork below sections of northern line rails. If not, then related to recent track works to the northern line. It always occurs coming in and out of Euston. Also on leaving Camden Town, also approaching London Bridge.

I am also seriously concerned that if the whole portion of noise level can be defined as being down to track friction, it may pose a fire risk. We need reassurances from TFL.

It is essential that some explanation is found and the results passed on to travellers with some idea of how long we must suffer this. Or customers, should you insist. I certainly don't feel I have a choice in not using the tube in London in order to have a functioning day.

I am happy to record noise levels if you wish to have evidence.

Regards

[Redacted]

[Redacted]

[Redacted]

Line: northern

Oyster Card Number:

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 15/06/2018 22:29 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi; I use the Northern Line every day to get to work and then home again. There is a terrible vibration/noise that penetrates the trains every journey between Euston and Camden Town in both directions on the Bank branch. It sounds similar to wheels screeching on the rails - but reminiscent of all the demented souls in hell. The sound hurts my ears every time and I wondered whether anything could be done to dampen this horrendous noise? It lasts approximately 10 seconds but is excruciating. Many thanks.

[REDACTED]

-----|ITEM START|-----

Dear

As a regular Northern Line user I am most concerned that the noise identified in my earlier complaint is substantially worse. It is most acute southbound into

Euston via Bank, northbound from Euston via Bank, northbound leaving Warren Street and northbound from Kentish Town. There are other locations. In each instance the noise is painful. My wife and I put our fingers into our ears to reduce the considerable discomfort.

I notice other passengers are doing the same. Added to the noise level there is a rolling vibration that can be felt through the floor of the moving carriage.

No doubt there are complex technical reasons for the considerable recent increase in noise. Among them, I suppose, new inverted T section rails, and increased operating speeds.

Since the noise is increasing I cannot accept the explanations given in your reply. Would you please advise me therefore how I may escalate this complaint?

In particular I would like to know if this matter has been drawn to the attention of the Health and Safety Executive, and whether independent noise level readings have been supplied?

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 25/06/2018 13:26 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise in the underground between King's Cross and Euston damages my ears. I can't believe this is safe volume for public and i'm glad I don't catch the train so often that I don't bother covering my ears. [REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 28/06/2018 11:05 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir/Madam, Every morning, when I travel between Euston and Camden Town (northbound), there is the most deafening screech (I'm assuming from the tracks). It causes most people in the carriage to put their fingers in their ears and I am genuinely beginning to worry it could cause damage to my ears as I have to use this line to get to my place of work. This has been happening for months now. Please can you shed some light as to what the noise is and whether there are plans to sort it out? Yours faithfully, [REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 11/07/2018 08:37 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I am writing to complain about the damage being done to my hearing (and others of course) on my commute to work especially on the section of track between Camden Town and Euston (Bank branch). In this section, users are subjected to a deafening squeal of the train wheels as the train heads to Euston. This is not acceptable for physical or mental health purposes. Please can you take action to reduce the noise here and elsewhere across the network. Thanks. <REDACTED MSD Case Data> <REDACTED MSD Case Data> Station: Euston

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 20/07/2018 20:43 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I wish to complain about the high decibel noise on the Tube train. It is distressing. As we left South Wimbledon station and within 30 seconds the wheel/rail track noise became unbearable, with all the passengers holding their ears. For the train drivers this must be a health and safety problem.

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 22/07/2018 21:21 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Good evening, We live in East Finchley and travel often on the Northern Line to Euston and back, also with our REDACTED daughter. However, after today's journey we decided to get in touch as we find the noise level between Euston and Camden Town station (as well as on other parts of the Northern line towards East Finchley) just dangerously loud and we cannot believe that this is within legal limits. We always have to cover our daughter's ears and we notice that many passengers do this too because it is just so incredibly loud. We appreciate that these are old constructions and that the problem is probably not easy to be solved, but we do believe that the current situation is a real health and safety issue for your passenger and should be looked into as a matter of urgency. Thank you, [REDACTED]

[REDACTED]



-----|ITEM START|-----

Dear TFL I wish to complain about the extremely loud noise inside the tube trains at several locations on the Northern Line. The number of locations seems to be increasing all the time, most notably south of Camden Town on the southbound bank branch, plus several other locations around Camden and Kentish Town. The noise experienced inside the trains (when the windows are open as at the moment during the hot weather) is probably approaching/exceeding dangerous levels - levels which in an industrial environment would mandate ear protection to. On a daily basis I witness people grimacing and putting their fingers in their ears. I look forward to this problem being rectified. Daily commuter on the Northern Line

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 03/08/2018 14:19 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, I just want to report that the noise of the tube when travelling in either direction between Tufnell Park and Kings Cross St Pancras underground is difficult to bear and has recently got much louder. I have been making the same journey for nearly three years with no problems, and in the last month the noise suddenly increased to unbearable levels, causing me and many other passengers to have to put our fingers in our ears or feel that our hearing is genuinely at risk. It would be great if this could be looked into if it isn't already. And if it is already being worked on, do let me know. Many thanks,

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 04/08/2018 10:48

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Comments: Extremely loud and possibly damaging screeching noises between Camden and Kentish town stations. Has been going on for weeks. When will this be fixed?

<REDACTED MSD Case Data>

<REDACTED MSD Case Data>

Station: Camden Town Underground Station

<REDACTED MSD Case Data>

<REDACTED MSD Case Data>

Traveling From:

Traveling To:

Line: northern

Oyster Card Number:

-----|ITEM START|-----

Customer contacted us over Twitter on the 03 July asking:

When will the likely hearing-damaging track noises between Camden Town and Kentish Town be addressed? Even with noise-cancelling headphones on it's deafening and v unpleasant.

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 06/08/2018 15:52 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, I am complaining about the noise on the Northern Line on the Bank branch between Camden Town and Euston. It is causing permanent damage to my hearing. I have developed a ringing noise. I take this tube twice a day most days and have done so since 2015. I intend to bring an action against you for causing this damage by not providing suitable ear protection. I have taken decibel recordings of the noise. Thank you, <REDACTED>

<REDACTED>

-----|ITEM START|-----

At least one expert disagrees and thinks the Northern Line track noise is loud enough to risk damaging hearing, especially for those using it every day. <https://www.bbc.co.uk/news/uk-england-london-<REDACTED>> I don't see why the tracks have to produce this incredibly loud noise on these sections, when other sections of track never produce this noise. Why is that? On Tue, 7 Aug 2018 at 08:28, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 11/08/2018 20:42 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: This issue is regarding between the northern line trains running between South Wimbledon and Morden. I request some assurance that the loud scratch-like noises have been noted and a solution is being put in place. I am unsure whether this case is related to the "loud sounds" heard at South Wimbledon station. It is uncomfortable travelling between the two stations even with listening to music and unsettling to see other commuters grimacing over this too. Thank you for your time.

[REDACTED]

-----[ITEM START]-----

<REDACTED MSD Case Data> Received on: 16/08/2018 10:39 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, I've noticed the noise of the train along the rail from Euston to Camden Town is so loud! Many fellow passengers put their fingers in their ears! The whole line seems to be loud however between these two stations it's particularly loud and screeching - I can't hear music or a podcast over it, it's so bad. And bad enough today that I'm actually writing to complain! It must feel particularly awful for anyone already feeling unwell or suffering with a headache etc. Can something be done to the tracks? Considering how much travel on the tube costs, can't some of this money be put into decreasing the terrible noise levels? For a city like London with such a famous transport system, in 2018 it seems ridiculous that passengers sit with their fingers in their ears!! Kind regards,

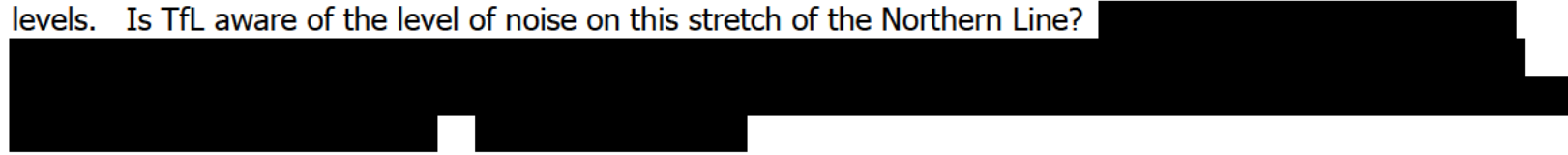
[REDACTED]



-----[ITEM START]-----

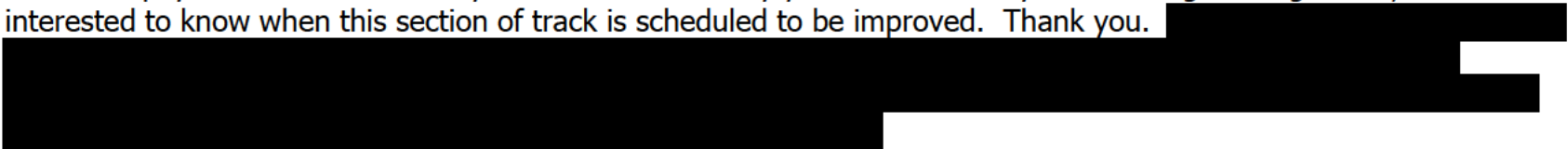
<REDACTED MSD Case Data> Received on: 20/08/2018 09:31 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments:

Unusually and incredibly loud screeching sounds when on the train, along the northbound stretch between Euston and Tufnell park, to the extent that I, along with other passengers had to cover up our ears. Sounded well above safe noise levels. Is TfL aware of the level of noise on this stretch of the Northern Line?



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/08/2018 18:38 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise on the Northern Line track between Camden Town and Euston is incredibly loud and has been for a very long time now. Please can you advise when this will be resolved? Indeed, this issue was even reported in the national news earlier this year (<https://www.bbc.co.uk/news/uk-england-london-<REDACTED possible Bank Account>>) Travellers pay an awful lot of money for their tickets every year and are always told of engineering works, but I'd be interested to know when this section of track is scheduled to be improved. Thank you.




-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 28/08/2018 21:55 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise on the tube is now unbearable. This is due I would imagine due to lack of track maintenance. The noise generated is not only uncomfortable for the travelling public but will also lead to health and safety issues, Noise at work, for drivers. Please sort the rails as this is more critical than a 24hr service for the vast majority of people.



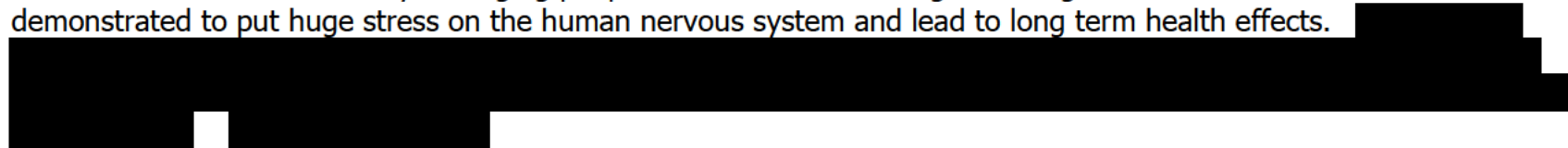
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 31/08/2018 19:18 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I accept that travelling on the Underground is occasionally going to be a bit noisy. However, when travelling southbound between South Wimbledon and Morden on the Northern Line today the noise from the train travelling at fairly high speed over the tracks was at a level that was extremely loud and uncomfortable to a degree I have not previously experienced. I have occasionally noticed before that this part of the line seems quite noisy, but in 20 years of travelling on the Underground I can never recall having to put my fingers in my ears due to the sound as I had to do today, and afterwards my ears were hurting. I would be grateful if you could look into this and let me know what is being done to resolve any problems with this part of the line.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 01/09/2018 18:14 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The amount of noise on the Northern line is completely unacceptable. It's always been bad but since the most recent works between kings cross and Camden is atrocious. It must be at dangerously high levels. It's so painful to the ear and today it was even worse than usual. Is anyone doing anything to rectify this problem? It's been ongoing for years and is a welfare issue that is surely damaging people's health and wellbeing. Such high levels of noise have been demonstrated to put huge stress on the human nervous system and lead to long term health effects.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 09/09/2018 19:54 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi. I regularly use the Northern Line and the noise from the tracks between Euston and Highgate has become unbearable on several points on the line. Are there any plans to investigate and improve noise levels on this part of the track. Kind regards

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 10/09/2018 09:29 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Please can you do something about the noise levels between Camden and Euston. It's insanely loud to the point of being painful, I get this tube everyday and people in the carriages are all having to stick their fingers in their ears. Thanks



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 10/09/2018 17:22 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir I regularly travel by tube through Kentish Town to Euston and beyond where my ears are almost burst by the dreadful screeching noise of the train on the tracks. I recently measured this using a decibel meter and found it was over 112. See the photo below. Its causes huge pain and is felt by everyone in the carriage. Its massively audible even through my in ear noise cancelling headset. I wonder when you are going to deal with this issue as it makes tube travel very difficult indeed. You must be fully aware of this as the BBC has two stories about it from early in the year 1. <https://www.bbc.co.uk/news/av/uk-england-london-<REDACTED >/is-tube-travel-damaging-your-hearing> 2. <https://www.bbc.co.uk/news/uk-england-london-42791299> How much longer are you going to ignore this issue? I'd like to hear from you soon. Yours

[REDACTED]



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 12/09/2018 12:14 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I have been travelling on the Northern line for the last 27 years but I am convinced the noise level has increased in the last few years to what it was before. Lately around Camden Town to Tufnell Park I have been finding the noise in the tunnel to be deafening that it is hurting my ears that I am resorting to holding my hands tightly over my ears. I may look stupid but I am convinced the noise level is actually hurting my ears. It is strange that the noise levels fluctuates in between the stations but it is definitely more loud in certain places and better in others. Please confirm that I am not going mad and the noise levels are much louder than before and why is this and what are doing to reduce it. It is quite unbearable in places and painful. Please acknowledge my complaint and I am concerned that is damaging my hearing and not sure I can as I have to get to work by tube thanks

[REDACTED]

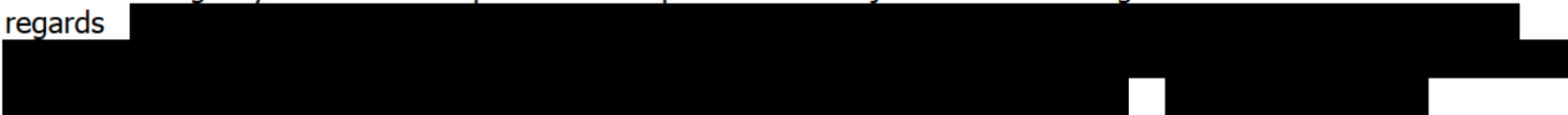
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 14/09/2018 11:16 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I have noticed that in the last few months the noise levels generated by the trains on the Northern Line have at certain track segments become intolerable. For example, as the Edgware branch trains approach Camden station (going North and South) there is loud screeching sound as the train wheels grind against the tracks. The decibels levels generated is far in excess of what is safe. Is this something you are addressing? Similar issue as trains come into the Hampstead station going south.

[REDACTED]

-----[ITEM START]-----

<REDACTED MSD Case Data> Received on: 19/09/2018 13:07 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, I would like to make you aware of the dangerous levels of noise which occurs every single time you get the tube between Euston and chalk farm - on both sides of Camden. The level of noise is so severe I and a number of people are forced to put their fingers in their ears. I would think that the level of noise is well above health and safety acceptable limits and were this anyone other than customers ear protection would be provided. Please look into this as a matter of urgency as it's not acceptable for the public to be subjected to such dangerous levels of noise. Kind regards



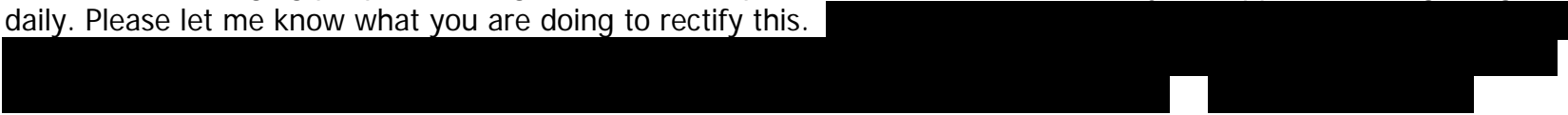
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 19/09/2018 17:04 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: This line is extremely noisy between kings cross and archway. I use the route frequently and several times have been left with ringing ears for some time after the journey. Are the noise levels in the carriages legal? This needs to be addressed.




-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 19/09/2018 22:41 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The wheel noise on the northern line between Camden and Archway is I unbearably loud. I suspect this is beyond legal limits and is damaging peoples hearing. This has been publicised for some time, and yet it appears to be getting worse daily. Please let me know what you are doing to rectify this.



-----[ITEM START]-----

<REDACTED MSD Case Data> Received on: 20/09/2018 17:10 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir/Madam Halfway between southbound South Wimbledon and Morden the train wheels make a terrible screening noise as the train passed over this section of track for 100-200 metres. This has been happening for some considerable time. Can you please tell me how long this problem has been occurring and when something is going to be done to rectify it. Kind Regards



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 20/09/2018 17:40 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise level of the Northern line between Camden Town and Highgate is far too loud for the safe travel of passengers. A loud metal-on-metal screech is heard frequently on my travels between these two stations and I am forced to cover my ears every time. On the 18th September, I took a decibel meter on the line and stood in the centre of the carriage. The meter read at 108db - nearly the same level as a pneumatic drill from 3m away. I appreciate staff and funding are always up against it, and that everything is being done to make the tube better, but the noise levels in this specific branch of the tube are beyond unsafe for both passengers and drivers. I'd appreciate if this could be investigated.  
Best Wishes,

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 21/09/2018 12:26 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear tfl, I travel regularly on the northern line. Recently I have noticed that the track noise on the bank branch section between Euston and Camden Town is getting louder. I'm sure it must be reaching a level which is unsafe. Could you let me know if there are any plans to improve this section of the line to reduce the noise? Best regards, [REDACTED]

[REDACTED]



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 23/09/2018 09:38 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The screeching noise from the track as the train goes from Euston to Camden Town is unbearable with passengers having to hold their ears. This has gone on far to long,what is being done about it ?

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 26/09/2018 10:18 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I am wondering if this message can open up a conversation regarding the noise on most underground lines, particularly the Northern (and Jubilee) lines. In particular, I was travelling from Camden Town to London bridge and noticed that the noise on the train was almost unbearable when moving from Camden Town to Euston. It was physically hurting my ears. I turned my music up to drown out the screeching sound of the train, which is also not great for my ears. I am wondering if there are any future plans to combat this terrible and unsafe noise that commuters deal with every day. I pay nearly £150 a month to TFL and am expecting a response. Best wishes

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/09/2018 13:06 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise levels whilst travelling on the trains themselves is increasing dramatically over most of the lines, but especially the northern and victoria, at times it is unbearable. Whilst travelling with me 3 year old niece I had to cover her ears otherwise the noise would have DAMAGED her ears. When are you going to do something about this ridiculous and unacceptable amount of damaging noise?



-----|ITEM START|-----

Hello Thank you for your prompt response Just to clarify, the noise starts soon after leaving southbound South Wimbledon, maybe 100-200 metres from the station, and continues for up to approx 300 metres (sorry I can't be more specific). I do hope this will be a relatively easy engineering problem to resolve and look forward to hearing less of the noise in the future. Kind regards

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/10/2018 11:20 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I would like to file a complaint against the screeching noise on the northern line, especially between Camden - Angel (both going North and South). There are some areas where the level of noise becomes unbearable. Could you please explain why this noise is occurring only in some sections of the tunnel and also what is being done about the matter. Thanks for your time and attention.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 03/10/2018 15:06

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

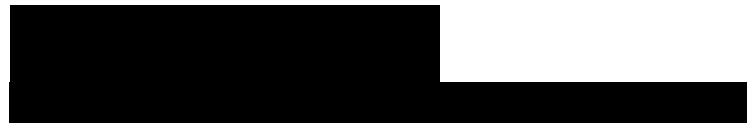
<REDACTED Personal Data>

Comments: The noise I experience as a passenger on the tube on this stretch of line (southbound on the Northern Line from Camden to Euston) has reached unacceptable levels. I am 44, have good hearing and no known sensitivity issues. However, over the last several months the screeching noise of what sounds like metal-on-metal has become so piercing that I can no longer tolerate it: I have to cover my ears and I notice many other passengers doing the same. I have to travel this stretch of line daily (and have done so for 12 years) and have serious concerns that repeated exposure to this noise will damage my hearing permanently. I have read several newspaper articles recently that note the same concern and mention this same piece of track. Please respond with an explanation of what is causing this noise, why it has become so bad and what TFL are doing about it (and by when). If nothing is done very soon I will certainly be looking at the legal case for compensation.

