

From: [REDACTED]@Haringey.gov.uk>  
Sent: Thursday, August 22, 2024 1:29 PM  
To: Anna Collinson [REDACTED]@tfl.gov.uk>  
Cc: Claude Snowdon [REDACTED]@tfl.gov.uk>; [REDACTED]  
[REDACTED]@haringey.gov.uk>; [REDACTED]@clarionhg.com>;  
[REDACTED]@clarionhg.com>  
Subject: RE: Residents concerns - TFL Ventilation Shaft on Colina Road

This is great, Anna

Many thanks for your prompt feedback.

Regards,

Yours sincerely

[REDACTED]

[REDACTED]@haringey.gov.uk  
[www.haringey.gov.uk](http://www.haringey.gov.uk) / [twitter@haringeycouncil](https://twitter.com/haringeycouncil) / [facebook.com/haringeycouncil](https://facebook.com/haringeycouncil)  
Online services: [Report It](#) / [Contact Frontline](#) / [do it online](#)

From: Anna Collinson [REDACTED]@tfl.gov.uk>  
Sent: Thursday, August 22, 2024 10:48 AM  
To: [REDACTED]@Haringey.gov.uk>  
Cc: Claude Snowdon [REDACTED]@tfl.gov.uk>; [REDACTED]  
[REDACTED]@haringey.gov.uk>; [REDACTED]@clarionhg.com>;  
[REDACTED]@clarionhg.com>  
Subject: RE: Residents concerns - TFL Ventilation Shaft on Colina Road

Hi [REDACTED]

As discussed during our call yesterday, please see our comments below in blue:

1. You are still affected by an unpleasant odour and polluted air from the shaft. You describe this as a metallic smell and that it prevents you from opening your windows. I noted this smell during my visit and from a communal area and was advised that it can be stronger than that observed at the time. [The content of dust from the underground is mainly iron oxide which would explain the "metallic smell" being described. See our website for further information on the composition of the dust and what we're doing to reduce it. Reducing dust on London Underground - Transport for London \(tfl.gov.uk\)](#)
2. You are concerned about the accumulation of black dust/ soot from the vent shaft on windowsills, balconies, internal and external plants, furniture, and carpeting and within the bike store. You say you are constantly cleaning to prevent a buildup of this in your homes, (one resident described residue around rugs, the black dust evident when

furniture is moved, another resident showed me a picture of black dust they wiped from the leaves of their indoor plants).

As above.

In addition, we use an independent company to do annual air quality monitoring across the Tube network. The results are published on our website [at link](#). We take a targeted approach to reduce Tube dust levels in the most-affected areas, with specific cleaning in places where our monitoring has shown higher dust levels. In addition to tunnel cleaning, we have our cleaning team scheduled to clean the vent in October. Engagement is also underway with our engineering colleagues to understand what other measures can be undertaken to further reduce dust levels. Further details to follow regarding this.

3. You cannot use your balconies, avoid opening windows because of this and have raised concerns about what you and your families might be breathing in. one resident stated that a member of their family was asthmatic, and their symptoms were worse when they were indoors

The composition of Tube dust is significantly different from that of ambient air. While dust matter above the ground in the urban environment is made up of some components known to be harmful to health, Tube dust is predominantly made up of iron oxide. While the Committee on the Medical Effects of Air Pollution (COMEAP) do not claim iron oxide is harmless, they do state it is not currently known to be a carcinogen or have other significant health impacts. We are continuing to support research on the potential impacts of subway PM on people's health to address recommendations made to us by COMEAP in 2017.

