

[REDACTED]

From: [REDACTED]
Sent: 06 November 2019 13:52
To: [REDACTED]
Subject: RE: Streets-14168257- For Investigation CRM001:0144003039573
Attachments: TimePhoto_20191106_124458_resized.jpg; TimePhoto_20191106_124453_resized.jpg; TimePhoto_20191106_124437_resized.jpg

Hi,


I visited site today (6.11.19), this defect has been made safe with cold lay asphalt.

The contractor is currently programming the permanent repairs.

The contractor is allowed up to 28days to complete the permanent repairs from the date of the make safe.

Kind Regards

[REDACTED]

Asset Operations Officer – Kingston | Merton | Richmond
 **TRANSPORT FOR LONDON**
Surface Transport | Network Management Directorate
Apollo House | 1st floor | 66a London Road | Morden London SM4 5BE

[REDACTED] [REDACTED]



From: [REDACTED]
Sent: 06 November 2019 07:38
To: [REDACTED]
Subject: RE: Streets-14168257- For Investigation CRM001:0144003039573

Hi

This is in the South and not on the Central network.

I have forwarded onto [REDACTED] to action.

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 05 November 2019 20:57
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Streets-14168257- For Investigation CRM001:0144003039573

Hi [REDACTED]

Can you provide an update on this please?

Thanks,

From: [REDACTED]
Sent: 05 November 2019 13:17
To: [REDACTED]
Subject: Streets-14168257- For Investigation CRM001:0144003039573

Dear [REDACTED]

Resident would like an update re:
2 blocked drains o/s 15 Florence Terrace SW15 3RU - ongoing issue where we were prev advised on 29/8 that order would be raised to unblock gullies there
TLRN details
Section Reference 0000A3__2/00030
Description A3,KINGSTON VALE,EB,(FROM 1 FLORENCE TERRACE TO 4 EBOR COTTAGES),SW15
LoHAC Area LOHAC SOUTH
Carriage way Dual Carriageway
Direction EB
Road Type Main
Tfl Responsibility Highways Authority

MOP's new comments: Please provide an update to the reported issue. I note that last night the (31/10/19) damage around the drains caused by standing water was repaired but the drains were not unblocked - why was this? Lastly I would like a date when the drains will be unblocked
14 Florence Terrace, London SW15 3RU, UK
Please open the link to view the full details of the enquiry:

[casecreationemail.html](#)

[Streets Hand-off.docx](#)

[image001.gif](#)

A response is due by 12/11/2019 13:16

Kind regards,

[REDACTED]
Customer Service Advisor
Streets Correspondence
Customer Experience, Contact Centre Operations