<REDACTED MSD Case Data>

<REDACTED MSD Case Data>

Station: Camden Town Underground Station





Line: northern

Oyster Card Number:

Attachment Names:

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 04/10/2018 15:46 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, the northern line has gotten extremely noisy and disturbing. It usually happens between Kentish Town and Euston, everyday, to and from. Even the train driver has warned passengers to cover their ears especially if babies are on board. Please can you explain why it is so loud and what TfL are doing to solve this issue. It seems half of the people on the tube cover their ears or have to turn up their music. Huge health issue right here. [REDACTED]

[REDACTED]



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 05/10/2018 11:38 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Noise between wheels and rails getting worse and worse. So loud now that people are holding their ears. Stretches of track where this is intolerable include: Camden to Euston (Bank branch, southbound), Camden Town to Kentish Town, and Kentish Town to Tufnell Park (northbound). I have used the Northern Line since childhood - c.60 years - and can never recall noise this bad.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/10/2018 16:39 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, I brought a sound meter with me today on the tube. The levels on the Northern line (Bank branch) between Camden Town and Euston peaked over 85 dB, which is the threshold for hearing damage. This is potentially a very serious public safety issue. Best wishes,

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/10/2018 17:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise in a number of tunnel sections on the Northern Line is truly uncomfortable to the ears. Areas of the High Barnet branch and Bank branch reach uncomfortably loud levels of noise in many locations. This seems to be wheel-rail/track interface related as at other times the journey is relatively quiet. Some specific details below: Southbound - on the High Barnet branch, various locations including: on the approach to Camden Town (CT) - Bank branch between Camden Town and Euston, particularly closer to CT. - Northbound - High Barnet (HB) branch between Camden Town and Kentish Town - HB branch between Kentish Town and Tufnell Park

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/10/2018 18:40 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I have been a commuter on the tube for 21 years so I know what sounds are normal on my journey and which ones are not. In recent months, the screeching noise caused by friction of the wheels on the track has increased to such levels that it has become unbearable on some stretches of my journey. Between Camdon Town and Euston for example, the piercing noise is now so fierce that I have to close my ears because it actually hurts. I thought it was just me but saw several readers letters in the Evening Standard in recent weeks, complaining of the same problem. This is a health and safety issue. Please help. Even a set of expensive noise cancellation headphones is not enough to deal with it.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 08/10/2018 12:28 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: This is not about a specific journey. Over the last six months or so I have noticed that the noise of the train running along its rails has become almost unbearable between Kentish Town and Euston, on the City Line, I think. I often have to block my ears because it is so uncomfortable. What has happened and have you had others complain of this noise? I believe if you checked the decibels they would be over a safe limit. [REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 11/10/2018 22:22 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: There is are two specific short areas, closer to the Camden Town station side, that generate an unreasonably loud noise. I personally have felt the noise level to be really uncomfortable, in fact quite unacceptable hence the time spent writing this note. I have witnessed parents covering ears of babies and young children, presumably due to fear of damage. Please investigate and fix. Thank you

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 12/10/2018 17:34 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: This is a complain about the twice daily trip i make to and from Goodge St from Highgate, the noise from the tracks between Euston and Camden Town and generally on that part of the route is intolerably and way beyond legal decibel tolerance i'm sure. I now have headaches every day when i get to work and arrive home in the evening and ringing in my ears. Please sort this issue out. Many passengers are getting upset about his matter. [REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 13/10/2018 11:18 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The track noise in both directions of the northern line has become unbearable in the last two month. It's become deafening in places. I'm noticed even drivers are wearing ear protection. It wasn't like this at all previously. [REDACTED]

[REDACTED]



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 14/10/2018 14:21 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: TFL please address the noise issue on the Northern line. I have to travel on the line on a daily basis as it is the line that I use to commute into work and to go into central London at weekends. It is a matter of public safety the fact that the line is so loud between Kentish Town and Camden/Euston. It is unbearable and it really hurts my ears. I do not own noise cancelling headphones, but even with normal headphones, it has become unbearable. Considering I travel on the line every day, I would like to report this as a matter of safety and an issue that can damage my health. Please take the necessary measures to address the problem as I do not wish to develop a hearing problem. Thank you,



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 17/10/2018 15:53 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The track between Kentish Town and Euston is really very loud and screechy now. It makes for quite an uncomfortable journey (ppl are blocking their ears, their children's ears). You should check it's safe. [REDACTED]

-----|ITEM START|-----

Hi. Thank you for your response and an insight into the challenge. As you have outlined it's a matter of prioritisation and I'd like to drive efforts to help with that. ☐ Your case is presumedly based on taking readings of the noise levels and presumably they are repeated over time. Could you please confirm the current noise levels you have on record and when the last one was recorded? Many thanks

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<REDACTED MSD Case Data> Received on: 19/10/2018 23:12 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir/ Madam I am concerned that I have not had an adequate response from you with regard to my repeated complaints about the high noise levels I experience daily on the Northern line trains and I will not be giving up. I intend to follow this up further and I am just looking at the best way to get this resolved. I can no longer tolerate the sound volume and you obviously have a fault but it appears you have no intention of doing anything about it. As a passenger that commutes to work daily from Finchley to the Docklands to get to work, this is unacceptable. I visited your web site and clearly states "When you get in contact with us you can expect a high standard of customer service, as detailed in our customer promise. ". This statement is not true. The last response i received from you was not acceptable. I am hope to find some sort of resolution concerning this matter and as stated already from responses resolved so far you have no intention to take this matter seriously. Best regards

-----|ITEM START|---

Thanks for the explanation. I look forward to your engineers finding a solution in 2019. Will this also help on the bends between Camden cons eusron via ba

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<REDACTED MSD Case Data> Received on: 22/10/2018 15:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: There is a significant problem with noise between Kentish Town and Euston. You have to close your ears because of discomfort. Please do something to improve. If you travel Often as I do, it is horribly unpleasant.

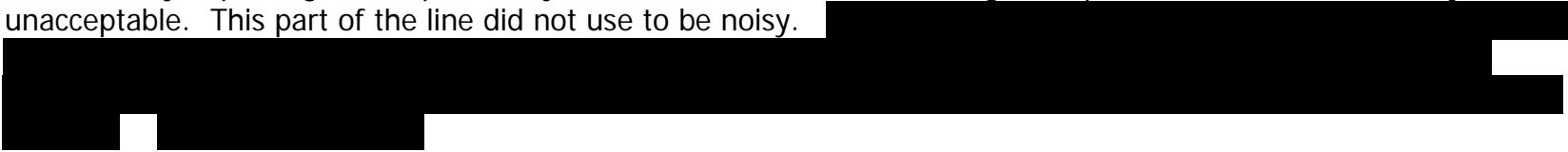
[REDACTED]

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<REDACTED MSD Case Data> Received on: 23/10/2018 13:37 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, I have selected today's date but my complaint is not restricted to today. This affects every day. The screeching noise that the train makes on the tracks it as an unbearable high level, to the point I'm sure where it can cause damage to ear drums. In between Kentish Town and Camden it is particularly bad. I have to put my fingers in my ears and I see many other passengers doing the same. It is awful, what can you do to solve this problem asap please? [REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 24/10/2018 09:49 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Over the passed few months there has been a dramatic increase in the noise on the train (I assume from track works) between Tufnell Park and Euston. The decibel level is extraordinary, I cannot hear my music when wearing headphones. It must be above the Health and Safety levels and I assume you provide your staff with hear protection, however customers do not have any access to PPE. Can you please tell me what your Risk Assessment for noise allows for as this is clearly impacting on me personally. The noise is continuous through this part of the line and is totally unacceptable. This part of the line did not use to be noisy.





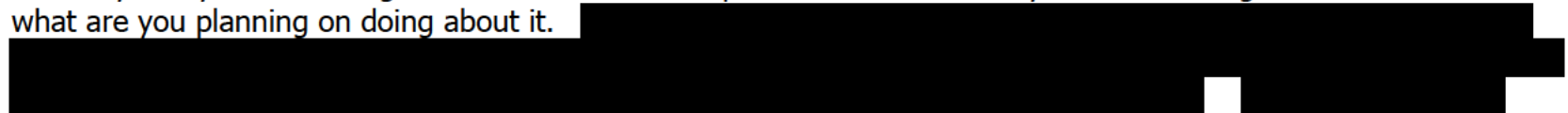
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 25/10/2018 12:25 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The screeching and sc<BLEEP>ping noise on the Northern Line Bank branch between Euston-Camden Town-Kentish Town - Tufnell Park is unbearable. I've been riding this line for years and it's got noticeably worse in the past couple of years. It could be damaging people's ears, it's excruciating for a lot of people. I see several wincing and stuffing their fingers in their ears in order to cope, including me. Maybe many are sufferers of tinnitus (as I am, mildly) but this will make it much worse. Please do something!

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 25/10/2018 17:30 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: This is not just about this journey, I am complaining generally about the increase in noise level on the Northern line, particularly between Camden and Euston and Camden and Tufnell Park. The level of noise is unbearable and I can't believe it is not damaging. More and more people sit with their fingers in their ears, you can't hear the person sitting next to you if you are having a conversation and it is painful to the ears. Why has the noise got so much worse and what are you planning on doing about it.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 26/10/2018 11:23 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Please repair the rails between Camden Town and Archway, also Golders Green and Hampstead. Particularly around Kentish Town and Tufnell park the noise from the rails is unbearable, every journey I have to stick my fingers in my ears. It is really painful and becoming a health hazard. We pay you enough, please do it - and not at the weekend, the Northern Line customers have suffered enough.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/10/2018 12:09 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: There has been an increase in the noise level when traveling on the bank branch of the Northern line in particular when approaching Euston or departing Euston when traveling in the opposite direction. The noise level is excessive and i believe is breaking the noise pollution acceptable levels, based on the number of passengers I have seen in pain or placing their fingers in their ears as I now do. This has been happening for the past 3-6 months. I know that other passengers have also made similar complaints and I would like to know what TFL are doing to rectify the situation.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/10/2018 13:56 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, What is going on with the noise/screeching on the Northern Line between Kentish Town and Euston (in both directions, both branches)? The noise is so loud that, more often than not, people in the carriages cover their ears and grimace in pain. It's been going on for 5 or 6 months and it doesn't seem to be getting any better - in fact it seems to be getting worse. What are you doing to address the problem? It is surely bad for the health of your customers regularly travelling on this line. I look forward to hearing from you. Best,

[REDACTED]



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 01/11/2018 19:39 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I've been travelling up and down the northern line on my commute for the last ten years (between East Finchley London Bridge) On the Bank branch southbound between Camden and Euston, the noise in the tunnel is deafening. It's been like this for a year now. Can you please tell me why this is so bad? Is the track different? Is the train using new parts? I find it confusing that such a loud noise can be made - especially considering it never used to be an issue.

Attachment Names:

-----|ITEM START|-----


<REDACTED MSD Case Data> Received on: 06/11/2018 09:45 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Good day, I complained previously about the noise from the Northern Line - the noise that comes from the tube is a screeching high pitch (we hear this from our flat on Morden Road). My husband and I travel every working day on the Northern London and the last 2-3 years the noise has increased considerably. I cannot endure the high pitch on the tracks - I have to wear ear-phones or ear plugs, however these do not even block or protect from the noise - it is horrendous. My concern is the damage this is doing on a daily basis... What is the current situation to address this matter? Kind regards,

[REDACTED]



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 08/11/2018 15:34 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Noise Levels on the southbound trains between South Wimbledon and Morden are unbearable. It's been more than 6 months now. I had to put fingers in my ears to avoid the unbearable noise and high frequency pitches. I wonder will they ever get fixed? Is TFL even aware?




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P {margin-top:0;margin-bottom:0;} Noise & Vibration Questionnaire Reference: <REDACTED possible Bank Account> When did you first notice the noise and/or vibration? Date: Comment: More than 6 months ago. Has the noise and/or vibration gradually or suddenly increase? (Gradually, Suddenly, Other): Comment: Gradually Is the noise a rumble, impulsive (thumps and bangs) or screech? (Rumble, Impulsive, Screech, Other): Comment:Very high pitched screeches. Unbearable. Is there any further information you feel would be useful: Comment: Please fix it soon!

Best Regards \*\*

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<REDACTED MSD Case Data> Received on: 08/11/2018 15:47 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Noise Levels on the southbound trains between South Wimbledon and Morden are unbearable. It's been more than 6 months now. I had to put fingers in my ears to avoid the unbearable noise and high frequency pitches. I wonder will they ever get fixed? Is TFL even aware?



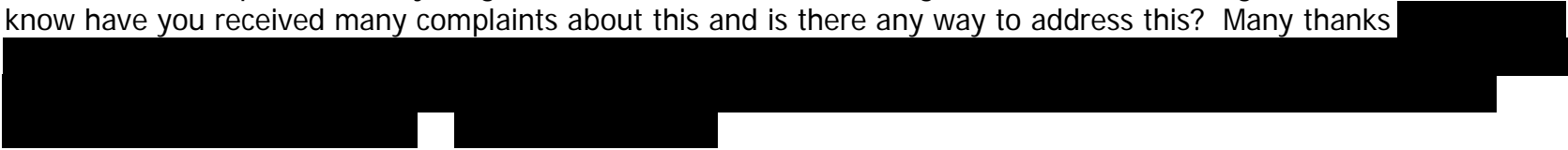
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<REDACTED MSD Case Data> Received on: 09/11/2018 11:25 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, I would like to report excessive noise on the Northern Line. The noise levels on the following sections have become unbearably high, rising to levels I believe could be causing damage to customers hearing. Camden Town to Kentish Town Euston to Camden Town (bank branch) Euston to Mornington Crescent Mornington Crescent to Camden Camden to Mornington Crescent Mornington Crescent to Euston I am a sound engineer and am accustomed to high sound levels but even I have to cover my ears to the excessive noise. I believe this to be due to tracks requiring grinding urgently. The noise is definitely coming from the wheels and tracks and happens most noticeably in bends (even light bends). I would appreciate if you could look into this as a matter of urgency. Many thanks. And kind regards,

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 11/11/2018 15:06 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi unfortunately I would like to make a complaint about the noise on the northern line over the past few months. I can't go to and from work without having to cover my ears between Kentish Town and Euston station in particular as the noise is so bad it's nearly deafening. I've also noticed recently I have a constant ringing in my ears and my gp has referred me to a specialist as he thinks I now have tinnitus. My work life and personal life have all stayed the same and I don't wear headphones or anything like that so I am now wondering is the tube contributing to this? I would like to know have you received many complaints about this and is there any way to address this? Many thanks



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 12/11/2018 22:40 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir or Madam, the noise levels on the Northern Line, especially between Kentish Town and Euston /King's Cross, seem to be getting worse by the day. It is adding unnecessary stress to each journey, and surely is damaging the health of regular commuters. Is there nothing that TfL is willing or able to do about this noise? I'm honestly thinking of cycling the hour into work to avoid this noise in the future. Kind regards, [REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 13/11/2018 20:33 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I have been noticing during the last few months that the noise inside the trains while travelling at faster speeds it's really loud and painful to the ears. I can regularly see people blocking their ears including me. Specially while the trains travel on bends. I have noticed it more between Angel up to Archway (Bank Branch) or Euston to Archway (Charing Cross Branch). Worst (loudest) parts are between King-Cross up to Kentish town. I mean it is extremely loud. I have been travelling for about 20 years the same routes and it has never been that bad. Any comments and more importantly are you monitoring and looking for a solution? Many thanks,

[REDACTED]

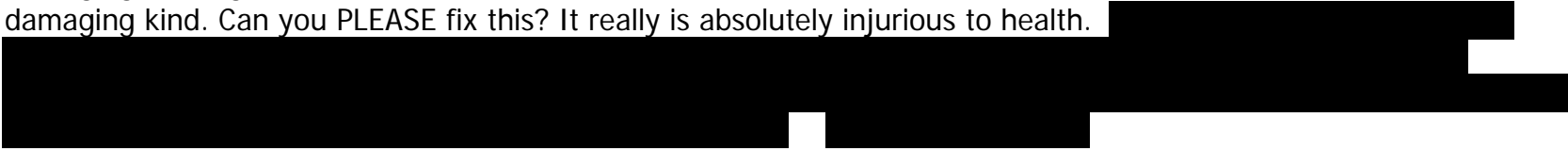
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<REDACTED MSD Case Data> Received on: 13/11/2018 21:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise from the track between Euston and Camden Town on the northbound Bank branch is totally unacceptable and is having a detrimental effect on peoples' hearing. I together with a number of other passengers in my compartment had to put their hands over their ears as the noise was unbearable. I have had to suffer this unacceptable level of noise every time I travel between these two stations. What are you going to do before someone has irreversible damage to their hearing and sues London Underground?

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 14/11/2018 13:46 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Over recent months, wheels on Northern Line trains have been making the most appalling noise - easily capable of damaging hearing - over the tracks between Euston and Tufnell Park. It sounds like rail friction of the most severe and damaging kind. Can you PLEASE fix this? It really is absolutely injurious to health.






-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 16/11/2018 04:30 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I travel on this line regularly and have noticed a significant increase in noise on this line at certain stations, including Kentish Town and Euston. I have to cover my ears as it is so loud. It is very uncomfortable. [REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 19/11/2018 13:28 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Very acute din in the carriage coming from rails, not sure if something wrong but in any event noise level was unbearable Happened between Euston and Camden town



-----|ITEM START|-----

Dear

Regrettably the shudder through the house continues and some superficial (I hope) cracks are appearing on the upstairs bathroom wall. It never used to be like this. There was only the rumble of noise, whereas now the whole house shakes. Please action some further investigation.

Kind regards,

-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 22/11/2018 18:43


<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Comments: The high-pitched metallic screeching noise on the Northern Line between Tufnell Park and Euston seems to be getting steadily worse. I assume it is related to the tracks, because the noise is pretty much the same whichever train I travel on. It has become so loud that I have to put my fingers in my ears to protect them (I see others doing the same), and maintaining a conversation is almost impossible. As you're probably aware, academic research was published this year that demonstrated the quasi-industrial levels of noise, which could cause long-term hearing loss (<https://www.bbc.co.uk/news/uk-england-london->

Could you please tell me what plans you have to reduce this noise, and when we can expect them to be acted upon?

Kind regards,

■

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 26/11/2018 23:43 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The track noise on both the two Northern stretches of the Northern Line continues to be a daily health and safety issue. I am told it is to do with the new tracks and heavier trains.. what ever the engineering features.. they certainly are collaborating to make daily journeys a troubling and painful experience. We are famous in the UK for our engineering and innovations, surely TFL and it's hard working engineers can solve this one!! I currently have taken to wearing ear plugs which even then barely masks the vibration and track noise.. This has been a noticeable feature of travel on this line between Kings Cross to Tufnell Park on the Edgware Branch line and Euston to Tufnell Park on the High Barnet Branch for well over 9 months and seems to be getting worse daily. Having measured it .... TFL are continues to breach current safety sound levels...and something must be done as a matter of urgency.. you are certainly contributing to long term damage to underground travelers hearing. I look forward to hearing what solutions TFL are investigating and look forward with eager anticipation to a quieter ride!!

[REDACTED]

[REDACTED]

-----|ITEM START|-----

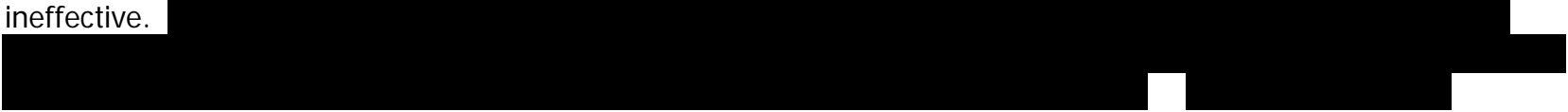
Wants to know why concrete sleepers were installed without assessing the potential increase in noise beforehand. Will reply after liaising with the engineers.

-----|ITEM START|-----

Thank you for your reply to my complaint about noise. I am not satisfied with your response. There is no sense of urgency about mitigating or fixing the noise problem affecting the health and wellbeing of your passengers and staff. Trains running on sections of track, in particular between Euston - Charing Cross and Bank branches, and Archway in both directions generate very high and unsafe levels of noise. The noise is painful, and I have observed passengers covering their ears; children especially. The noise measurements you quote "we recorded levels of 98-103dB between Kentish Town and Tufnell Park" are in the unsafe range. This high noise exposure lasts for a significant time and is bracketed by relatively lower but nonetheless uncomfortable noise. Noise levels have increased, for example between Camden and Kentish Town Northbound recently and the noise is more prolonged. I have not been exposed to high noise levels at work or otherwise. Yet I now experience continuous tinnitus and have a measurable hearing loss. I suspect this was caused by the recent increase in noise on the Underground. Consequently I now avoid using the Underground, and if I do I protect my ears. Track noise is exacerbated by very loud repetitive automated announcements. As a matter of Freedom of Information I would appreciate a response to the questions numbered below: 1. Are the increased noise levels associated with rail replacement? 2. Was there any testing or modelling of noise when the new rail systems were commissioned? Retrospective fitting of softer rail fastenings suggests that rail renewal was not thought through. This level of noise was not an issue when running on the old bull head and wooden sleeper rail system. 3. Since the noise levels are in the danger range what action are you taking now to protect passenger and driver health and safety? For example speed reductions, advice to passengers, recommendations regarding ear protection. 4. Have you consulted the Trade Unions regarding noise harm to staff? On a separate matter I have noticed accumulations of dust and fluff at many underground stations. I am concerned about risks to health and that accumulations of fluff near electrical apparatus could result in smouldering fire.