4. You are concerned about the content of dust/ dirt/ soot deposits, levels of harmful PM10 and PM2.5 and what might harmful elements of this dust might be airborne. Answered above.
5. You are concerned there might be radiation in this material and wanted reassurance regarding this from TfL. As above
6. You are affected by noise from the Vent shaft which you describe as a persistent, audible stressor when you are home. You have noted the shaft has been 'reactivated' recently after a 10-month break and do not understand why this was necessary. In the winter months, the fans will be run at a lower speed, and increased over the warmer months to increase airflow on the network. The fans are maintained regularly to ensure they operate at the lowest possible levels and match the levels when installed.
7. You want to understand the plans for the green space close to the shaft and whether there is an option to 'adopt' this as extra green space. You are also concerned that if residential use is planned here, those occupants will face similar issues.
8. You want details of the previous planning permission granted for the blocks here and I said I would look into this.
9. You said you had previously requested details of the air quality monitoring undertaken by TfL when planning for your development but this had not been provided to date and you still would like this. I am not aware of this, but it seems Clarion are aware, and should be able to share that.
10. You said you had not reported the recent issues to Clarion but intended to.
11. You agreed to keep records of the time it takes for dust deposits to accumulate if possible – one idea was to clean ½ a sill, note the date and time and then track this for a week or two.

12. You said you would set up a WhatsApp group affected residents could use to share similar experiences and were happy to add my contact details to this.
13. You said you would keep in touch and arrange a re-visit in the event of significant changes in odour, noise or dust.
14. You said you want to meet in person with TfL and Clarion to discuss the above.

I explained

- a. How the council investigates nuisance (and made specific reference to the list of types of nuisances in section 79 of the Environmental Protection Act 1990), this is currently an open investigation with the council.
- b. A provision in the same law that would allow residents to take their own action (section 82 of the Environmental Protection Act 1990)- see details attached.
- c. That a meeting with TfL and Clarion was arranged for this week and that I would provide them with the list of issues for discussion. I said I would also confirm who would do what in terms of the investigation of the above and how they would feedback following the meeting.

Kind regards,  
Anna

From: [REDACTED] <[\[REDACTED\]@Haringey.gov.uk](mailto:[REDACTED]@Haringey.gov.uk)>  
Sent: Monday, August 19, 2024 3:55 PM  
To: Anna Collinson <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Claude Snowdon <[\[REDACTED\]@haringey.gov.uk](mailto:[REDACTED]@haringey.gov.uk)>; [REDACTED] <[\[REDACTED\]@clarionhg.com](mailto:[REDACTED]@clarionhg.com)>; [REDACTED] <[\[REDACTED\]@clarionhg.com](mailto:[REDACTED]@clarionhg.com)>  
Subject: Residents concerns - TFL Ventilation Shaft on Colina Road

Dear All

I sent the following to residents today. Could you review this in prep for our meeting on Wed?

Many thanks

[REDACTED]

[REDACTED] <[\[REDACTED\]@haringey.gov.uk](mailto:[REDACTED]@haringey.gov.uk)>  
[www.haringey.gov.uk](http://www.haringey.gov.uk) / [twitter@haringeycouncil](https://twitter.com/haringeycouncil) / [facebook.com/haringeycouncil](https://facebook.com/haringeycouncil)  
Online services: [Report It](#) / [Contact Frontline](#) / [do it online](#)

From: [REDACTED] <[\[REDACTED\]@Haringey.gov.uk](mailto:[REDACTED]@Haringey.gov.uk)>  
Sent: Monday, August 19, 2024 3:48 PM

xxx

**Subject:** FW: Urgent Environmental Health Concern - TFL Ventilation Shaft on Colina Road

Dear All

Thanks to those of you who were able to meet with me last week or provided feedback regarding their concerns since the vent shaft started up again. I met with 7 residents on site and visited the ground floor bike store, 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floors of Bay House. I received feedback from 3 residents in writing. You raised the following concerns:

