

Case 10799064, received on 23/08/2017:

E mail sent to customer email address [REDACTED] –
26/09/2017 15:00

Ref: 10799064

Dear [REDACTED]

I'm sorry for the delay in replying to your query about the trains that are berthed at the sidings at Shenfield. We have been experiencing a higher amount of correspondence in the last few weeks.

I'm very sorry for this obvious inconvenience and I can completely understand your frustration. However, due to limited depot space and our fleet size, it is not possible to berth the trains anywhere else on the network. As mentioned we do hope to have 11 new trains in operation by autumn and the likelihood of the new trains being berthed at Shenfield will be greater.

In regards to the planning documents, planning application for the fence design, completion date and engineers assessment. I would have to advise you to call or email Network Rail as it is a Network Rail project.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can call us on 0343 222 1234 and we'll be happy to help you.

Kind regards

[REDACTED]
Customer Service Adviser

Transport for London Customer Services

If you wish to reply directly to this email, please click on the reply button on your toolbar. Please do not alter or delete the subject line as this may result in a delay responding to your email. We aim to reply to all emails within ten working days.

FAO [REDACTED] /to whom it may concern at TfL,

I have received a partial response to my note above from Network Rail, but no response from TfL. This issue is very much still open and my questions above stand. I now request that you escalate this issue within TfL asap, as corrective action has not occurred to date.

[REDACTED]
On 23 August 2017 at 21:35, [REDACTED] wrote:

Dear [REDACTED]

Thank you for your note below. I do appreciate your response but unfortunately cannot accept the current situation. The current sidings are simply not fit for purpose with the current train type due to the level of unmitigated noise and light pollution.

Contrary to your information below, the trains reside on the sidings behind my house most of the weekend, weekday evenings and through the night. This is so disruptive that it prevents us from using our back garden during the weekend and prevents us from sleeping properly through the night. This is completely unacceptable.

Whilst I am pleased that the new trains are being introduced, I understand that the old train type will remain in service for several years. The sidings should not have become operational whilst the percentage of old trains in the fleet is sufficiently high that they need to be stabled directly behind residential property without substantial noise and light mitigation.

Whilst it is disappointing that it was not introduced before the sidings became operational, I welcome the idea of a fence installation along the sidings. It is difficult to judge if this is likely to be effective without further information. Please could you help to provide a) planning documents and planning application for the fence design; b) an engineer's assessment of the expected noise reduction and c) completion date for the installation. Please pass this request on to Network Rail if necessary, but I would appreciate your help ensuring that the information is provided.

In respect of the current situation, I firmly request that TfL cease to stable high noise emitting trains behind our house with immediate effect. It must be possible to stable them elsewhere. As you point out below, the new (hopefully quieter) trains are being introduced so perhaps with some operational management these could be preferentially substituted for the noisy type and stabled on Hunter Avenue. In the case that this request requires escalation, please provide me with the appropriate process and contact details.

Thank you again for your response and help with this issue.

Regards

[REDACTED]