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/11/2018 22:44 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The vibration noise from the tracks along more than one stretch of the Northern Line has got substantially worse over the past couple of years. This is every day, not just today, and is extremely stressful. I understand there are various contributory factors and that steps are slowly being taken to remedy the situation. But I fully anticipate health damage claims against TFL before long unless something is done urgently. I now wear ear plugs, but they are virtually ineffective.






-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 30/11/2018 10:07 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: There is a section between Camden Town Underground Station and Euston Station on the Northern line where the level of noise is extremely high.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 01/12/2018 19:32 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: This train, and several others I've been on lately have been extremely noisy . Has something on the track been changed?? On several journeys the noise has been so loud I haven't been able to hear others speaking - or hear announcements. I hope things can return to normal soon.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/12/2018 20:05 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: trains from Kentish Town to Euston are now making an unbearable noise i have to block my ears both ways!!! I understand that there is a pet<BLEEP>tion regarding this problem ,is they anything that can be done?Looking forward to your response <



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/12/2018 20:58 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The Noise between Camden Town and Kentish Town coming from the track is not only extremely unpleasant but I fear it's damaging to the ears. The only way I can bear the situation is by placing my fingers over my ears to block the noise. This also goes for other travellers in the compartment so this is not just me being affected but many travellers. The noise has slowly been increased recently to the now intolerable level. Can you please inform me when works are to be carried out to rectify this problem .

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 03/12/2018 11:26 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir or Madam, I would like to complain about the unbearable noise which has recently (the last two months or so) arisen on the Northern Line and wondered if anyone can explain why it has started to happen – e.g. new rails? Every day, I now have to cover my ears travelling Northbound between Camden Town/Kentish Town and Kentish Town/Archway. I have also noticed it (although less severe) southbound between Kentish Town and Camden Town and on the Bank branch between Camden Town and Euston. I have been commuting for 40 years so am used to the normal 'noise' on the tube, but the noise in these sections is unbearable and I am worried my hearing might be damaged. I presume others must have complained (including drivers), as I have seen other people with their hands on their ears too. Have any measurements been taken as to how loud it is? If there is a reason it has started to happen, are there going to be any remedial works to minimise the sound? Many thanks.

[REDACTED]

[REDACTED]



-----|ITEM START|-----

Thank you for your email and the reply to complaint. I have to say that I cannot accept the reasoning behind your explanation as the Northern Line has been in existence for over 100 years. Accordingly, the people living above it would have known when they purchased/rented their property that there would be vibration and noise from the railway below. I believe that the paying passengers comfort should take priority over that of a few complaining residents particularly with excessive high fares for a hot and overcrowded service. Thus, I contend that in striking a balance the priorities are wrong.

-----|ITEM START|-----

Please can you give me an update on this situation. According to the HSE which refers to ISO 1999:2013 (and to an ENT surgeon I spoke to), the allowable duration reduces by a factor of 2 for every 3db over 85db, which means that the allowable duration at 121db is 7 seconds and at 124db is 3.5 seconds. Also higher frequency noise (as is the case) is more damaging for peaks. The duration of the noise easily exceeds these durations on the Northern line at the moment. I notice some of the drivers are wearing ear protection. You certainly have a duty of care towards the drivers and I don't believe you have no legal responsibility towards your passengers. Passengers are covering their ears as the noise is actually painful and on this basis and above I am convinced this is detrimental to health. I look forward to hearing from you. Regards On 26 Sep 2018 11:44, ■



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 05/12/2018 21:38 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The level of grating noise is becoming unbearable on the Northern Line as one approaches Euston, Camden Town, Kentish Town. What is happening? Passengers are covering their ears. [REDACTED]



-----|ITEM START|-----

Hi Thank you for the quick reply and detailed explanation. I'm glad that it is being looked at and that it was something that others were aware of – and not just me! Thanks – and have a lovely weekend.

-----|ITEM START|-----

Cm has called to report that the northern line train (particularly between Kentish Town and Camden) is very noisy. Cm says that he believes the age of the trains is the reason for the excessive noise, as the grinding wheels are making the most noise. Cm also enquired about the age of the trains and when they are due to be upgraded.

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 09/12/2018 18:09 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The tunnels between Euston and Camden on the Northern Line (in both directions, but in particular heading north) have become unbearably loud. All my friends who use the Northern Line have expressed similar concerns. It is now the case where most people in my carriage cover their ears in the tunnels. The noise I'm sure is unsafe. My wife recently bought me Apple AirPods - they are completely useless in the tunnels. I have to pause my podcast. I would recommend "How I Built This" though. Please can action be taken to improve this and save London's hearing.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 09/12/2018 21:52 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments:

Travelling South on Northern Line from Kentish Town to Euston the noise from the tracks is unbearable. It must be unsafe. Please can you explain why this is happening and how you intend to resolve the issue. Thanks. [REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 10/12/2018 22:57 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Severe noise during segments of this ourney has been an issue for some months, at levels that I should think breach safety requirements. What is the reason for this, what are you doing to resolve it and when will it be resolved? <REDACTED MSD Case Data> <REDACTED MSD Case Data> Station: Archway Underground Station

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 11/12/2018 22:22 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise between Camden Town and Tufnell Park has become so unbearable that I have to wear noise cancelling headphones or it rings in my ears for hours after. I'm 35 - the noise is way too loud. My next step will be to notify The Guardian and Times who I believe reported on this issue over 12 months ago. The noise levels exceed the safe hearing volume for commuters.

[REDACTED]

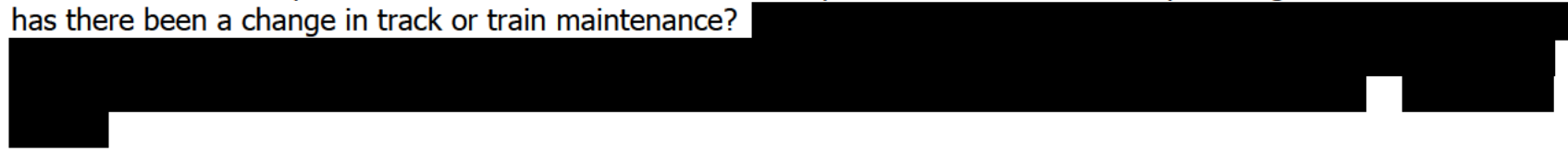
-----|ITEM START|-----

Thank you for the update on the slippage to the remedial work. Please can you also respond to my comments on the danger of this noise. Many thanks



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 13/12/2018 19:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: the noise on the northern line is intermittently very loud indeed to the point that it causes me pain. This particular journey was so loud it was impossible to hold a conversation with the person sat next to me. why has it got so much worse? has there been a change in track or train maintenance?



-----|ITEM START|-----

P {margin-top:0;margin-bottom:0;} Dear Thank you for your comprehensive answer. I'm glad to understand what the problem is and potential solutions you have in hand. With best wishes for the festive season. Regards,

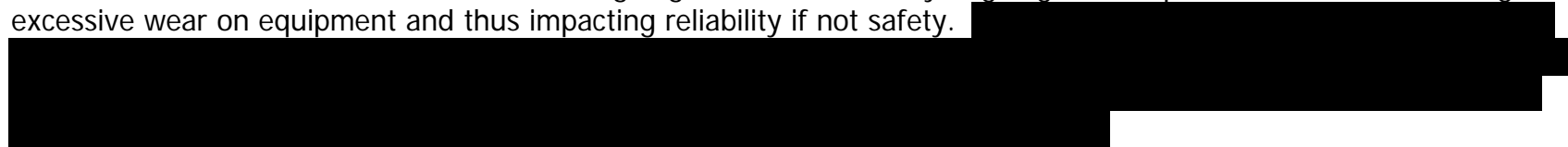
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 14/12/2018 18:53 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Since roughly 2 months ago, when traveling through Camden (through either Kentish Town or Euston, in both directions) the sound of the train on the track has been excruciatingly loud. It's to the point that a majority of passengers plug their ears while grimacing in pain. This isn't the average loud noise heard on the tube, and I believe it's significantly louder than ever before. It's grating and high pitched and It's even causing me Tinnitus, and I've become very concerned. Our commute should not be damaging our hearing to this extent. Please do investigate! <

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 15/12/2018 15:28 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The ear splitting wheel/track noise North and South from Camden has been going on for months now - I'm sure it exceeds allowable decibel levels! I was hoping it would calm down or be fixed, but yesterday I noticed it on the Victoria from Oxford Circus towards Euston as well. What's going on and when are you going to fix it please? It must be causing excessive wear on equipment and thus impacting reliability if not safety.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 16/12/2018 10:05 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The underground's weels on the track are so noisy between Camden and Kentish Town - it is painful for my ears. Other passengers can be observed looking at each other in distress as well. I hope that something can be done about this.



-----|ITEM START|-----

Can you please update me on the the noise issues between Camden Town and Tufnell Park. I have not experienced any improvement yet when travelling by tube on theNorthern Line. Has the work even started yet? I am happy to provide feedback on noise level on my journey. I still feel that it is better southbound to northbound if that helps. I can even pinpoint the precise moments the vibration is most acute and painful. Can you offer me a discount on my season ticket until the repair work has been completed. Thanks

Form Type: TubeAndRail

Received on: 20/12/2018 20:15

Comments: The level of noise I experienced can cause hearing damage. TfL should reduce the noise or at least provide free hearing protection for all customers.

Date of Travel: 20/12/2018

Time of Travel: 19:45

Station: Moorgate

Staff Description:

Travel Mode: tube

[REDACTED]

[REDACTED]

Line: northern

Oyster Card Number:

Attachment Names:

Form Type: TubeAndRail

Received on: 20/12/2018 22:12

Comments: Why is the line so noisy. The train screeches over the line from Euston to tufnell park. I am sure It is bad for the hearing

Date of Travel: 20/12/2018

Time of Travel: 10:00

Station: Euston

Staff Description:

Travel Mode: tube

[REDACTED]

[REDACTED]

Line: northern

Oyster Card Number:



Dear

Thanks for your response - but I must admit I find your explanation quite bizarre.

1. Why would making more noise for passengers make it quieter for people above? It does not make sense. Noise carries.
2. I've experienced this unacceptably loud noise on several different parts of London Underground, not just the bits of the Northern Line to which you refer.
3. London Underground is one of the oldest transit systems in the world - surely by now residents above must be accustomed to a certain amount of noise and vibration.
4. I have travelled on quite a few different underground transit systems and never experienced a noise as loud or unpleasant as this before.
5. Have you really measured the decibel levels?? The noise at some points is so loud it is impossible to talk and I regularly see people holding their ears.

London Underground is one of the most expensive transit systems in the world. We deserve a better service than this. Please can you fix it.

Thank you

Ref: 12721021

3 December 2018

Form Type: TubeAndRail

Received on: 29/12/2018 12:17

Comments: I commute on the Northern Line every day, and am deeply concerned about the noise level, particularly around Camden Town, both north and south of the station (both Bank and Charing X branches). The wheels shriek on the rails at a pitch that's so uncomfortable that I have resorted to wearing earplugs, and almost every day I see other passengers with their fingers in their ears at that point in the journey. The NHS website states that " a noise is probably loud enough to damage your hearing if:  
you have to raise your voice to talk to other people  
you can't hear what people nearby are saying  
it hurts your ears"

The first two apply all the time on the tube, but the third - it hurts your ears - is the case around Camden Town. I understand that the noise can be reduced by grinding the rails correctly - could I suggest that you make doing that a priority?

Date of Travel: 11/12/2018

Time of Travel: 09:30

Station: Camden Town Underground Station

Staff Description:

Travel Mode: tube





Line: northern

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/01/2019 13:19 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello I am writing to complain about the deafening and disturbing track noise that is heard on the Northern line on the section between Camden Town and Euston (Bank branch) and between Camden Town and Kentish Town (High Barnet branch). This has been observed for a number of months now and there doesn't appear to be any action being taken to reduce or eliminate this. The noise is so loud & screechy that there is a danger this can cause hearing related impairments to regular users of the Northern line tube. Can you please urgently review this & address any underlying issues promptly. Regardsi <

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 04/01/2019 14:59 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I've been asked to provide information about the time of the journey and the driver but this is a serious problem. The volume of the screeching from the tracks between Camden Town and Euston, southbound, Charing Cross branch is unbearable and I'm sure it is having long term effects on people's hearing. Please could you tell me what is being done about this as I'm sure it's over an acceptable limit.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/01/2019 14:31 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: In recent months, the tunnel noise has increased considerably in the sections of the northern line around Camden and Euston. Can you please tell me why this is so, if anything is to be done about it (is it temporary?), and whether there are safety implications? I wonder about safety as the noise occurs when the train is on a bend. [REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 10/01/2019 01:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, I'm sure I can't be the first person to raise this, but the noise on some sections of the Northern Line is deafening. I noticed it particularly this evening, Southbound between Kentish Town and Camden Town stations, but there are a number of places along my route between Clapham Common and Finchley Central where I have found it painfully loud. This has been the case for some months. Can you tell me please whether TFL tests noise levels on trains in normal service? Are you aware of a noise problem on sections of the Northern Line, and are there plans to address the problem? It's not uncommon to see other passengers covering their ears, and I sometimes do this myself. Is there not a legal limit for the noise level that one can expose people to? Thanks in advance & kind regards, [REDACTED]

[REDACTED]




-----|ITEM START|-----

Customer called to make a complaint about the noise level on the northern line from King's Cross to Archway at 07:00 on 14/01/2018. The customer stated that this happens every time on a daily basis that the noise levels are too high and that people have to hold their ears every time. The customer stated that this is now a Health & Safety issue and wants a response in regards to this via Email, customer wants to know what's causing it and what TfL will do about it.


-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 16/01/2019 08:56 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise levels of the train screeching on the tracks between Euston and Camden Town and also between Camden Town and Kentish Town are unbearable. I have to put my fingers in my ears and have seen other passengers doing this. This has been going on for some weeks. Can you please check them? And please confirm that the noise levels do not breach legal safety levels. Thank you



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 16/01/2019 12:45 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I travel on the northern line every day as part of my daily commute. The complaint is not about a station on the northern line, it about the unbearable noise on the track between Kentish Town and Euston station in both directions. The track grinding noise is so loud and sounds like metal grinding together and the track is going to fall apart. I see so many people putting their fingers over there ears to block out the noise, it is really not an acceptable level and needs to be looked into. My eardrums feel like they are going to burst and now going to have to start wearing earplugs so I don't have any further damage because of TFL! Appreciate that you can hear the track but this is a complete noise health risk!



-----|ITEM START|-----

Dear Thank you for your informative reply which I have thought about and tried to bear in mind as my husband and I have had to put our fingers in our ears on parts of our journey on the Northern Line to and from Highgate. I find your explanation improbable and unconvincing. Surely no engineer worth his or her salt would devise and allow such a solution to be implemented, simply transferring the problem underground, into the carriages. It distresses me that you dismiss our discomfort as only 'unpleasant' rather than harmful and only lasting 'for short durations'. It is extremely uncomfortable and is beginning to make me think twice about travelling on the Tube. I would be very pleased to spend some time with one of your engineers showing them the problem and where it occurs. The following locations are problematical: Northern Line - southbound, Tufnell Park to Camden and Camden to Euston on the City branch. Northbound, Euston to Camden on the City branch and Camden to Tufnell Park. There is no sign of any improvement, in fact I believe that the noise is increasing. Please allow me to meet one of your team to show them the problem in person. Best regards

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 16/01/2019 22:12 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Noise on Northern Line between Euston and Archway I have already written once before complaining of intolerable noise on the Northern Line. It is becoming loud enough that it is causing damage to my hearing. I am a musician and I depend upon the correct exposure to noise levels, not excessive, to maintain my profession. I have been told by station engineers that it is a problem of calibration. Before the night train this was not an issue, but it has become one. You have a responsibility to the health and safety of your passengers. Proper calibration must be resumed. I look forward to your reply and thank you for your consideration.

[REDACTED]

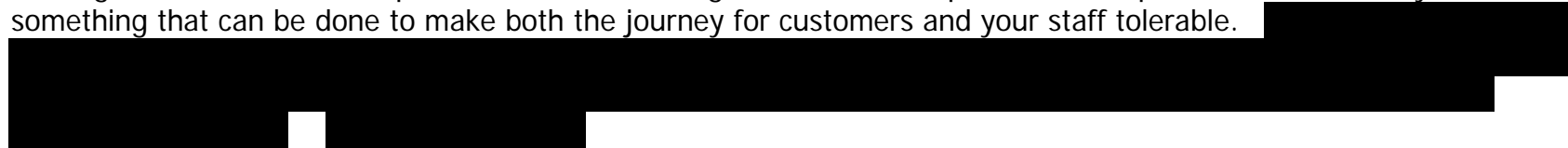
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 17/01/2019 12:11 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Why is the tube so loud between golders Green and hampstead? The tube is damaging thousands of ear drums every morning



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 17/01/2019 23:56 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The excessively loud noise produced by the tracks between Euston and Camden Town is unacceptable. I experience this journey everyday and disembark the tube with ringing ears. With the cost of travel as it is I do not feel that incurring hearing discomfort is an acceptable result of travelling on London transport. Please repair this issue!! Surely there is something that can be done to make both the journey for customers and your staff tolerable.



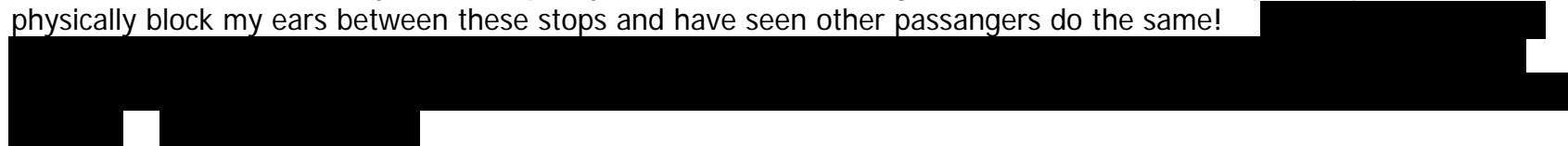
-----|ITEM START|-----

@northernline any chance of a bit of rail grinding in the Camden Town and Kentish Town area. The noise is painful!



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 20/01/2019 21:34 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I regularly take this journey and wanted to inform you that between Euston and Archway the noise of the train going over the tracks is unbearably loud (I'm pretty sure it exceeds the legal volume of decibels in a public space) - I have to physically block my ears between these stops and have seen other passangers do the same!




-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 20/01/2019 23:23 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Please could you do something to resolve the horrible screeching noise on the Northern line southbound between South Wimbledon and Morden station? The noise is pretty loud elsewhere on the line, but at that point - even with the windows closed - the noise coming into the carriage is unbearable. I've genuinely seen multiple older people with their fingers in their ears, it's painful. Anything to reduce it would be brilliant, thank you!

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 21/01/2019 20:04 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear TFL, What has happened to the Northern Line between Tufnell Park and Euston? At times the noise in the carriage is a horrible metal to metal screeching. I am sure the sound level must exceed H&S levels. I am not the only person to have noted this. I have to put my fingers in my ears to try and block the intensity of sound. Is this problem something TFL are looking to address?



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 22/01/2019 07:23 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Good morning, While I am grateful for the quality of the service I receive on the Northern Line and the reliability, I would also like to highlight the uncomfortable level of noise I regularly experience travelling northbound on the High Barnet branch on the Northern line between Euston and Kentish Town; the screeching of the trains is physically uncomfortable for me at times and I feel I have little choice but to start wearing ear plugs if I am to protect my hearing. Sincerely.

[REDACTED]

-----|ITEM START|-----

Dear   On 11 December 2017 I complained about the excessive noise on the Northern Line. In your reply, you assured me the matter was being investigated and you would advise me on any updates. It is now over a year later and I have heard nothing from you. Meanwhile the noise in the carriages continues to be painfully and damagingly loud. I am noticing more and more passengers stopping their ears with their hands. For myself, I now travel with ear plugs to prevent pain and physical harm to my hearing. I had wondered if my own hearing was particularly sensitive but I have now become aware of reports from the BBC (<https://www.bbc.co.uk/news/uk-england-london> [REDACTED] [REDACTED] that corroborate my experience and quantify it: noise in excess of 105db. This is unacceptable. Could you please tell me what steps Transport for London is taking to prevent pain and damage to the hearing of thousands of passengers? Sincerely


-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 22/01/2019 18:28 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise is at an unacceptale & unhealthy level. There seems to be more dust. I am worried about health issues. Are users able to claim if they suffer damage to their health? [REDACTED]

-----|ITEM START|-----

The noise is while on the train - nothing to do with property. It is the train journey - specifically between Camden - Euston - Kings Cross.