1. You are still affected by an unpleasant odour and polluted air from the shaft. You describe this as a metallic smell and that it prevents you from opening your windows. I noted this smell during my visit and from a communal area and was advised that it can be stronger than that observed at the time.
2. You are concerned about the accumulation of black dust/ soot from the vent shaft on windowsills, balconies, internal and external plants, furniture, and carpeting and within the bike store. You say you are constantly cleaning to prevent a buildup of this in your homes, (one resident described residue around rugs, the black dust evident when furniture is moved, another resident showed me a picture of black dust they wiped from the leaves of their indoor plants).
3. You cannot use your balconies, avoid opening windows because of this and have raised concerns about what you and your families might be breathing in. one resident stated that a member of their family was asthmatic, and their symptoms were worse when they were indoors
4. You are concerned about the content of dust/ dirt/ soot deposits, levels of harmful PM10 and PM2.5 and what might harmful elements of this dust might be airborne.
5. You are concerned there might be radiation in this material and wanted reassurance regarding this from TfL.
6. You are affected by noise from the Vent shaft which you describe as a persistent, audible stressor when you are home. You have noted the shaft has been 'reactivated' recently after a 10-month break and do not understand why this was necessary.
7. You want to understand the plans for the green space close to the shaft and whether there is an option to 'adopt' this as extra green space. You are also concerned that if residential use is planned here, those occupants will face similar issues.
8. You want details of the previous planning permission granted for the blocks here and I said I would look into this.
9. You said you had previously requested details of the air quality monitoring undertaken by TfL when planning for your development but this had not been provided to date and you still would like this.
10. You said you had not reported the recent issues to Clarion but intended to.
11. You agreed to keep records of the time it takes for dust deposits to accumulate if possible – one idea was to clean ½ a sill, note the date and time and then track this for a week or two.
12. You said you would set up a WhatsApp group affected residents could use to share similar experiences and were happy to add my contact details to this.
13. You said you would keep in touch and arrange a re-visit in the event of significant changes in odour, noise or dust.

14. You said you want to meet in person with TfL and Clarion to discuss the above.

I explained

- a. How the council investigates nuisance (and made specific reference to the list of types of nuisances in section 79 of the Environmental Protection Act 1990), this is currently an open investigation with the council.
- b. A provision in the same law that would allow residents to take their own action (section 82 of the Environmental Protection Act 1990)- see details attached.
- c. That a meeting with TfL and Clarion was arranged for this week and that I would provide them with the list of issues for discussion. I said I would also confirm who would do what in terms of the investigation of the above and how they would feedback following the meeting.

I hope this captures the essence of what we covered but do let me know if there are any points which are inaccurate or unclear.

I will update you Thursday morning at the latest regarding our meeting.

Yours sincerely

[Redacted signature]

[Redacted] [@haringey.gov.uk](mailto:[Redacted]@haringey.gov.uk)  
[www.haringey.gov.uk](http://www.haringey.gov.uk) / [twitter@haringeycouncil](https://twitter.com/haringeycouncil) / [facebook.com/haringeycouncil](https://facebook.com/haringeycouncil)  
Online services: [Report It](#) / [Contact Frontline](#) / [do it online](#)

.....

**From:** Daniel Jarvis [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>  
**Sent:** Thursday, October 17, 2024 4:50 AM  
**To:** Geoffrey Rowe [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>; Claude Snowdon [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>; Michael O'Shea [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>  
**Cc:** Paul Berry [Redacted] [@tube.tfl.gov.uk](mailto:[Redacted]@tube.tfl.gov.uk)>; Craig Osborne [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>; Michael Wilson [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>; Jamie Coulson [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>; Lee Russell [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>; Anna Collinson [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi All

Please see attached photos from Colina Rd from last night's shift, we have delivered the plant to site and will be commencing with the clean tonight.

The photos show some areas of pigeon mess and one dead pigeon that will need to be removed ASAP, please can the clean-up team focus on the areas of the photos that the SPC has taken, we hope to be there now for approx. 14 nights

If they arrive of a night they can liaise with the SPC onsite.

Regards

Daniel.

TfL RESTRICTED

**From:** Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** Wednesday, October 16, 2024 9:08 AM  
**To:** Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>; Anna Collinson [REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Morning,

We will check with the pest control team what general maintenance has been done since the last deep clean but we have not instructed another deep clean since the one that was done earlier in the year.