-----|ITEM START|-----

Sir, I noticed a regular issue of high level of noise on the Northern line between Camden and Kentish Town and Euston. The level is deafening, the decibel must be over the limit. It must affect passengers who use the service everyday and will have long term consequences. I am not the only one noticing obviously, more and more people seem annoyed and you will hear more and more complaints. Kind "quiet" regards 

-----|ITEM START|-----

Dear Sir / Madam, As a regular user of the tube, I'm writing to complain and express deep concern about the increased noise levels on the Northern and Central lines. I have measured the decibel levels and they regularly exceed 110 db. The screeching is literally deafening at times. I know that Transport For London are aware of the problem and I am anxious to know what they plan to do about it.

-----|ITEM START|-----

Dear Sir / Madam,

As a regular user of the tube, I'm writing to complain and express deep concern about the increased noise levels on the Northern and Central lines.

I have measured the decibel levels and they regularly exceed 110 db. The screeching is literally deafening at times.

I know that Transport For London are aware of the problem and I am anxious to know what they plan to do about it.



Sincerely

To Whom It May Concern,

As someone who suffers with tinnitus, I can tell you that the noise levels on the Northern line from Mornington Crescent to Archway are dangerously high, those who use this portion of the Northern Line all are at risk of ear damage.

Well done to the CNJ for highlighting this problem on the front page of last week's paper... the issues described in the article made me feel souped, how can TFL knowingly their employees and passengers to such dangerously high levels of noise???

I am very concerned for not only my health, but all those who depend on the tube for their transportation needs. Shame on you.

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 24/01/2019 11:27 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Very loud noise in the tunnel when travelling from Camden town to Euston (Bank branch) [REDACTED]

[REDACTED]

-----|ITEM START|-----

Dear Sirs, It has become apparent that the noise on the Northern Line has become unbearably loud for many if not most passengers. Long exchanges on the subject on social media now even include tips on how to minimise the damage to hearing. That the damage is probable is evident from measurements taken between Camden and Archway. These have shown peak readings of 111.5 db (permissible exposure time approx. 1minute) and average readings over 2 minutes of 108 db (permissible exposure time 3 minutes). The maxim safe level of noise for unlimited time is 75db, which I understand is adhered to for example on the Berlin Underground. The readings confirm that there is a genuine health and safety issue here for passengers. Unless they take equipment like ear plugs with them, trips on the tube risk damaging their hearing. I understand that the noise may be caused by new tracks which were supposed to reduce noise for residents above the line. Unfortunately, as one of those residents I can vouch that if anything noise levels above ground have increased as well. Obviously TfL will not be continuing with a service which actively damages its customers. Can you please set out the measures being taken to reduce this noise and in what timeframe that will happen? Kind regards,

-----|ITEM START|-----

Dear We're sending this to TfL for response. I've cc'd who is working with me on transport. Thanks for raising it and hope all well. Subject: Dangerous noise levels on Northern Line Dear Sirs, It has become apparent that the noise on the Northern Line has become unbearably loud for many if not most passengers. Long exchanges on the subject on social media now even include tips on how to minimise the damage to hearing. That the damage is probable is evident from measurements taken between Camden and Archway. These have shown peak readings of 111.5 db (permissible exposure time approx. 1minute) and average readings over 2 minutes of 108 db (permissible exposure time 3 minutes). The maxim safe level of noise for unlimited time is 75db, which I understand is adhered to for example on the Berlin Underground. The readings confirm that there is a genuine health and safety issue here for passengers. Unless they take equipment like ear plugs with them, trips on the tube risk damaging their hearing. I understand that the noise may be caused by new tracks which were supposed to reduce noise for residents above the line. Unfortunately, as one of those residents I can vouch that if anything noise levels above ground have increased as well. Obviously TfL will not be continuing with a service which actively damages its customers. Can you please set out the measures being taken to reduce this noise and in what timeframe that will happen? Kind regards,

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 24/01/2019 15:23 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Health & Safety: On this journey, whilst travelling between stations, I recorded an average level of 109.1db over a 3 minute period (with peaks of 111.5db), which massively exceeds safe limits. Please let me know what action you propose to take as regards the northern line & other tube lines which may be similarly badly effected.

[REDACTED]

-----|ITEM START|-----

Dear   Thanks for your swift response.   Please would you direct me to the specific Health & Safety Executive information that says repeated daily exposure to SPLs in excess of 110 db is not dangerous.   With thanks,

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 25/01/2019 10:59 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, I'd like to register a complaint about the severe noise levels now experienced when travelling on the Northern line, particularly northbound. Rail noise volume has become so loud in recent months that customers including myself are covering their ears. This can't be good for hearing and is very uncomfortable. Thanks, [REDACTED]

[REDACTED]

-----|ITEM START|-----

if you look at Nextdoor website. you will see many complaints about screeching noise from the wheel/track contact. a musician has recorded the decibel levels at over 100 for sustained periods and passengers, including me, putting their fingers in their ears which is fairly ineffective. I think something needs to be done before we instruct our lawyers to sue TFL for ear damage, esp to tinnitus sufferers, and go to our MPs and to the Evening Standard and BBC and other national newspapers. you need a small team of engineers and managers to share this awful experience which has been going on for some months, then do something urgently to correct it. i have dealt with senior people at TFL re the Archway Gyatory and in the end they responded. I trust that you will tell me what and when you are going to correct the dangerous levels of noise. regards,



-----|ITEM START|-----

Customer called about noise levels on the Northern Line between Euston and Archway, particularly in the area of Camden Town and Kentish Town. Customer has seen an article in the Camden Journal dated 17th January, talking about this issue. Customer has also seen numerous comments by local residents on the Next Door website. People have taken measurements, showing noise levels over 100db. Customer cited the example of his journey last night, around 2030, from Euston [REDACTED]. Customer says this applies to every journey over the last two or three months. Passengers are seen to put their fingers in their ears. It appears to be track noise - an ear splitting, metal to metal, screeching sound. Customer has had responses from [REDACTED] before, on other matters. Customer has also seen a published comment from Peter McNaught, Director of Asset Management, which seems to mention installing noise dampening pads in this area.

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 26/01/2019 15:49 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir or Madam, I have been one of TfL daily customers using Northern Line since some September 2017. I would guess I am not the first person to ask this question but when do you expect to have the section around Camden Town fixed, please? I mean there has been a noise on all the Northern line in general, but within the section Tufnell Park Station - Euston Station there has been a terrible one which I guess has been over allowed noise levels. The noise within this section is getting louder and louder - I can see how it changed since the September 2017. Could you please let me know when is it going to be fixed? Thank you. Yours faithfully,

[REDACTED]

-----|ITEM START|-----

Dear I appreciate your response with regards to the Northern Line noise, but I beg to differ with what you say re 'it's highly unlikely to cause damage to health or hearing.' This is simply not true. As a tinnitus sufferer, my hearing /health gets damaged every time I'm exposed to the sort of noise levels which I experience on this section of the Northern Line. For hours after a journey my ears will 'spike'. This is common when anyone with tinnitus is exposed to a very noise;the buzzing noise from the tinnitusgets a lot louder. As aresult sufferers might hear additional tones or noises that weren't there before. This is true in my case. My tinnitus means I can't go to music concerts, the IMAX cinema, or many other public places because of the issues it causes for my ears. I can elect whether or not to go to such events, but I cannot - and should not be expected to — make alternative travel arrangements for my commute to and from central London simply because the tube is too noisy for people's ears, in particular for tinnitus sufferers' ears. You will know that the decibel levels have been measured and reported by the Camden New Journal, and they are at the same levels as a loud rock concert. So I take great offence to the suggestion that TFL staff and its customers should accept such ear-splitting noise as, to your reply, 'although the noise is unpleasant, it only lasts for short durations.' Are you saying what I think you're saying here, that thousands of people, paying huge sums to use the Tube, are to simply grin and bear it? I cannot accept this. Not should I have to. Last week, in my carriage, I observed that 1/3 of the passengers covered their ears in order to cope with the noise levels. Mothers with small children, old people, and every age in between. That is not right. Please don't suggest ear plugs or noise blockers. I don't need them for any other Tube line journey that I take; what I am asking is that TFL do it's job and make the Northern Line sound-safe for all concerned, ie its employees and its passengers. Please pass my communications on to the highest level, this issue is not going to go away until TFL solves the problem. Thank you,

-----|ITEM START|-----

I forgot to include this statistic: More than one infive peoplesuffer from some form of tinnitus, research reveals. Persistent noises, ringing or buzzing in the ears are experienced by an estimated 21 per cent of UK adults. On 28 Jan 2019, at 17:37,;<REDACTED possible Email>&gt; wrote: Dear [REDACTED] I appreciate your response with regards to the Northern Line noise, but I beg to differ with what you say re 'it's highly unlikely to cause damage to health or hearing.' This is simply not true. As a tinnitus sufferer, my hearing /health gets damaged every time I'm exposed to the sort of noise levels which I experience on this section of the Northern Line. For hours after a journey my ears will 'spike'. This is common when anyone with tinnitus is exposed to a very noise;the buzzing noise from the

tinnitus gets a lot louder. As a result sufferers might hear additional tones or noises that weren't there before. This is true in my case. My tinnitus means I can't go to music concerts, the IMAX cinema, or many other public places because of the issues it causes for my ears. I can elect whether or not to go to such events, but I cannot - and should not be expected to — make alternative travel arrangements for my commute to and from central London simply because the tube is too noisy for people's ears, in particular for tinnitus sufferers' ears. You will know that the decibel levels have been measured and reported by the Camden New Journal, and they are at the same levels as a loud rock concert. So I take great offence to the suggestion that TFL staff and its customers should accept such ear-splitting noise as, to your reply, 'although the noise is unpleasant, it only lasts for short durations.' Are you saying what I think you're saying here, that thousands of people, paying huge sums to use the Tube, are to simply grin and bear it? I cannot accept this. Not should I have to. Last week, in my carriage, I observed that 1/3 of the passengers covered their ears in order to cope with the noise levels. Mothers with small children, old people, and every age in between. That is not right. Please don't suggest ear plugs or noise blockers. I don't need them for any other Tube line journey that I take; what I am asking is that TFL do its job and make the Northern Line sound-safe for all concerned, ie its employees and its passengers. Please pass my communications on to the highest level, this issue is not going to go away until TFL solves the problem.

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/01/2019 20:56 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, The noise when going through Camden Town to Euston on the tube is unbearably loud. The noise levels far exceed that of public health and safety. 85 decibels is the level at which protection should be worn. Can you confirm that this does not exceed this level and it is safe for us to continue using the tube? Please tell me how you plan to eliminate this horrible loud noise. There are also other stations that are very noisy but this part of the tube I use regularly and it is painful to go through. Thanks in advance, I look forward to hearing from you.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 30/01/2019 22:45 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: When are you going to do something about the screeching noise we have to endure when travelling on any trains north & south of Camden Town station. This is not a recent issue and whenever it's been reported on BBC London News (for other lines as well as the Northern e.g. Victoria line between Highbury & Islington and Kings Cross) TFL claims that the noise is within safe levels and we only experience it for a short time. Even if that were true, it's still a painful experience that goes on and off for several minutes and makes for a very uncomfortable journey. It's also portraying a poor image of the system and I get comments from friends and family who are visiting London and can't understand why the noise is so unbearably loud. On behalf of all us long-suffering passengers, please sort this out soon. Thank you.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 31/01/2019 17:57 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: To whom it may concern, Travelling on the northern line, around Camden Station is unbearably noisy, there are sections where the noise clearly is over any reasonable limit. Besides being uncomfortable it's unhealthy. I would like to know how long passengers will need to suffer it? Thanks

[REDACTED]

-----|ITEM START|-----

P {margin-top:0;margin-bottom:0;}  
and the repair work.      Regards,

Any more update on the noise issue on the Northern Line Kentish Town area

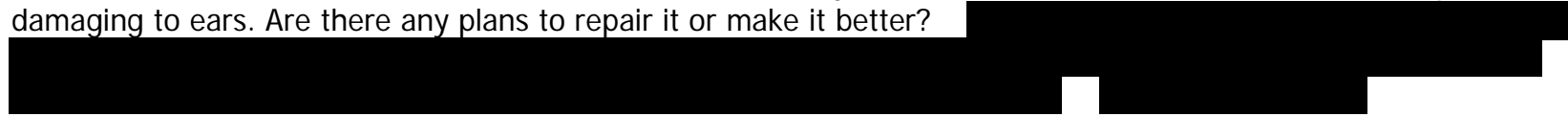


-----|ITEM START|-----

Dear , Thank you for your email. 1. Can you send me the evidence / study that confirms the following remark in your response . &quot;...Health & Safety Executive guidance suggests that it's highly unlikely to cause any damage to health or hearing.&quot; 2. I need clarification around the following statement in your response: &quot;Our engineers are currently investigating new ways of bringing the noise levels down simultaneously for both residents and customers using the service, and once a viable solution is found, it will be implemented as soon as practicably possible.&quot; - Are you confirming that TfL are actively looking into solutions around this well documented noise problem? And that they are confident that they will find one? Because, as I'm sure you are aware, Andrew Dismore. London Assembly Member for Barnet and Camden, was told by TfL engineers that nothing could be done about the noise problem. This was in a meeting between engineers and residents regarding concerns relating to increased noise above ground. So which is it? TfL engineers agree that there is a solution to the noise problem, or not? I look forward to hearing from you. Sincerely,

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 05/02/2019 09:31 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: A very uncomfortable noise of scratching on the rails is occurring between Euston and Archway in the tunnels, which peak around Turfnell Park to Kentish Town. The sound is extremely uncomfortable to listen to and I'm sure is quite damaging to ears. Are there any plans to repair it or make it better?



-----|ITEM START|-----

@northernline please can you sort out the INSANELY loud sections of track on the bank branch between Euston and Camden town? It has to be bad for people's hearing!



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/02/2019 15:00 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir/Madam, I wanted to inform you that there is an unbearable noise coming from the tracks between Euston station all the way to Tufnell Park station on the bank branch of the Northern line. I travel on this line everyday to get to work so it's really bothering me. I believe it's worst between Camden town and Kentish town stations. It's so disturbing that I often see parents covering their children's ears! I'm hoping raising this issue will solve the problem. Many thanks,



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 08/02/2019 15:31 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I wish to complain about the shocking noise levels on the Northern Line, especially between Archway and Euston, both directions. It just seems to be getting worse and worse, at the threshold of pain today. I gather it may be associated with track renewals - surely in this day and age it is possible to lay quieter track, not noisier?



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 09/02/2019 06:59 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, Could something please be done about the noise levels between Camden Town stn and Euston stn (when travelling on the northern line). The noise coming from the movement of the tube on the tracks is so loud and high pitched I do not exaggerate when I say it actually hurts my ears, and the ones of other travellers. I never usually suggest anything, but I travel this route almost daily so I would truly appreciate some improvement, as I am even wondering if these noise levels are considered safe.

[REDACTED]

Dear

Thanks for your informative email. I'd be grateful if you could please keep me informed of progress. In the meantime please could you arrange for noise measurements to be carried out on the Northern Line, in particular the section between Archway and Euston (Bank branch) - both directions. I wouldn't be surprised if for considerable sections of track it is higher than 80dB.

Best wishes,

-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 11/02/2019 21:39

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Comments: The time/date isn't relevant.

I'd like to complain about the really loud train noise between South Wimbledon station and morden, when travelling southbound. Its a loud noise which means I have to put my fingers in my ears - I hope it isn't damaging our hearing. I know bits of the tube are loud but that stretch of track seems particularly loud. Can you do something about it?

You don't get the same noise travelling northbound from Morden so I'm guessing it's something to do with the southbound track.

[REDACTED]

[REDACTED]





Line: northern

Oyster Card Number:

Attachment Names:

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 11/02/2019 23:14 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I travel to and from work everyday on the northern line. The noise between Euston and Camden is horrendous and is above the regulated decibel level. Everyone has to put their fingers in their ears. When will you fix this? [REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 12/02/2019 15:27 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: As I am sure you know, certain stretches of the Northern line track in the vicinity of Camden Town make an appalling noise, a source of discomfort to many passengers. Can you tell me what you have done to the track to account for this noise, and what you are doing to remedy the problem. Many thanks. Attachment Names:

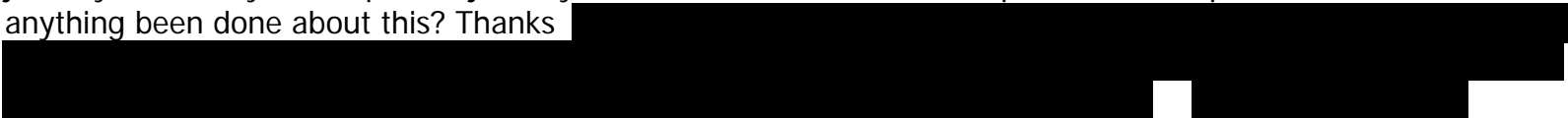
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 12/02/2019 19:14 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The underground from South Wimbledon to Morden is so noisy and really so bad for commuters hearing. I think a case needs to be raised. Damages should be paid to all. Shocking how you are damaging commuters hearing day in and day out <



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 13/02/2019 10:59 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I am interested to know if any studies have been done about the level of noise generated by the latest trains on the northern line, particularly when travelling in and out of Euston and Kentish Town stations. The noise level is distressingly loud and much louder than it used to be. It surely must exceed safe levels and is unpleasant on every journey. It is likely that repeated journeys will exacerbate the health implications of exposure to such loud noise. Has anything been done about this? Thanks



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 14/02/2019 10:32 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: For the past year (or more) noise on the underground between 4 or 5 Northern Line stations from Kentish Town to Angel or to Warren Street is excruciatingly loud. People sit or stand with their fingers rammed into their ears as headphones do not block the noise. This is the 21st century & it is unbelievable that this noise has been getting worse & worse. It is noise pollution & is damaging thousands of people's ears. Please DO SOMETHING to reduce the noise NOW! It is totally unacceptable.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 14/02/2019 14:30 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise level on sections between Kentish Town and Camden and between Camden and Euston is unbearably high and exceeds the acceptable health & safety levels. Passengers have to block their ears to avoid damaging their hearing. Please advise what measures you are taking to prevent this. <REDACTED MSD Case Data> <REDACTED MSD Case Data> Station: Camden Town Underground Station <REDACTED MSD Case Data> <REDACTED MSD Case Data>



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 14/02/2019 17:40 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: To whom it may concern, Whilst I have indeed added the time of one particular journey this is a regular occurrence everytime I travel on the northern line at and takes place between Camden and Euston to wards Kings Cross. Every time I make this journey there is a horrendous screeching noise that persists for a few minutes - the noise is unbearable and is so that can provoke horrible headaches. Why does this occur and what is being done to stop it? It almost sounds as if the train is about to come off the tracks or the tracks are worn completely thin but the train still proceeds at considerable pace. I would be grateful if someone could advise as the headaches it has given me to date are unbearable. Many thanks,

[REDACTED]



-----|ITEM START|-----

{margin-top:0;margin-bottom:0;} Hi, I just wanted to say thank you for taking the time to respond to my concerns and for the well written and explained reasons behind the noise concerns raised. I appreciate it is a complicated issue to resolve and that change does not happen overnight. I sincerely hope the improvement plans are put into place asap. Whilst I recognise you have taken on board my comments about the duration of the noise my point is more that I regularly pay for this service and the level of service delivered is below standard due to the disruptive noise. Whether it is 5 seconds, 30 seconds or 1 minute of painful noise, I am paying for travel where the level of comfort really is intolerable. Please can you provide more firm timescales of improvement or an interim solution until it is resolved? Kind Regards

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 16/02/2019 21:21 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hallo. I am travelling almost every day of the week in the past 5 years from Angle station to Belize park station with the Northern line to Edgware (via bank). On the portion from Euston to Camden, the noise of caused from the friction between the tracks and the wheels of the train is extremely disturbing. Though i have not checked, i am quite sure its above the unhealthy levels of decibels... i am doing my best to shut my ears during this portion of the ride, as many other people in the train do... I dont really recall it from from the early years, but is certainly the case in the last year. i am sure you are aware of it...but i just thought to let you know myself.... get it checked out, could be quite harmful when using the train on a daily basis.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 16/02/2019 22:10 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I am sure you are already aware, but the Northern Line tracks are extremely loud between Euston and Tufnell Park. Is there any plans to resolve this in the future?



-----|ITEM START|-----

Hi there Having just had to endure this noise for the thousandth time I wanted to write back to ask why, of the noise level isn't damaging in short bursts , why do many of your drivers wear ear protectors? I see this more and more often. Also I personally at some point would like to record the noise to to see actually just how damaging it is. Thanks

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 18/02/2019 19:28 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I am a regular commuter on the Northern Line, using travelling from Archway southbound or Kentish Town southbound. In the last year, I have noticed the noise levels while travelling down the tracks have become really loud. Every time I travel on this route I have to stop reading my book or listening to music and literally hold my ears shut to try to block out the noise (this usually continues up to Kings Cross St Pancras or Warren Street, depending on the branch), and every time I watch others do the same. Not only does the noise make for a most unpleasant journey, but I am concerned for the health of my ears and whether it is safe for travellers to experience this regularly. I refer to an Evening Standard article that states that the decibel level on a journey between Tufnell Park and Kentish Town alone is "97 decibels (dB) –the equivalent of a power drill puncturing wood". I can confirm it certainly feels like that! I hope there is a valid reason for this increase in noise and that TFL have plans to repair the tracks or whatever is causing the clamour. I should make clear that the noise is nothing to do with the other passengers but rather the noise of the tube/tracks. <https://www.standard.co.uk/news/london/parts-of-the-tube-are-so-loud-that-commuters-should-wear-hearing-protection-experts-warn-a3751781.html>

[REDACTED]

-----|ITEM START|-----

Dear

Thank you for your voice message. I ran to the answer my phone but did not get to it fast enough!

The grinding really does make a huge difference not only to the noise but to our overall quality of life. I am most grateful.

Considering the substantial improvement made by grinding the tracks, does TFL have any plans to carry it out more often. Please let me know.

Once again thank you.

Best wishes,

-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 19/02/2019 15:53

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Comments: Hello,

I have been meaning to write to you about the loud screeching noise that occurs on every journey I take on the Northern Line. I've been noticing it for over a year now. At first I thought it was just a temporary issue with a particular train, or a section of track. However, due to the long term nature of this noise, I decided it was time I mentioned it because it is so deafening I feel sure it is beyond safe decibel levels. Myself and several passengers have to cover our ears each time it happens - about every 2-3 minutes. It's painfully loud and for commuters who take the Northern Line twice a day, it must be damaging their ear drums. I'm sure this can't be the only complaint you've received about the noise. I would like to know what is being done about it, as this is a health and safety issue that must not be ignored.

Kind Regards,

A large black rectangular redaction box covering the signature area.



Line: northern

Oyster Card Number:

Attachment Names:





-----|ITEM START|-----

Hi, tnx for feedback.

But surely look after the customers who actually pay to ride the underground every day.

I am sure one day, some1 with enough money and power will take you to court and you will pay, I for one will be there ready to sign any waver to make sure all who experienced hearing damaged are paid out by your ent<BLEEP>ty.

Thanks

-----|ITEM START|-----

Secondly if you know anything about hearing loss, to say because it is short periods of noise it wont effect your hearing is a completely false claim and i will be recording this feedback

tnx

On Tuesday, 19 February 2019, 17:53:00 GMT, [REDACTED](#) possible Email>&gt; wrote:

Hi, tnx for feedback.

But surely look after the customers who actually pay to ride the underground every day.

I am sure one day, some1 with enough money and power will take you to court and you will pay, I for one will be there ready to sign any waver to make sure all who experienced hearing damaged are paid out by your ent<BLEEP>ty.

Thanks

-----|ITEM START|-----

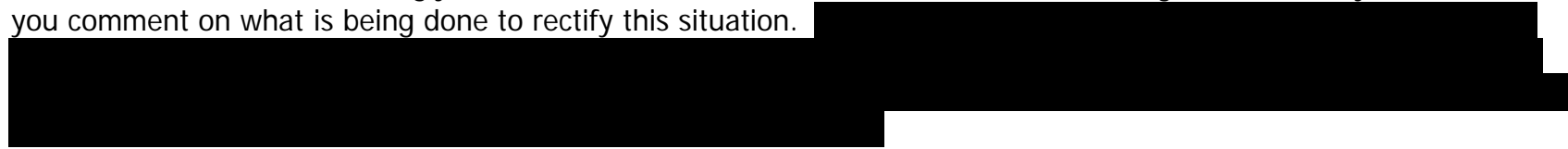
<REDACTED MSD Case Data> Received on: 20/02/2019 08:41 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: What is being done about the appalling noise levels at points between Kentish Town and Camden Town and Camden Town and Euston? This has already been identified by experts ( as per reports in the Evening Standard and other papers) as at a level injurious to hearing. I regularly travel on this route and the noise level appears to be getting worse. [REDACTED]

-----|ITEM START|-----

P {margin-top:0;margin-bottom:0;} Hi, Can you please tell me what the latest is with noise on the underground? The noise levels are intolerable and causing me huge stress each time I travel. This noise reduction seems to have been brought in subsequent to the night tube, and if that is the reason why, you should suspend the night tube rather than put people's hearing in jeopardy. A study has shown the noise levels on the tube have the ability to damage hearing and I believe it, as it causes me to physically flinch and I have to put my fingers in my ears to try and mitigate the significant impact it has on my hearing. It is truly awful travelling on the tube at the moment and is a disgrace to London that this is deemed OK to subject people to this. @Mayor for London - what are you doing about this? [https://www.bbc.co.uk/news/uk-england-london-  
Is travelling on the Tube damaging your hearing? A BBC investigation reveals parts of the Underground network exceed noise safety levels. www.bbc.co.uk](https://www.bbc.co.uk/news/uk-england-london-)  
<http://camdennewjournal.com/article/northern-line-tube-racket-like-being-at-a-rock-concert> Northern Line tube racket like being at a rock concert | Camden New Journal NORTHERN line passengers are being exposed to ear-splitting noise that is equivalent in volume to a live rock concert, a New Journal investigation can reveal. Tube passengers have resorted to covering their ears on sections of the track where the loudest screeching occurs, which our tests confirm ... [camdennewjournal.com](http://camdennewjournal.com) Thanks

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 22/02/2019 18:14 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The ambient track noise between stations Kentish Town to Camden Town and Camden Town to Euston (Bank branch) on the Northern line is excruciatingly loud and am sure above safe decibel levels for hearing and ear safety. Please can you comment on what is being done to rectify this situation.




-----| -----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 25/02/2019 15:49 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: For several months now, the sound on the tube, once in motion and between stations, is so incredibly loud I'd guess that it is above healthy or acceptable decibel levels. It is physically uncomfortable. Please can you look into this matter urgently.



-----|ITEM START|-----

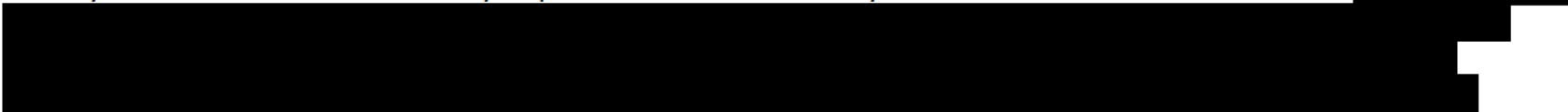

<REDACTED MSD Case Data> Received on: 25/02/2019 19:29 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir / Madam Firstly I would like to say thank you for the consistent, safe, clean service you provide on a daily basis. Your staff are amazing. I wanted to ask about the terrible noise the train makes between Kings Cross and Tufnell Park on the northern line. This started about a year ago and is intolerable. It's a high pitch screeching noise and must be something to do with the tracks. I see people put their hands over their ears and have seen kids cry. It's sometimes almost painful. I'm sure you know about this - and I was interested to know why it's started and if there is a plan to rectify it. I fear the effect on my hearing. Many thanks






-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/02/2019 07:25 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: HI The track noise from South Wimbledon to Morden has become unbearable, even with head phones around the ear on. The opposite direction is signing to sound a little similar. If a Db monitor was taken down there I am sure it would breach hearing tolerances.. I think the track needs replacing. I use this route travelling to and from Morden at various times of the day so its not a train issue. Can you please confirm this is on your radar to be fixed and when?



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/02/2019 11:18 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise from the undercarriage between Highgate and Kings Cross is quite unbearable. I have to cover my ears (as do many other travellers). It sound like metal on metal and it screeches, getting slightly better and then worse again. It's really dreadful between Tufnell Park and Euston. Please can you sort this out? - I'm imagining a bit of grease would help!! I'm sure this is damaging to the eardrums.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 01/03/2019 10:41 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The tube system is too loud and generates noise which is excessive when the tube is running between some stations. There is an extreme screeching noise which is heard continuously for periods of time as the tube turns corners on the track system. This noise is way above what is acceptable for Health and Safety of the passengers forced to endure on a daily basis. This amount of excessive noise over a long period of time can only be damaging to passengers ears and must be mitigated by TFL using sound dampeners or some other remedy. This is an OFFICIAL COMPLAINT and must be responded with the appropriate legal response and action plan. [REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/03/2019 11:36 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, I am getting increasingly disturbed by the extremely noisy tube line. I am pretty sure it is way off the scale in terms of acceptable noise levels. I have to put both my hands over my ears. I notice children are particularly affected and I dread to think of the long term damage. Please investigate with government environmental scientists urgently and make some change. I spoke to a cellist the other day who said she is suffering the same extreme discomfort. Unfortunately as it occurs daily a lot of people don't notice how bad it's got, similar to frog in boiling water effect. Ticking time bomb I say and could result in massive court claims in the near future.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 03/03/2019 18:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, I am writing to complain about the excessive noise levels on the Northern Line between Euston and Kentish Town (it is bad on both lines and directions, but is definitely at its worst and getting worst on the northbound bank branch, Euston - Kentish Town). I know you are aware of the issue, but I would like to know what steps you are taking to solve this as the noise levels are now completely unacceptable; to the point a whole carriage will raise their hands to their ears to try and drown out this hideous noise. I shouldn't be able to listen to music on headphones full blast and not hear a single note. I'm sure this cannot be good for regular commuters hearing (as recently proved it seems). Best,

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 04/03/2019 01:13 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, As you may already know, the noise on the tube between Camden Town and Euston is deafening. Is something being done about this or do people need to continue to suffer and risk damage to hearing? Kind regards, [REDACTED]

[REDACTED]

-----|ITEM START|-----

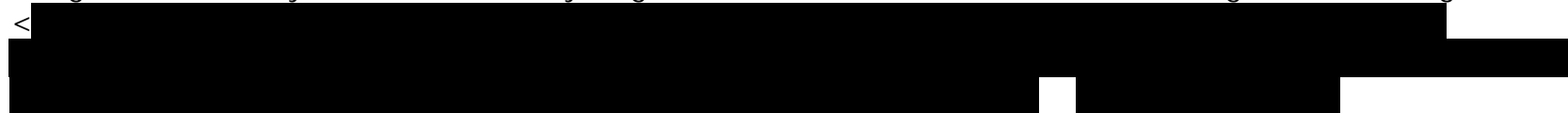
<REDACTED MSD Case Data> Received on: 04/03/2019 19:29 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments:  
Excessive track noise especially around the Camden area and between Morden and s Wimbledon, but also in other locations on the Northern Line. This is causing people to cover their ears! It must be louder than health and safety laws permit!



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 06/03/2019 22:45 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, over the past few months I have noticed significant increase in noise whilst travelling on the Northern Line, High Barnet Branch, in the Camden Town area. I am not sure of how to describe the noise but it is like screeching and quite annoying. I often need to hold my hands over my ears, trying to make it feel better. I have noticed other passengers doing the same. Why is that? Is there anything that can be done to minimise this deafening noise? Kind regards,

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-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/03/2019 11:22 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: ear-splitting screeching noise throughout the journey.

Station: Warren Street Underground Station

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/03/2019 11:35 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Can you please please do something about the track southbound on the Northern line at 2 points: 1) between Euston and Warren Street. 2) between Leicester Square and Charing Cross. The noise as the train goes through is not only unpleasant, but so loud that I think it is causing hearing damage. Thanks. <REDACTED

REDACTED

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/03/2019 11:52 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise from the tracks has got worse and worse. It is unbearable. This noise is definitely above the legal limit. Why is it so loud? what are you doing about it to reduce the noise as it will be doing permanent damage to people's ears not to mention children.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/03/2019 14:02 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, I thank for an incredible punctual travel with Northern line. Thats really good. But the noise of the messages of the speaker between the stations is for a person of 1,96 cm high in an overcrowded tube when standing under a loudspeaker much too loud. Its a torture for the ears. You hear it 6 or 7 times till the city. I spoke with a member of staff and he said clearly it is too loud, the engineer has put it like that. I think in the evenings after a long working day passenger are exhausted and should have voice messages at the sound level of the message when the train stands. This message is correctly and not too loud. In Paris it is a low male voice and much quieter. The engineer maybe thought the voice has to peak the loudest noise from outside on the route of the Northern line. But maybe the engineer should stand under a loudspeaker between Clapham South and Balham. This word Balham is loudest on the whole journey. I think a NHS staff testing the noise level for ears would say the same when he holds a device under the loudspeaker at a distance of 10 cm. I think a lot of people think the same but do not write an email. But I thank again for a very good and punctual Northern line Service. Kind regards <

-----|ITEM START|-----

Dear TfL I cannot bear the noise in the tunnels any longer. For several months now after Moorgate up to Tufnel Park the shrieks and screeches at high pitch are enough to damage one's hearing and must breach Health & Safety rules. I and others passengers have to put our fingers in our ears. It is still deafening. Are you going to fix this and meanwhile can you please issue passengers with ear protectors? Thank you. Yours,,

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 08/03/2019 10:10 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Team FAO: Transport for London Board The noise between Camden Town and Euston as well between Angel and Old Street on the Northern Line Bank branch, which I know you have been aware of for some time, has now become intolerable. It is a high-pitched, loud sound, created by the friction between train and track, lasting in total about 30 seconds, during which many passengers, including myself, visibly recoil and many cover their ears. Please would you inform me how this noise is being addressed and how long it is likely to be before we see a tangible improvement in, if not a total resolution of, the issue. Many thanks,

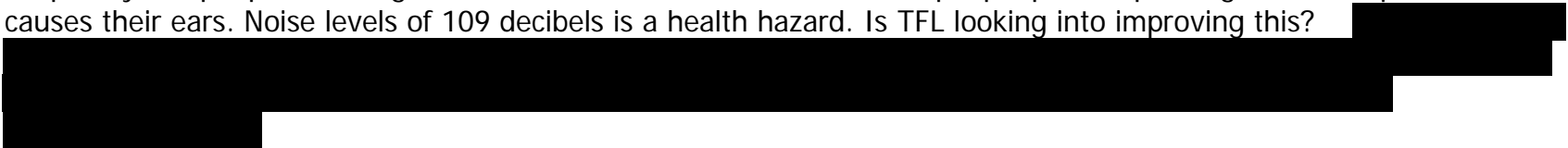
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 10/03/2019 00:18 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise of the train on the rail track on this section of the line is literally deafening. Surely something can be done about this? I have to block my ears with my hands for a large section of the journey. It makes the whole travel experience horrific, sheer torture. This is truly an unacceptable level of noise pollution. [REDACTED]

Station: Camden Town Underground Station [REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 11/03/2019 14:19 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The track noise on the Northbound branch between Camden Town and Archway, plus recently on the Southbound between Camden Town and Euston, has become unbearable. I've been using this branch for 5 years and it has gotten significantly worse in the last 9 months. I have to wear earplugs just to stand the noise (which still only helps a little), I frequently see people covering their ears and have had talks with multiple people complaining about the pain the noise causes their ears. Noise levels of 109 decibels is a health hazard. Is TFL looking into improving this?



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 12/03/2019 07:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: What have you done to the track between Kentish Town and Camden Town on the Charing Cross branch and between Camden Town and Euston on the Bank Branch?? The noise is now intolerably (dangerously?) loud!! I and several of my fellow passengers were/are forced to block our ears to protect our hearing on these parts of our journeys.





-----|ITEM START|-----

Hello Customer Service Team I was in correspondence with early in 2018 to sort out the problem of noise under my house (REDACTED) which has now been drastically reduced by, I believe, your installing special resilient track pads . However, the deafening noise travelling between Kentish and Camden Towns, an on the Bank branch Camden Town to Euston (all both ways) is I am sure going to damage my hearing. Please can you give me an update on the situation. Look forward to reading your reply. Regards

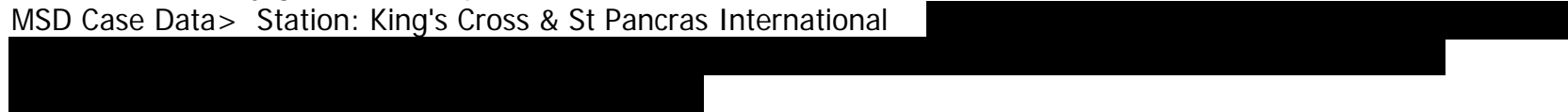
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 13/03/2019 15:01 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: i am a regular user of the Northern Line and have been concerned for some time now about the level of noise I have to endure on the approaches to Camden Town both from Mornington Crescent and from Kentish Town. Today I recorded a level of 114 db on my Sound Level Meter (Meter MK09) coming from the south. I understand that repeated exposure to such levels may result in hearing loss. Aside from blocking my ears I wonder what other advice you may have? Thank you.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 13/03/2019 16:40 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise is extremely loud and many people included myself have to cover our ears to endure the horrible sound the train makes and it's only gotten louder please do some kind of maintenance <REDACTED MSD Case Data> <REDACTED MSD Case Data> Station: King's Cross & St Pancras International



-----|ITEM START|-----

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Address Line 1:

Address Line 2:

Postcode:

Bike Access ID:

Bike Number:



Comments: Please do something to reduce the painful train extremely high screeching noise level on the Northern Line as I suffer badly from Moorgate to Tufnell Park and my ears can't take much more. This is dangerous and Health and Safety must prevent it. No one replied before.

<REDACTED Personal Data>

<REDACTED MSD Case Data>

Content Type: Complaint

Incident Date Time: 13/03/2019 21:00

Docking Station: moorgate

Membership ID:

Membership Key:

Number of Attachments: 0

Attachment Names:

-----|ITEM START|-----

1. Still no reply to my complaint a month ago: Please do something to reduce the painful train extremely high screeching noise level on the Northern Line as I suffer badly from Moorgate to Tufnell Park and my ears can't take much more. This is dangerous and Health and Safety must prevent it. No one replied before.

2. I just wasted my time reporting it online 1st wrong section as it was obviously for cycle hire at the end (the ref below) and then all over again under your Noise and vibration header which took ages to enter everything - and at the

end it said Opps

something went wrong - try again later!!!! I am furious at wasted time with all your boxes wanting irrelevant info and it doesnt even save or send.

Please do something to reduce the painful train extremely high screeching noise level on the Northern Line as I suffer badly from Moorgate to Tufnell Park and my ears can't take much more. This is dangerous and Health and Safety must prevent it. No one replied before.

-----|ITEM START|-----

Dear

Thanks for replying - it was the 3rd time I emailed. The noise is unbearable and hurts my ears and we should not have to put up with this - they are not such short bursts they are prolonged and repeated endlessly between Moorgate and north of Tufnell Park and it hurts my ears and others have fingers in ears too. Will the work at Camden reduce the noise between Moorgate and Tufnell Park as the screeching is unbearable and makes me use Thameslink instead. TfL can't expect us to put up with this. I see the drivers wear earm protectors - you need to give us some. TfL's disregard for passengers is not acceptable.

-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 14/03/2019 18:03

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Comments: I've noticed that when travelling south from Archway station to Leicester Square there is unbearable noise after Tufnell Park going south before Kentish Town, after Kentish Town, before Camden Town and between Camden Town and Euston on both the Charing Cross and bank branches. It didn't used to be like this and the noise sections of track are expanding. Presumably, you have started using some different material in the tunnels and on the tracks.

You often see people sticking their fingers in their ears on these particular parts of the track.

Please advise what is going on what could be done to alleviate this noise. It's unbearable.

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 14/03/2019 21:55

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Comments: I travel on the northern line everyday travelling to and from work. I am becoming concerned about the noise levels in the tunnels, particularly around the Kentish Town/Camden town area, it is excruciatingly loud. Having done this journey for the last 15 years there has been a noticeable increase in the noise recently. I am worried about the effect this is having on mine and other people's hearing, including your drivers. I look forward to hearing from you about this matter.

[REDACTED]

[REDACTED]

[REDACTED]


[REDACTED]

[REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 17/03/2019 21:08 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise between Kentish Town - Camden and Camden - Euston I see unbearable. I am not the only person who has to block my ears because of the pain. Please fix it. It is clearly a waste of energy. I also live directly over the northern line and the vibration and noise continues.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 18/03/2019 13:41 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: There is an awful noise around Camden Town station on the Northern Line. Its gotten so bad, it now drowns out anything I am listening to through pretty good quality noise-protecting headphones. I wear ear protection when going to gigs, and I think it may be wise to advise regular travelers to do so on certain sections of the underground. [REDACTED]

[REDACTED]

-----|ITEM START|-----

Many thanks for your detailed reply. Glad to hear something is being done. Best wishes

-----|ITEM START|-----

Dear    Thank you so much for your clear explanation re the Northern Line tube noise. It, and your time, is much appreciated. I look forward to seeing the effects of the 'soft pads' in April.    Kindest regards

-----|ITEM START|-----

Customer called to report that he normally endures a shrieking noise whilst on the Northern Line between Camden Town to Kentish which is hugely uncomfortable and he believes that something should be done about.

Customer advised that he constantly has to wear noise cancelling headphones whenever he is on the tube heading between these two stations and he has stated that its a nuisance for other passengers on the carriage.

Customer has stated that he would like this piercing and shrieking noise to be investigated otherwise he may have to get in touch with his Member of Parliament.

I provided Customer with Ref Number.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 20/03/2019 08:39 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Every time I go on the tube, I encounter the most excruciatingly loud noise coming from the tunnel or the brakes on the train. This noise is particularly bad on the Northern and Bakerloo lines - if I don't have my in-ear earphones or hearing protection, I feel as though this noise is having a detrimental effect on the health of my ears. <REDACTED MSD Case Data> <REDACTED MSD Case Data> Station: Camden Town Underground Station <REDACTED MSD Case Data> <REDACTED MSD Case Data> Traveling From: Camden Town Traveling To: Elephant & Castle Line: northern Oyster

-----|ITEM START|-----

customer wants to complain about the noise levels of the Northern line. She said the noise levels can lead to serious injury. She wants to know if anything can/will be done about this. She is expecting a feedback

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 22/03/2019 13:38 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hello, My name is and I've been living in Tufnell Park for the past 5 years. I would like to complain about severe noise that comes from the train track on the route between Tufnell Park and Camden station stations on the Northern Line. I've noticed that in the past 2 years the noise became much worse and almost unbearable. Every time the train runs between those stops I see people finding it very hard to handle the noise and having to block their ears with their fingers. As the public pays a lot of money for the service I think it's fair to make sure that the journey is pleasant as possible. Is there anything that can be done in order to solve this issue? It's quite difficult to experience such noise on a daily basis. I hope that you are aware of this issue and trying to improve it. Many Thanks

----- Forwarded Message ----- Subject: major complaint now high volume noise schreech Moorgate to tufnell Pk Northern Line Re: Northern line CRM001: <REDACTED possible Oyster>2 Date: Wed, 20 Mar 2019 16:14:04 &#43;0000 From: <REDACTED possible Email> &lt;<REDACTED possible Email>&gt; To: Customerservice &lt;<REDACTED possible Email>&gt; Thank you this is terrible news and you should travel from Moorgate to Tufnell Park to suffer the schreeches at high pitch. See people with fingers in ears. Unbelievable you don't go to witness it instead of the English reply 'no one else has complained - unbelievable. You know most people don't complain and one complaintn should thus alert you. Please tell a manager to come and see. Thanks On 20/03/2019 15:53,

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 22/03/2019 18:09 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Can you please do something about the horrific screeching sounds before and after Camden Town station, on the High Barnet Branch. Something clearly needs to be adjusted, and the screeching noise made by the wheels - whenever I travel, before and after Camden Town, is actually painful to hear. Thank you.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data>

Received on: 23/03/2019 17:46

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

<REDACTED Personal Data>

Comments: The noise on the Northern Line High Barnet branch between Tufnell Park and Euston is pretty hard to take and I think potentially damaging to hearing of those travelling on board. I've read studies show it's the loudest part of the whole underground network. It's a real low point twice a day, I feel for the drivers having to experience that all day long. This section of track really needs modernising .

[REDACTED]

[REDACTED]

[REDACTED]

Line: northern

Oyster Card Number:

Attachment Names:

-----|ITEM START|-----


<REDACTED MSD Case Data> Received on: 24/03/2019 16:15 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Please see attachment for my comments <REDACTED MSD Case Data> <REDACTED MSD Case Data> Station: Balham





-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 24/03/2019 21:05 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: What have you done to the tracks between Camden and Kentish Town stations? It's deafening! Other parts of the Northern Line have also been affected. It's absolutely terrible.



-----|ITEM START|-----

Customer called stating that recently the noise on the tracks when the train passes along from Camden Town to Euston has got worse and worse, customer stated that he travels daily for work on the bank branch but couldn't confirm if the noise effects both branches, customer described it as a high pitched squealing noise that's defining and many people have to block their ears in anyway they can to reduce the impact of the sound. Customer wants a response and kept up to date on whats happening.

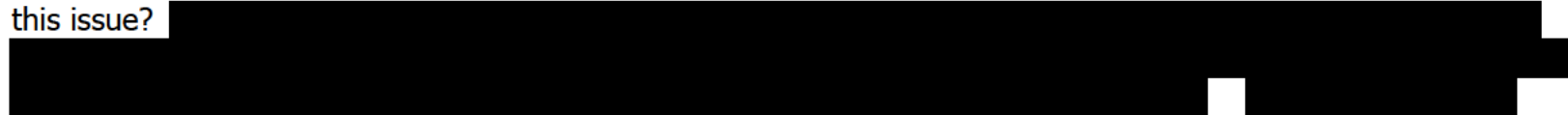
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 26/03/2019 09:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I want to complain about the level of noise in the tunnels between Camden Town, Kentish Town and Tufnell Park. For significant portions of that journey, there is an awful high pitched grinding noise coming from the rails as the train traverses them. It is very invasive, and actually feels like it damages my ears, to the point where I will be consulting my GP to see if any damage has occurred. You see many people sticking fingers in their ears to compensate. In short the noise is unacceptable, and must contravene safe levels. The noise occurs both Northbound and Southbound. I make the return journey about 3-4 times a week, and have noticed the noise for the 3 months minimum, although it has probably gone on longer. Please investigate and let me know how you plan to resolve this problem.




-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/03/2019 12:15 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, the noise on your trains between Kentish Town and Camden Town, and from Camden Town to Euston (Bank branch) is really bad. I've experienced it several times on this route and it's very uncomfortable for passengers. Are you aware of this issue?



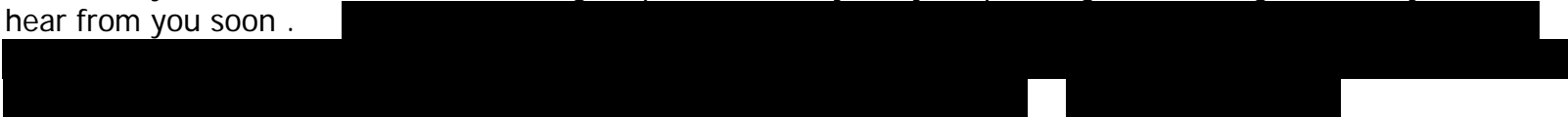
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/03/2019 13:31 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: As a longtime user of the underground, I have noticed in the last 18 months very high pitch screeching noises at certain points along the tracks of the Northern Line between Hampstead and Waterloo. I don't know if there is a similar problem on other lines. It can be so unbearable at times that I (and others) need to block our ears until the noise subsides. This was never the case previously and is totally unacceptable in our modernage of technology. There must be health risks associated to this level of screeching at various points along the line. What is the reason for this? What actions are being taken to resolve this issue? Thank you



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/03/2019 21:41 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: To whom it may concern. I have been travelling on the Northern line to work for almost 2 years now and I feel that the deafening noise between Euston & Camden Town station should be sorted out. I am constantly suffering from earaches due to the noise and it is extremely uncomfortable. I know this is something you are aware of but please. For the safety of your passengers could you kindly ensure something is done about this as soon as possjblh please. I am aware your staff wear noise cancelling earphones so why are your passengers suffering? Thank you and I hope to hear from you soon .



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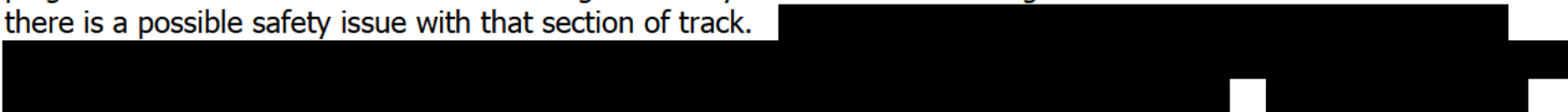
<REDACTED MSD Case Data> Received on: 28/03/2019 07:57 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: What is TfL going to do about the excruciatingly loud noise on the Northern line between Euston and Kentish Town? It's unbearably loud and genuinely hurts the ears so must be damaging. Everyone sits wincing, no one can talk to each other and you can't even hear sound in headphones over the top. Is there a plan to get it sorted and if so, when? FYI - the noise may go on beyond Kentish Town but I don't travel beyond there much so I can't say about that!

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-----|ITEM START|-----



<REDACTED MSD Case Data> Received on: 29/03/2019 09:03 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, there is a section of track between Camden Town and Kentish Town which seems to have something wrong with the track? The noise is almost unbearable. This has been like it for weeks now and each day there are lots of people having to plug their ears as it's so bad. The screeching noise may be above safe hearing levels and also makes me wonder if there is a possible safety issue with that section of track.






-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/03/2019 09:20 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I travelled on the Northern Line Edgware Branch train this morning from Kings Cross to Camden Town. After Euston, the noise from either the train or the tracks was excruciating, as it was screeching very loudly, in a high pitched and very loud manner, between Euston and Camden Town, for many minutes. I travel this line every day and there is always a certain amount of noise on this line but this was very bad and was definitely louder than usual. Most of the people in the carriage had to block their ears. Could you please investigate this and see if the cause could be rectified, as I am concerned that such a high pitched and sustained level of noise could have a detrimental effect on the hearing of passengers. Thank you for your attention in this matter. Best regards



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/03/2019 14:08 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: the Northern line trains are screeching very loudly and are breaking the law by exceeding the legal limit of decibels for repeated periods of several seconds at a time. Passengers are holding their hands to their ears, and we leave the train in pain. Who is responsible, and when is it to be rectified? You will be receiving claims for injury to hearing in the near future, if you haven't already received them.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/03/2019 14:55 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I recently change my commute and started using the bank northern line branch and I find that the noise during travel is too loud and I'm pretty sure is considerably above the safe limits, so I would like to know what are you planning to do about it. I might need to start to use hear buffers if I do not want to damage my hearing capacity.

Thanks

MSD Case Data>

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/03/2019 20:12 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments:  
Screeching noise at every station when the tube turned corners, braked and set off. The sound gave me a sharp headache and I am sure exceeds the legal noise levels. Reported in person at Euston station. [REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Address Line 1: Address  
Line 2: Postcode: Bike Access ID: Bike Number: Case Reference: <REDACTED possible Bank Account> Comments:  
I have travelled into central London on the Northern Line from East Finchley to Kings Cross and back again this evening.  
The sound of the trains on the track was deafening. Most people who did not have headphones on were having to  
clasp their ears for most of the journey. I used to work for JNP and BCV on the Station Modernisation Programme so  
I'm aware that TfL used to have a programme to rectify this, from memory I think its the engineering train that grinds  
down the corrugation on the tracks. Would you please be able to confirm when this is due to be rectified as I'm not  
exaggerating its really was painful to sit on the tube



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 30/03/2019 20:07 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise from the north and southbound tracks between Kentish Town and Camden is deafening. It's been getting worse over the past few weeks. Most passengers now shield their ears as we pass through. <REDACTED MSD Case Data> <REDACTED MSD Case Data> Station: Camden Town Underground Station <REDACTED MSD Case Data> <REDACTED MSD Case Data> Traveling From: Kings Cross Traveling To: East Finchley Underground Station Line: northern Oyster Card Number: Attachment Names:

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 30/03/2019 21:11 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: To whom it may concern, I'm writing in complaint of the unbearable screeches of the train tracks along the northern line on both the Edgware and High Barnet branch. It is a journey I make twice a day and the sounds levels of the train tracks causes great discomfort and leaves a ringing sound in my ear after the journey. It is evidently a felt concern and disturbance as neighbouring passengers collectively cover their ears in these parts of the journey: 1. euston and camden town on high barnet branch 2. Hampstead and Golders Green. 3. At northbound platform, northern line, edgware branch of euston station I'm unsure whether it is a maintenance issue of tracks which needs oiling or other problems but is an obvious health concern for both passengers and your staff and I sincerely hope it's a matter that may be taken seriously and soon. Best regards

[REDACTED]

-----|ITEM START|-----

<REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Case Reference:  
<REDACTED possible Bank Account> Comments: The northern line northbound train from bank to Moorgate which arrived at 18.10 tonight in Moorgate had an awful piercing sound which is something Ive never experienced on this line and my ears still hurt now. It started again between Euston and Camden Town. Its not normal and its actually dangerous levels of squeak and pierce that everyone on the tube was holding their ears. This needs to be investigated urgently. Ive travelled from East Finchley up and down for four years. [REDACTED]

[REDACTED]




-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 31/03/2019 19:42 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, I just wanted to report a seriously loud screeching sound (very loud and high pitched, louder than the usual loud track noise that happens around that part of the northern line) between Euston and Camden on the bank branch. This was from the fourth carriage of the train that entered Camden Town at 1931. My ears are still ringing 10 minutes later. I'll reiterate that I am a frequent Northern line user and this was way more high pitched and loud than the noise that, while also often uncomfortably loud, reliably occurs on that part of the line. Definitely loud enough to be dangerous to people's hearing. Perhaps it was an issue with the train as I'd never heard such a sound on the tube before

[REDACTED]


-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 31/03/2019 19:59 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear sir/madam, I'm writing to complain about the dangerous level of noise from the wheels/tracks between bank station and London Bridge. The high pitched screech is so loud that everyone in the carriage had to shield their ears to the painful noise which did little to help. It is dangerous and unacceptable that this is allowed to happen. <REDACTED MSD Case Data>



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 01/04/2019 10:23 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The carriage i was on from London Bridge to Camden had a serious problem with its wheels i presume as the screeching sound was unbearable with most people having to put their fingers in their ears. I am now suffering from bad earache and sightly muffled hearing loss which i can only hope is temporary. I did mention to the staff that it was unbearable but i felt i had to make this an official complaint as i am concerned my hearing could be damaged as it was at such a high frequency and volume and I've had to take some painkillers to ease my earache. i got off the train at Camden at precisely 9:46 if this helps locate the train and it was about 3rd carriage from the front (where the exit is from Edgware platform).



-----|ITEM START|-----

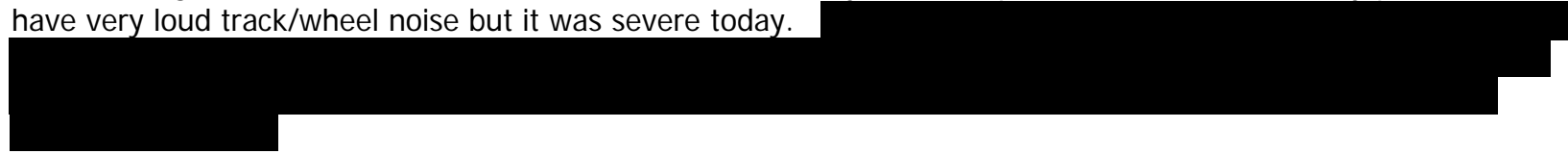
<REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Address Line 1: Address  
Line 2: Postcode: Bike Access ID: Bike Number: Case Reference: <REDACTED possible Bank Account>

Comments: Recently I have noticed the Northern Line seems to be very loud. I'm referring to squeaking noises on both the northbound and southbound directions, both Bank and Charring Cross branches. Is this something that is monitored?



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 01/04/2019 13:50 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Please could you actively work to reduce the excessive screeching on the northern line around Euston and Camden Town. This morning c11am, southbound into Euston it was extremely loud and painful. This is not the only part of the line to have very loud track/wheel noise but it was severe today.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 01/04/2019 17:56 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I was on a southbound Northern Line City Branch southbound train approaching Bank Station at circa 3pm this afternoon. The noise from the wheels on the curved rails was excessive - painful - and clearly well in excess of health and safety limits. I travel this section of line regularly and have never experienced noise at this level before. There is still a pain sensation in my ears three hours later. In the event that my hearing has been damaged as a result of this incident I shall be lodging an appropriate claim against TfL.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 01/04/2019 18:21 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise levels from wheel squeal at Moorgate on 29th March and today between Bank and Kennington were at a level that was physically painful and surely in excess of legal limits. What have you done to the track/trains. I have to ringing in my ears half an hour later and the noise is such you must be risking damage to your passengers hearing.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/04/2019 00:40 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: To whom it may concern Portion of track between Embankment and Tottenham Court Road had deafening screeching, if it was the actual track or brakes of the tube I'm not sure. I was with my REDACTED baby and my partner which caused my baby to cry out in pain like I've never heard! This then caused a lot of distress for her mother making her extremely panicked and burst into tears. She has trouble travelling on transport at the best of times as she has bad anxiety. Please see to this problem as it is really not safe, never have I heard anything like this on any type of railwork.





-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/04/2019 09:32 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The southbound Northern line was unbearably noisy today between Bank and Borough, particularly between Bank and London Bridge. The noise was a high-pitched, loud screech. It was so loud it caused most people in my carriage winced as if they were in pain. Please can this be fixed. I've commuted on the tube for over 15 years, and this was unlike anything I've heard before.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/04/2019 11:47 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I am a commuter in the Northern line Every day I am exposed to unacceptably loud noise when trains pass the Camden Town and Kentish Town area, both northbound and southbound. Like many passengers I need to cover my ears at these points to avoid pain. But even with this, it continues to be painful. I read previously that a study found these areas were consistently the loudest parts of the underground system and I had hoped that these findings would lead to works to reduce the noise. I am concerned that daily exposure will lead to hearing damage. I believe that passengers and staff should expect to be able to travel safely on the tube, without being exposed to uncomfortable or dangerous noise levels. Please could you advise 1. what if any works are planned to tackle this? 2. What is known about the health risks? 3. Has TFL commissioned any studies to establish the long term risks to passengers and staff from the track noise? Thank for your attention to this long running but unacceptable problem ----

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/04/2019 18:12 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, I already reported a shrieking metal noise on the southbound approach to Kennington yesterday. I'd just like to add that this happened again today while I was in car 52584, arriving in Kennington at 18:00

[REDACTED]


-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 02/04/2019 19:49 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The screeching noise from the tracks is now unbearable. Please can someone get a can of WD40 and sort this as a matter of urgency. Many thanks



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 03/04/2019 10:28 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi there, I personally, as well as all the people on the same train, find myself to literally having to cover my hears during my commute east finchley/tottenham court road and back every single day, twice a day. Throughout the whole journey, but especially between Warren street and Kentish town it seems, there is an incredibly loud noise, so much that if I don't keep my ears covered it's actually really painful. This is really damaging on people's hearing, and it seems to be getting worse as the time goes by. The problem has been going on for a few months now, and before me and all the other people doing the same commute end up with a serious hearing issue, I think the matter should urgently being look at. Thank you



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 03/04/2019 13:38 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The Noise level between Euston station and Camden Station was unbearable, well above any safe levels. Please check if is there something wrong with the tunnel lining in that section or is something else that's causing with that tunnel section.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 03/04/2019 17:01 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments:

Complaint To whom it may concern, The noise of tubes breaking on the Northern Line has become intolerable. Have you had them measured? Everyone in the carriage puts their hands over their ears every time the train breaks. I travel on the Victoria line too and this does not have the same problem. I can't think that this is safe or meets recommended safety guidelines. I'm fed up with the headaches this causes. Please let me know what you intend to do about this.

Yours faithfully <

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 03/04/2019 20:32 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I have come to dread travelling on the Northern Line when the train is empty and the noise around Camden and other places reverberates loudly and is high-pitched. I have to cover my ears, but the sound is still excruciating. I have had tinnitus in the past and I am worried it will set it off again. I have seen other people holding their ears too, including a child. I worry about the hearing of children especially babies, and the hearing of the drivers on the Northern Line all day. The Northern Line has been a comfortable noise level until recently - please reverse the changes you have made, or I fear TfL will soon be wasting taxpayers' money paying compensation for this Health & Safety breach.

[REDACTED]



-----|ITEM START|-----

Thank you very much for letting me know - it's good to know it's being dealt with. Best wishes On Thu, 4 Apr 2019

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 05/04/2019 21:14 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear TFL Customer Service Team, I'm writing a complaint with regards to the excessive high level of noise pollution whilst travelling on the Northern Line. I'm a regular commuter travelling from High Barnet to Warren Street on the weekdays since end of October 2017, and have been regularly travelling from High Barnet to Bank at the weekends since October 2001. Since regularly using the Northern Line from October 2017, I have noticed a 100% fold increase in the level of noise which can be described as screeching and deafening during affected areas which cannot be blocked out by putting in ear plugs or headphones on. The affected areas that I have identified include: - travelling northbound and southbound between Kentish Town and Camden Town - travelling northbound and southbound between Camden Town and Euston via the BANK branch - travelling northbound between Kentish Town and Archway. As a regular commuter and holder of a TFL annual travelcard (zones 1-5), I am frustrated that this excessively high level of noise pollution has yet to be addressed. I sincerely hope that this constant screeching and deafening noise during affected areas has not resulted in detrimental effects not only to my hearing but my health too. I look forward to hearing from you regarding my very unpleasant daily journey experience and I sincerely hope that TFL will resolve this problem soon. Kind regards

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/04/2019 10:02 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: On regular journeys between Tufnell Park and Camden Town the screech of the tracks on the tube is ear splitting, to the point where people are putting fingers to their ears I have noticed this on other parts of the line, and also on the Jubilee line, and both from last summer. It is making me choose the bus over the tube as I value my hearing. It must be effecting your drivers and staff, and is clearly at dangerous decibel levels to work in. Surely this is impacting on your train stock, and the alignment is incorrect? I am now aware that residents are also complaining about this problem, so there must be something going wrong?

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 07/04/2019 19:44 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise travelling both north and southbound on the Northern Line from Kentish Town to Euston is insufferable. The screeching made by the railway tracks is damaging hearing and should be addressed. [REDACTED]

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 09/04/2019 20:37 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The track noise both Northbound and Southbound between Camden town and Euston is intolerable and getting worse by the day! It is actually painful to the ears. What is tfl doing about it? Thanks [REDACTED]

[REDACTED]



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 10/04/2019 16:50 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The shrieking and howling noise between these two stations is deafening.

[REDACTED]

-----|ITEM START|-----

{margin-top:0;margin-bottom:0;} Hi, I was counting down the days until 5 April when the awful noise issue on the Northern Line would be rectified, as stated in your email below. There is zero improvement and travelling on the tube continues to be a torturous experience. Please can I have a status update on this? It's getting to the point where you should be reimbursing passengers as the tube is currently not fit for purpose with that excruciating noise. I've lived in London all of my REDACTED years and it was never like this. How were the Victorians able to get it right and 21st century engineers make an abomination of it? Kind regards



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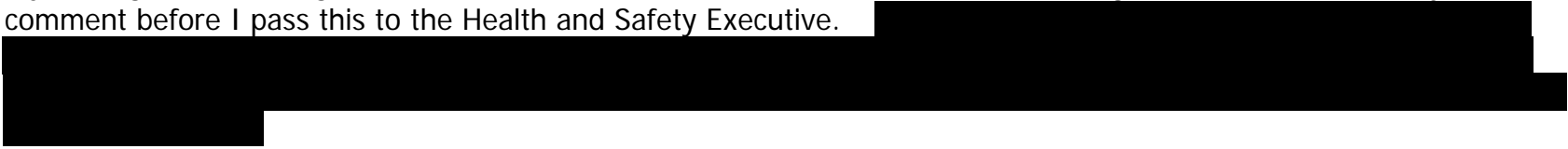
<REDACTED MSD Case Data> Received on: 12/04/2019 15:21 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The volume of track and vibration noise that occurs between Camden Town and Kentish Town (northbound) is now becoming unbearable for stretches of that section. A number of passengers are forced to cover their ears during these periods and it must certainly be a Health & Safety issue in relation to travellers' hearing, when exposed to this on a daily basis. I travel this route everyday and am therefore extremely concerned by this volume. Please can you indicate exactly what TFL will be doing to reduce these noise levels and when. I look forward to an immediate response.





-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 13/04/2019 13:12 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise from I guess the rails is so loud as to be difficult to bear. It happens on every journey not just this one. People in my carriage were having to hold their hands over their ears. I am sure it is above legal limits but would like your comment before I pass this to the Health and Safety Executive.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 15/04/2019 10:38 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: On the approach to the angel station there was a terrible screech of the wheels or something like that after which i was hearing not well for the next two days. Not a disaster to me as after two days i was fine again and i understand that this is impossible to completely get rid of the noise in the tunnels but you need to check the carriage. I noted down it's number. It's 52686 Please make sure it is fixed as it clearly has a damaging effect on the passengers. Thank you



-----|ITEM START|-----

Thank you for your e mail of 28th February. I noted you mentioned you were having soft pads placed between the rails on the Northern Line between Highgate and Kings Cross, due for completion by the first week in April. Has this been completed? I'm afraid I (and many others) are finding the noise levels absolutely excruciating and I have to put my fingers in my ears to drown out as much of the screeching as I can. It's unpleasant and quite frankly I worry for the health of my ears and everyone else's. You say its unlikely to have any adverse effect on my ears, but I really don't agree with you on this and if the problem isn't sorted out quickly, I will have to take this further and report it so that it can be checked properly [REDACTED]

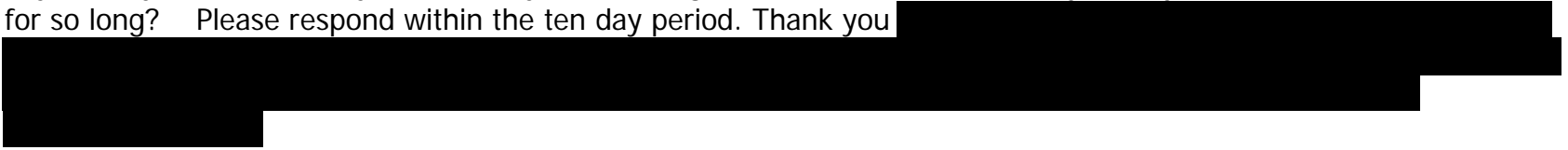
-----|ITEM START|-----

Thanks for your response. Please can I have more details of how this is being handled, who is in charge and what the options to remedy this are. Your answer below is basically designed to fob me off and it's not acceptable. This is a really serious matter that is causing major stress on my hearing each time I travel and I don't think you're taking the potential long term consequences to travellers' hearing seriously enough. I've been very patient but it's becoming increasingly clear that stalling tactics are being used here. Last time you emailed you were able to give a time frame and by not doing so on this occasion it would appear that there is no plan. Furthermore, please can you provide the name of the body or ombudsman that regulates you and info regarding how can I escalate this complaint to a higher level? liability for any loss, or damage which may be caused by viruses.

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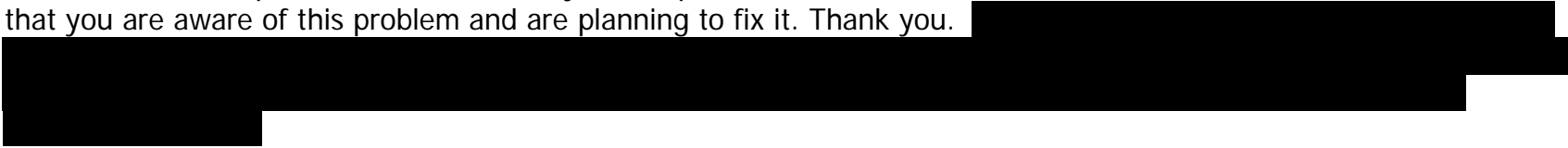
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 17/04/2019 14:17 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I travel every day morning and evening on the Northern Line - sometimes via Charring X and sometimes via Bank but always through Camden Town and Euston from Archway to Marble Arch. The screeching and appalling noise of the train wheels against the rails between Camden Town and Euston is intolerable. I have seen tourists and children stick their fingers in their ears against the noise. This noise has steadily got worse over the last 9 months or so. If someone were to board the train with a Sound Level Meter or noise dosimeter, I am positive it would be above the limit and beyond any Health & Safety levels. Why has nothing been done about this? Why have you allowed this to continue for so long? Please respond within the ten day period. Thank you



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 19/04/2019 19:34 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I am contacting you not for a single specific journey but for all the journeys I take on the Northern line recently. I have been commuting on the Northern Line for 20+ years but it is only in the last few months that the noise levels in sections of the line are unbearably loud, especially a couple of stops before and after Euston. There are sections of the journey when the noise and vibration is so loud that I have to shut my ears - and I see other passengers doing the same. I think this is unacceptable - I don't have any health problems and still find it unbearable. I would like some reassurance that you are aware of this problem and are planning to fix it. Thank you.



-----|ITEM START|-----

Thank you for your reply to my email. I am glad something is being done to reduce the noise, but it seems such a contradiction that reducing noise levels above ground will increase them below ground. Also so far, I cannot say that the work engineers are doing to reduce the noise on the tracks is effective- as of yesterday 22nd April when I travelled on the northern line, there was still screeching on the track in the same place. It also seems improbable that there is no statutory noise level on the underground, it is a place of work for many. I hope your drivers are issued with noise reducing ear phones. I continue to request that this problem will be dealt with sooner rather than later, as I stated before, it cannot be good for anyone's hearing, or the tracks of the trains. Yours sincerely

-----|ITEM START|-----

Thank you for your email. I have to disagree with you. The noise does NOT last for a short period of time; it lasts for at least 20 seconds – 50 seconds. Thursday evening travelling Northwards on the Northern line, I saw three elderly people screw up their faces and stick their fingers in their ears. The noise is intolerable. It should not be accepted under Health & Safety. I suggest you take a trip on the line yourself between: Tufnell Park - Kentish Town - Camden Town - Mornington Crescent (less noise here but still noisy) - Euston (Charring Cross) Tufnell Park - Kentish Town - Camden Town - Euston (Bank) Why are people living in properties above the Northern Line more important than your passengers, who are also your clients? I am quite sure their eardrums are not being assaulted in the same way as your passengers. You need to find a way which suits both groups of people. Very simply, why not ask your drivers to slow down between these stations? The noise becomes worse the greater the speed. I look forward to hearing from you. Kind attachment(s) to any other person Thank You.



-----|ITEM START|-----

In your reply below you said you hoped there would be some noise mitigation in place in the Kentish Town area by March. I'm here to tell you that if it's in place it isn't working! If anything the noise is getting worse, and spreading to other areas of the track. I often see children and other people grimacing and putting their fingers in their ears to try to shut out the noise, and several passengers have taken to wearing ear defenders (not just noise cancelling headphones, actual ear defenders such as are used to reduce noise on rifle ranges, building sites and suchlike). Measurements of up to 109db have been taken and if reports are right (eg <http://camdennewjournal.com/article/northern-line-tube-racket-like-being-at-a-rock-concert> ) LUL at least tacitly recognises the potential damage by issuing its drivers with ear defenders. It has got to the stage that if I have a reasonable alternative route that doesn't involve the tube around Camden Town I will take it, purely because of the irritation and potential damage that may be being caused. For children with developing ears it must be even more impactful. Please let me know if the mitigating measures have indeed been installed as you outlined below, and if so what else LUL are planning as it clearly isn't working!

From: ; <[REDACTED](#) possible Email> &gt; Sent: 18 December 2018 17:47 To: 'Customerservice'; <[REDACTED](#) possible Email> &gt; Subject: RE: Tube noise CRM001: <[REDACTED](#) possible Oyster> 1 Thank you for your comprehensive and thorough reply to my complaint. It's a welcome change to get something other than a form letter brush-off these days. One can put up with something much more easily if one knows there is a good reason for it. It might be useful to publicise this information more widely to pacify other tube users? Just a couple of points... What happened in "the last couple of years"? The tube has been running this route since 1907 after all! Web search results (eg <https://muradqureshi.com/updated-tube-noise-map/> ) suggest that noise has generally increased in the last few years. I guess it's also connected with the London Assembly call for noise level reductions in 2017, and the later running of tubes with the Night Tube? Have things improved for residents, and are they suitably grateful? You say there are no regulations on noise on the Tube. The Control of Noise at Work Regs 2005 only applies to employees, not 'customers' (or passengers, as I like to still call us &#128521;) surely, but there are generally accepted HSE maximum levels, eg 85db. This article from the BBC (<https://www.bbc.co.uk/news/uk-england-london-> [REDACTED] ) is relevant, although I accept the situation is a bit more complicated than this. Even if regular commuters are not

likely to experience actual hearing damage, they are certainly experiencing discomfort and distress. You are of course caught between a rock and a hard place, between noise disturbance to above ground individuals and to passengers, but which is the larger affected population? Passengers, I would suggest. Let's hope noise reduction trials go well and quickly. You only have to look at the faces of travellers on the affected areas to see how unpleasant we are finding tube travel on parts of the network – even my Bose noise-cancelling headphones are not effective in shutting out the din! Yours sincerely

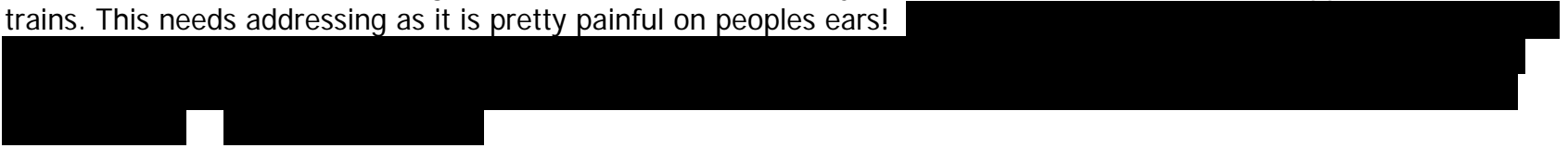
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<REDACTED MSD Case Data> Received on: 24/04/2019 21:24 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I want to know if audioligists have said it is ok to hear the terrible screech noise up to 4 times a day on Victoria and Northern lines around Euston




-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 25/04/2019 01:22 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I would like to complain about the loud squealing coming from the train wheels as it travels Northbound between Camden Town and Tufnell Park on the High Barnet branch. It is obviously an issue with the rails as it has happened on various trains. This needs addressing as it is pretty painful on peoples ears!



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 25/04/2019 19:06 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear sirs madam The noise of the tube wheels on the tracks is so loud that it is damaging commuters hearing. The sound of screeching metal is unbearable. I think the tube drivers are aware because they have turned up the announcements so loud ! If urgent maintenance is not carried out I fear that the tube will derail. It would be appropriate to deal with this matter rather before than after a tragedy



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 26/04/2019 10:06 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Terrible high volume screeching noise as train travels along the line between Archway and Camden Town both inbound and outbound and this is every journey and is damaging for hearing <

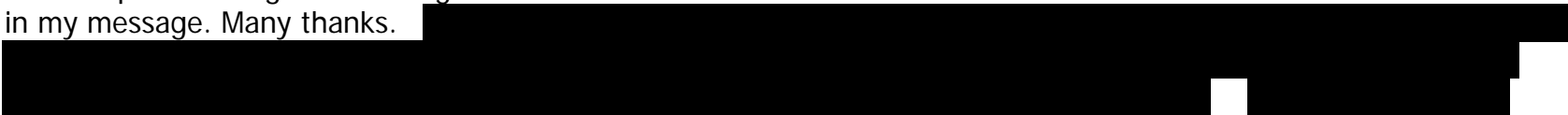
[REDACTED]

-----|ITEM START|-----

COMPLAINT: In-carriage level of Tube Noise has reached unacceptable levels. In my experience the noise customers on the tube are exposed to is getting worse. Yesterday for example, when I randomly measured in carriage noise, I registered a 77 second exposure of on average 100dB with a peak of 111dB. Your own guidelines require hearing protection for tube employees exposed to noise levels of 85dB and above. As 111dB is approximately four HUNDRED (!) times as loud as 85dB this kind of daily and frequently recurring level of exposure for UNPROTECTED customers on the TFL underground network is in my opinion no longer acceptable. Have you been aware of the excessive exposure to in-carriage noise your customers have to suffer from, and what are you going to do about it? FYI, The stretch concerned was on the Northern Line, from Camden Station to Euston Station, just after noon. But in my experience it is not just this stretch, nor is it just the Northern Line, that at times is literally deafening. There are many stretches, and many lines with a serious noise problem your customers are exposed to. Several times per trip, and several trips per day. Awaiting your reply. <REDACTED possible Email>

-----|ITEM START|-----


<REDACTED MSD Case Data> Received on: 28/04/2019 22:44 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi, In recent years, the noise from the friction of the wheels on the track on London underground has been reaching dangerous levels. In recent weeks, it has simply become unbearable. I've been using the Northern, Bakerloo and Victoria lines in particular and have experienced the awful levels of noise on all of them. You can regularly see a carriage of people holding on to their ears in an attempt to stop their ear drums getting injured. Please let me what what steps are being taken to regulate the noise levels and when this will take effect on the lines that I've mentioned in my message. Many thanks.





-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/04/2019 09:51 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Why is it so noisy? The sound of the northern line is unbearable at several points between several station. It's a recipe for tinnitus and I have to cover my ears. I'm disgusted that we pay so much money for a service that is so poor and so uncomfortable and unsafe and obviously exceeding safe decibel levels. What are planned engineering works for exactly? Hurry up and plan some works that reduce the noise levels. It's unacceptable to take consumer's money and offer such a poor service. The jubilee line doesn't sound like the northern line, so if they can fix their line, well so can you. It's just greed to take all the money and spend none of it to provide a safe travel environment. Shame on you and I don't know how you sleep at night.



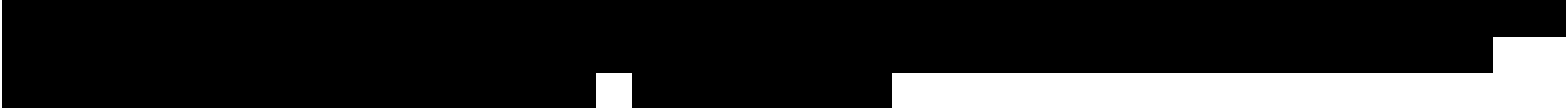
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/04/2019 11:42 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise from rail/wheels is excruciating and seems ot be getting worse.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/04/2019 16:25 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I have noticed the increased level of noise from the lines particularly between Camden Town and Euston and the noise seems to be spreading elsewhere along the Northern Line. Also the constant announcements are louder. I now have to put my fingers in my ears in an effort to protect my hearing. I can't believe that this level of noise is legal.



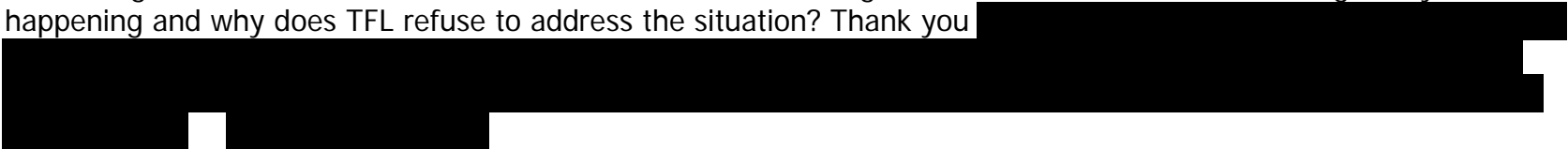
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/04/2019 22:40 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I use the Northern line every day and the noise level before and after Euston is unbearable. What is TFL doing about that as I read that independent studies confirm my experience?

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/04/2019 23:34 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The track noise between Camden Town and Tufnell Park has become unbearable and dangerous. I know this has been going on for some time and this is not a new chance complaint. However, this was the first time over 100 people in the carriage between Cam Twn and Kentish Twn all had their fingers in their ears as it was deafening. Why is this happening and why does TFL refuse to address the situation? Thank you



-----|ITEM START|-----

Thank you for your email regarding my recent complaint about unbearable in-carriage noise levels on the Northern Line. I appreciate your explanation on noise levels in general. However, you have not commented at all on the specific information I supplied with my original complaint. In particular I would like your reaction to the noise level measured (100dB average, 111dB peak) as well as it's duration (well over ONE minute, being the majority of the trip between Camden and Euston). As I explained earlier, 111dB is FOUR HUNDRED times as loud as the noise level (85dB) from which your colleagues working on the lines are required by health and safety to wear equipment to protect their hearing. How is that going to work out for your customers, I wonder? Will they be issued equipment as well?!  
Awaiting your reply

-----|ITEM START|-----

I appreciate the noise that property owners above the tube have to deal with but as you are aware the actual tube carriages have not been updated to my knowledge in the last 30 odd years? I have no idea when the tracks are updated and I should imagine they are only repaired on a need to maintain basis? The pressure on the network must be intense due to the increase in commuters over the years. My opinion is the noise is a warning sign of an impending catastrophe. Please don't wait to rectify the situation after a derailment. The fact that there is no legal limit to the noise level is no reason for tfl to not regulate themselves. As the new regulations on air pollution come into affect, the underground will come under even greater pressure. I hope that you will be prepared? Yours sincerely

-----|ITEM START|-----

Hi, Thank you for your prompt response and explanation; this is helpful. However, I do not accept that the noise isn't dangerous or doesn't last long enough to cause any damage. Recently, the noise I've been experiencing has been very loud and also high pitched, so that it actually really hurts the ear drums. Also, if one travels long distances, the effect can be accumulative. The worst noise on the northern line appears to be between kentish town and camden town stations, and between London bridge and elephant and castle (including borough). Equally, it is painful to hear the bakerloo line approaching when waiting for it at Waterloo due to the highly high pitch friction noise. Is this a separate issue to the vibration that you've described? I look forward to hearing from you.



-----|ITEM START|-----

It's still very noisy on the Northern Line southbound from Highgate-TCR. Please can someone arrange more lubrication.

I want to: Make a complaint

What is your message regarding? Tube travel noise

Your message

For some time the noise level on the tube between Camden Town and Euston on the northern line has become intolerable. I am not the only person obliged to cover my ears because of it and I'm sure it's actually damaging people's hearing.

Also why do you need to know whether I'm an ordinary member of the public or some official on this complaint form. I'm a rate payer.

-----|ITEM START|-----

Sir, it is now four months since your reply to my complaint. Unfortunately matters appear to be worsening rather than improving. Only yesterday the driver of the northern line tube advised customers over the intercom to 'cover the ears, turn up the wifi set, or cover the ears' as it moved from Kings Cross to Euston. If the driver is offering advice over the matter for customers, why can't Transport for London do something of practical assistance, such as handing out ear plugs. Why must the customer pay for damaging sound as they travel? Academics have conducted scientific research providing evidence of how this noise level on London Transport is detrimental to an individual's health for regular travellers. Is London Transport going to duck the issue and mislead travellers on the noise problem? The least you could do is to put up a public notice saying there is a problem but that it is being dealt with. In the meanwhile, customers will continue to cringe, clasp their ears, close their eyes, and hold their heads as they suffer on London Transport journeys. What a shame!

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 03/05/2019 09:29 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The tube between Euston and Kentish Town makes an extremely loud, screeching unbearable noise such that many passengers have to put their fingers in their ears. The train also wobbles in a frightening way. This has been going on for months and yet London Transport have not explained why this is happening and what is going to be done to stop it, and why it occurs. It makes travelling on this line extremely unpleasant. I shall be complaining to my local MP and various newspapers.. Can you please tell me a. why this noise is occurring b. what you are going to do to stop it. c. When it will stop occurring d. why you have allowed this to continue for many months. Additionally I would have thought that this noise affects the driver of the train and so is also a health and safety issue for your employees. It certainly affects my ears and causes pain. Please reply to my above queries . I will not accept some generalised apology. This needs some action from you and I want to know what you intend to do to prevent this noise and when it will be done. <REDACTED MSD Case Data> <REDACTED MSD Case Data> Station: High Barnet Underground Station <REDACTED MSD Case Data> <REDACTED MSD Case Data> Traveling From: High Barnet Underground Station Traveling To: King's Cross St. Pancras Underground Station Line: northern Oyster Card Number:  
Attachment Names:

-----|ITEM START|-----

Dear Sir, The Northern Line between Colliers Wood and South Wimbledon is getting noisier and causing not only a rumbling noise but almost a continual humming noise which penetrates through the night, through earplugs. It also bypasses white noise type background sounds which I have tried. Please advise whether you will repair this or cease the night trains. Under Freedom of Information disclosure, please tell me how many complaints you have had since the night tube started and also in recent months on this section of the Northern Line. Kind regards,

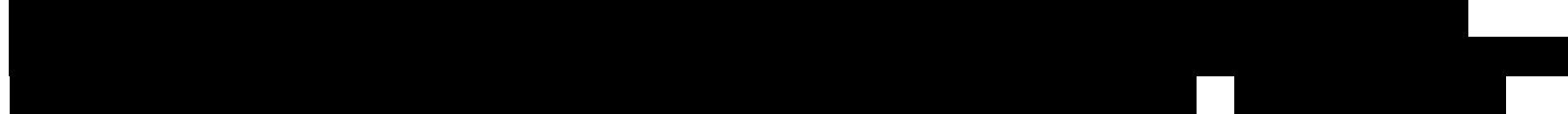
-----|ITEM START|-----

{margin:0}Thank you for explaining the noise But have medical tests been done on the affect to ears/hearing? or to check the actual noise level ? Some people actually put their fingers in their ears the sound is so shrill It is not comfortable maybe the drivers should slow down Camden to Euston? Regards

\*\*\*\*\*

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 08/05/2019 13:53 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Over the past several months, a dreadful noise can be heard aboard Northern Line trains between Tufnell Park and Kentish town. This is not a "health and safety" complaint (although the noise is disturbingly loud) rather it is clear to anyone aboard that major (major!) friction is occurring between track and rolling stock. Unless that problem is addressed PDQ, I am quite certain there will be a major incident. leading to a possible closure of the line for extended repairs.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 08/05/2019 20:15 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise levels on the Northern line between Euston and Camden Town have become unbearable. The screeching and noise is so high that I noticed a deterioration of my hearing in addition to headaches. I have been using the Northern line for several years. This increase in the levels of noise has started early this year and it is not stopping. Someone needs to verify this asap because it is an health and safety issue. It is not just today but every day, morning an evening. Thank you for looking into it.

-----|ITEM START|-----

Thank you for the acknowledgment. The questions below have nothing to do with my complaint which refers to dangerous levels of noise for passengers on the Northern Line between Camden Town and Euston (both ways). Thank you for investigating. Regards



-----|ITEM START|-----

Thank you for your explanation. It is not 'some people' who experience this noise and have to put their fingers in their ears, but all passengers. It is completely unacceptable that Londoners have to suffer this every day going to and coming from work. The tube at rush hours is pretty unbearable as it is with overcrowding. As this noise starts at Euston it is also affecting many visitors to London. I cannot believe there is not some technical things that can be done to reduce the noise. I realise that this will cost money and suggest you should contact the relevant organisations responsible for transport policy (I.e. the government, London council) for extra money for a relevant organisation to do some research to find out how to eliminate this noise, and pay for the relevant alterations Sent from Mail for Windows 10 From: Customerservice &lt;<REDACTED possible Email>> Sent: Thursday, May 9, 2019 11:21:27 AM help you. Kind regards

-----|ITEM START|-----

Dear I have waited patiently for the improvements you informed me about and I have noticed no difference on the Northern Line between Euston Bank Branch and Kentish Town. The noise is still unbearable in short bursts, necessitating my covering my ears. My husband now wears earplugs to travel to save himself from the discomfort. I have also begun to notice other passengers covering their ears. The Decibel meter on my phone shows no reduction. We read in the press about air pollution on the tube but this noise pollution is also a serious problem for your customers. When will something be done about it? Best regards

From: Sent: 29 January 2019 11:23 To: 'Customerservice' &lt;<REDACTED possible Email>> Subject: RE: Northern line CRM001:<REDACTED possible Oyster>0 Dear Thank you for your reply. I look forward to the improvements being made by the end of March. We installed an App to read decibel levels on our iPad while on the tube and during our journeys the readings average in the mid-90s and the really uncomfortably noisy parts of the journey are over 100, peaking around 110dB. I know an App may not be particularly accurate but it does give an indication of the levels. Best regards

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 11/05/2019 17:58 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Not just this date and time but many times recently uncomfortable noise level especially Camden Town to Kentish Town and Kentish Town to Tufnell Park painful level of noise and total impossibility to hold a conversation. Never used to be like this



-----|ITEM START|-----

My complaint was about noise while travelling on the Northern Line, nothing to do with my property. Worst section resulting in pain in ears between Camden Town and Kentish Town and between Kentish Town And Tufnell Park Sent from my iPad

-----|ITEM START|-----

Hello, I am inquiring again about the noise mentioned below on the Northern Line. It really adds significant stress to my life each day as it physically hurts my ears. It seems to be worse than it was a year ago. When are you planning to install the rubber noise absorbers to fix the problem? Thank you,


-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 12/05/2019 17:49 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Dear Sir/Madam, I would like to draw your attention to the loud noise occurring on your Northern Line service. This noise is deafening and makes using the transport system unpleasant. Although I understand that the Tube network is very old, I cannot think of why the network is getting louder, the track both north and south of Camden Town Station now has noise that was not present a few years ago, more recently, similar levels of noise is now heard between Angel Station and Old Street Station. As the time goes on I would assume that noise levels would decrease rather than increase, as that would signal improvement of the network to me. While travelling on the network, you cannot hear announcements for Old Street Station while travelling southbound; this defeats the purpose of the announcement - which was previously not a problem. I hope that this issue is addressed as soon as possible as the strain on our ears caused by this noise cannot be at healthy levels, although I am not a professional, I believe with the amount of discomfort it causes it cannot be argued healthy. Kind Regards,

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 14/05/2019 20:10 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Are you aware that the noise of trains running on the northern line is so severe that people have to cover their ears because of the pain it causes? And, if you are aware, are you able to do anything about it? The noise is so harsh and so loud that people are physically hurt by it. I suspect that if it isn't addressed it could cause permanent damage to people's hearing. It happens at several points on the line but very noticeably between Kentish Town and Camden in both directions.



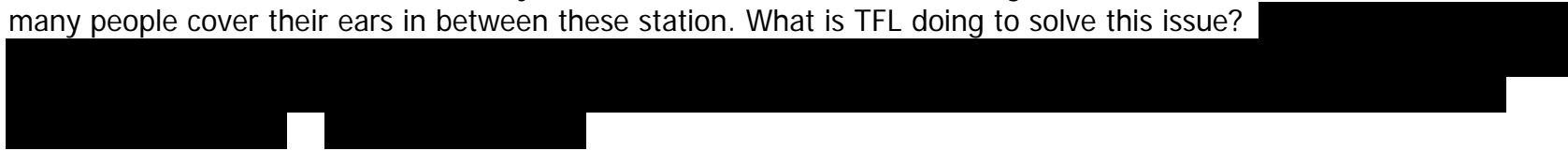
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<REDACTED MSD Case Data> Received on: 15/05/2019 09:51 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: To whom it may concern, The noise levels on the Northern line have become unbearable- I travel regularly on this line and have had to start using custom made earplugs to make the journey on a regular basis. I see other travellers using them a lot, or having to cover their (or their children's) ears to protect themselves from the noise. The noise is particularly bad on the Camden Town>Tufnell Park stretch. Please do let me know what you are doing to fix this issue. Many thanks,

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 17/05/2019 00:07 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The tube line between these stations is very loud and the level of noise is too high. I know this disturbs others as well as many people cover their ears in between these station. What is TFL doing to solve this issue?





-----|ITEM START|-----

P {margin-top:0;margin-bottom:0;} I despair it is no better the noise on the tube around Kentish Town From:  
Customerservice &lt;<REDACTED possible Email>&gt; Sent: 22 March 2019 10:45 To: Subject: Northern line  
CRM001:<REDACTED possible Oyster>8 Transport for London Ref: <REDACTED possible Bank  
Account> 22 March 2019

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 19/05/2019 20:22 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: As im sure has been raised numerous times, the noise from kentish town to camden and camden to euston is deafening. I used to take the commute every day and im sure this has had an impact on my hearing. How has nothing been done about this, when i know medical studies have shown the decibel levels to be dangerous, especially when taken everyday, twice a day. Everyone who i ask that takes the commute says the same thing, but unfortunately dont actually complain as its a long winded process (i have wanted to for a long time but its getting ridiculous) but this is clearly being felt by a lot of passengers. And given the noise is so deafening, surely some damage is happening to the actual rails themselves to cause such a loud screech? Please can someone confirm why nothing has been done about this for so long, and when medical evidence suggests the noise is above acceptable levels, bearing in mind people tale this commute to and fro from work everyday.

[REDACTED]

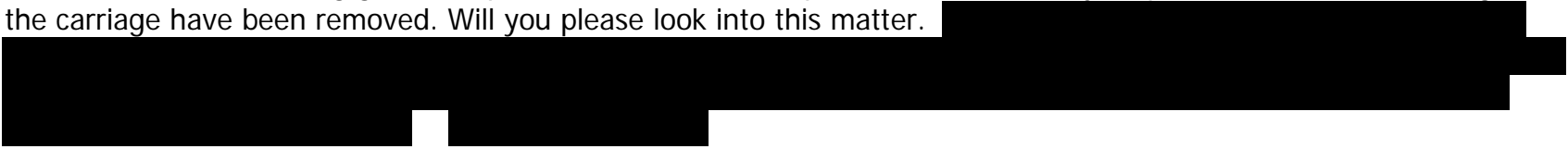
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 21/05/2019 11:08 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Good Morning, I have been using the underground for many years and the Northern Line daily for almost 4 years. I've noticed over the last 6 months that the train noise - particularly northbound on both branches between Angel to Tuffnell Park and Warren Street to Tuffnell Park - that we can hear inside the carriages has got so loud. It causes passengers to cover their ears and can be so loud that it's unbearable. What has caused this increase in noise over the last few months? It's so loud and horrible for passengers. Is there anything that can be done to stop it? Many thanks,

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 21/05/2019 13:46 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I regularly travel between High Barnet and Camden town and have been doing so for the last few years. I have recently noticed that the noise (sc<BLEEP>ping/grinding) when traveling inside the train is in bearable when underground between Higate and Camden, particularly between Kentish Town and Camden (in both directions). I, and many other passengers I have seen, have to block my ears as the noise is painfully loud. I believe the noise maybe above an acceptable threshold (i.e. it is unsafe and damaging to hearing). Has something changed recently. A member of staff said that drivers are being given ear protectors and that dampeners which normally stop the sound from bleeding into the carriage have been removed. Will you please look into this matter.



-----|ITEM START|-----

Customer called to complain about noise on Northern Line trains between Archway and Tufnell Park. Customer states that loud shrieking noise while travelling through the tunnel and can't speak to person next to him while shouting.

Customer feels that passengers need ear protection and level noise not expectable for fare paying passengers. Wants to know what TfL are doing to resolve issue assigned to LU as customer wants a response.

-----|ITEM START|-----

Dear   Thank you for your reply. I doubt that months and years of commuting by London Underground in conditions of high noise, high temperatures and dubious air quality do not have an effect on commuters's health and hearing. I have been feeling increasingly sick in my journeys. On noise, you could hand to your long standing customers like me a pair of high noise barrier headphones to help. I have probably spent more than 20k in my two decades of London underground travel. Sadly it's the only way to get to work for me. It has been seriously unhealthy. What kind of study are you doing to assess the impact on commuters of long term exposure (years) to the London Underground's unhealthy environment? Regards

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 21/05/2019 20:40 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: I wish to complaint about the track noise between High Barnet and Camden Town station on northern line. I find the track noise unacceptably high, while it may be within your tolerance it provides little comfort for passenger. I have started to use the train recently more frequently and was overwhelmed by the noise. I have been living in London all my life and never has it been this bad surely it is possible to correct this quickly. You should provide ear plugs at the station to ensure people who are not use to it are not adversley affected or at least a notice.

[REDACTED]

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 22/05/2019 15:49 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise to and from Euston on northern line and on the Victoria line is excruciating. It seems to be these lines when entering a main stop such as a railway station. I sure these noise levels are not safe. I often have to put my hands over my ears and notice other passengers doing this too.





-----|ITEM START|-----

You may have been contacted by other users of the Northern Line, the section particularly between Camden Town and Euston,(and the returning tunnel),, where the most excruciating screeching noise occurs. It is downright painful (and probably dangerous) to the ears of the passengers on this stretch (they tend to plug in earphones or put their hands over their ears). Is there any way of monitoring this stretch to discover the cause of this terrible noise in order to eliminate it? Thank you for your help.

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 23/05/2019 18:55 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: There is terrible, deafening noise on the Northern Line Northbound from Euston to Camden Town and between Kentish Town and Tufnell Park. Please will you do something to reduce noise pollution. Thank you. [REDACTED]

[REDACTED]

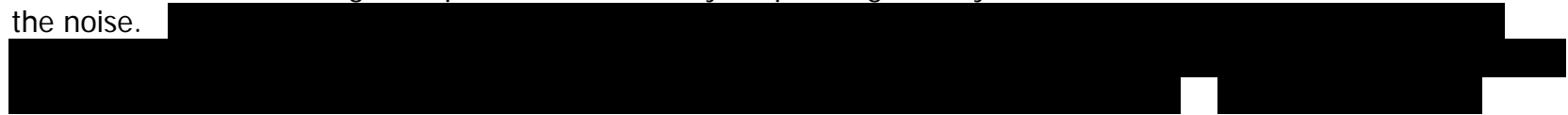
-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 26/05/2019 12:38 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The noise on Northern line trains between Kentish Town and Euston is literally deafening, to such a degree that I try to avoid travelling on this line. When forced to use this line from/to my home I have to stuff fingers in my ears against the howling noise since concrete was laid beneath the tracks. On top of this the train announcements at every stop are turned up to maximum and are mostly unnecessary, as well as competing with station announcements. We don't need to be told to take all our belongings with us and please take care! The noise pollution is excessive and unpleasant - surely LT executives never use this line, or they would certainly have corrected it for the sake of thousands of long-suffering passengers who travel this way every day.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 27/05/2019 22:36 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: For over two months there has been excessive noise when travelling South in the tunnels on the North side of Camden Town station on both the Barnet and Edgware tracks and both Charing Cross and Bank lines. Also in tunnels going North into Camden Town. The noise is so severe, particularly North of Camden Town, that some passengers (without earphones) cover their ears. The number of passengers doing so is increasing. I find that the noise is painful and I assume that other passengers who cover their ears find the noise painful. Please investigate the cause of this noise, the scientific measurement of its extent, the health impact of this persistent noise that some passengers may experience twice a day or more, whether inflicting such persistent noise on your passengers may be unlawful and what can be done to reduce the noise.



-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 28/05/2019 16:37 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Hi there, I've noticed that in recent months the noise levels between Kentish Town - Euston have got increasingly louder. This is backed up by a recent study that shows that noise on these parts of the track can reach 109 decibels. What is TFL doing to fix this, and what are the timelines for a fix to this?


[REDACTED]

-----|ITEM START|-----

P {margin-top:0;margin-bottom:0;} @Mayor of London - please can you respond to me on this matter as well. The noise on the Northern Line is unbearable. I have sent multiple emails to TfL and they are not taking the matter seriously and as Mayor for London you need to intervene please. Hi Thank you for your correspondence. What you are failing to address in all your replies is that this is a problem of TfL's own making. Per your previous correspondence, these buffers were introduced to reduce noise for people living along the line. This is a problem that you have therefore created. As people have lived along above the tube line for hundreds of years with no issue, it is pretty obvious that the primary motivation for the noise reduction was the introduction of the night tube, which I can imagine must have difficult for those living above the tracks. However the solution your mickey mouse engineers introduced is not fit for purpose and therefore, until you can find an adequate solution you should suspend the night tube and remove those ghastly buffers which have made travelling on the tube a traumatic experience for many. Just sit on the tube and watch people wincing, putting their fingers in their ears, dogs and children in particular visibly distressed and tell me you are OK with that. That you are OK putting people's hearing in danger and causing huge upset for travellers on a daily basis. You have taken a decision to prioritise the needs of the few who live above the line above the thousands who use the tube on a daily basis. While I am deeply sympathetic to their plight, this is not sustainable. Your response is fobbing me off, deliberately taking a long time to respond and then providing an answer that tells me nothing. Per my previous email, who can I escalate this to, as you are clearly not taking this issue seriously enough and I wish to take this matter further? Kind regards,

-----|ITEM START|-----

<REDACTED MSD Case Data> Received on: 29/05/2019 16:44 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: The route from Tuffnell Park to Charing Cross is extremely loud due to what sounds like the rails and the train itself making a screaming noise. The noise is on and off between the stations. The noise levels are equivalent to a loudspeaker. Is there a plan to deal with this?



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<REDACTED MSD Case Data> Received on: 29/05/2019 19:07 <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> <REDACTED Personal Data> Comments: Good afternoon, The stretch between Euston and Camden Town really needs attention desperately. For over a year now there is an incredibly loud and terrible screeching noise in both directions and it is physically painful to be on the train. This has been this dreadful for so long and well over a year, it really is inexcusable. Please can you confirm when this going to be repaired/resolved? Kind regards [REDACTED]



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Hi Thanks for this. I don't think I was completely clear! The unbearable noise is when you are actually sitting inside the train as a passenger passing in either direction between Euston, Camden town and Kentish Town. So I would say its at all times, on every train! I travelled on this section of the line northwards at 2200 May 29 and the noise was terrible. Does that help?

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Thanks for such a comprehensive reply. I hope the engineers can find a solution to the issue that works for your actual customers, i.e. passengers on the trains. It is also interesting to note that as far as I am aware the issue is only on this stretch of the Northern line. Does this mean the engineers have found a solution that satisfies all parties on other, simila<BLEEP>ctions of the Northern Line? If so, wondering why this cannot be replicated on this stretch of the Northern line. Cheers REDACTED

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Dear Thank you for your note reference It has now been 10 days since you wrote but we have heard nothing more from your department, meanwhile the noise continues unabated. I am not asking for measurements to be taken, I would like to hear some solutions to this intolerable disruption which appears to be getting worse. I look forward to hearing from you Best wishes Email: <[REDACTED](#) possible Email>