Regards,

Geoff

TfL RESTRICTED

**From:** Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** Wednesday, October 16, 2024 8:34 AM  
**To:** Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>; Anna Collinson [REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

All,

It is key this does not get moved again, as it will not bode well with the Council's Environmental Health officer who is keen to set up a site visit.

We have done well to manage expectations on this, so any support you can make available to ensure pigeons prevent access will extremely helpful.

Warm regards,

Claude Snowdon

Noise, Vibration and Air Quality Lead

[REDACTED]

TfL RESTRICTED

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**From:** Michael O'Shea [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** Wednesday, October 16, 2024 2:44:08 AM  
**To:** Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Craig Osborne [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Lee Russell [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Anna Collinson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi All

Has the pigeon issue been looked at as we can start at Colina Road Tonight Wed 16/10/24  
Regards  
Michael

TfL RESTRICTED

**From:** Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** Wednesday, September 25, 2024 7:07 AM  
**To:** Michael O'Shea [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Craig Osborne [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Lee Russell [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Anna Collinson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Thanks Michael.

[@Geoffrey Rowe](#), to ensure the tunnel vent team is able to carry it out this time and close the matter with the council, are we able to check ahead of time there are no pigeon issues that prevent the works taking place ?

Warm regards

Claude Snowdon

Noise, Vibration and Air Quality Lead

[REDACTED]

TfL RESTRICTED

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**From:** Michael O'Shea [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** Tuesday, September 24, 2024 10:53:07 PM  
**To:** Claude Snowdon [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] [@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Craig Osborne [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Lee Russell [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Anna Collinson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Claude

We believe we have everything to start, we will only know on the first night, as we did not generate the railsys numbers. Keep your fingers crossed  
Michael

Sent from [Outlook for iOS](#)

TfL RESTRICTED

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**From:** Claude Snowdon [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** Tuesday, September 24, 2024 10:44:16 AM  
**To:** Michael O'Shea [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] [@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Craig Osborne [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Lee Russell [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Anna Collinson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Michael,

Have you had any breakthrough in terms of railsys ?

Warm regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)



TfL RESTRICTED

**From:** Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** Friday, September 20, 2024 6:31 AM  
**To:** Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>; Anna Collinson [REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Hi Michael,

Thank you for the heads up. If there is an avenue available, hopefully someone in the email will communicate that.

Warm regards,

Claude Snowdon

Noise, Vibration and Air Quality Lead

[REDACTED]

---

**From:** Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** Thursday, September 19, 2024 11:30:18 PM  
**To:** Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>; Anna Collinson [REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Claude

Currently due to the cyber attack we cannot send off for storage licences also we cannot get railsys numbers for access, we had planned to start Colina road on 20/10/24 but this is looking unlikely due to the IT issues, unless you know someone that can get railsys numbers? and storage licences

Regards

Michael

Sent from [Outlook for iOS](#)

TfL RESTRICTED

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**From:** Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** Thursday, September 19, 2024 8:20 am  
**To:** Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>

Lee Russell [REDACTED]@tfl.gov.uk>; Anna Collinson [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Good morning, Michael and Daniel,

Just touching base to see if all is still in place for the cleaning of Colina Road Vent Shaft?

Warm Regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [REDACTED]@tfl.gov.uk

**TfL RESTRICTED**

**From:** Claude Snowdon [REDACTED]@tfl.gov.uk>

**Sent:** Tuesday, August 20, 2024 10:53 PM

**To:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED]@tfl.gov.uk>; Anna Collinson [REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>

**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED]@tfl.gov.uk>

**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Thanks Michael.

Appreciate the below information.

I believe the issues experienced below falls within the premises element of the built environment team.

Warm regards,

Claude Snowdon

Noise, Vibration and Air Quality Lead

[REDACTED]

---

**From:** Michael O'Shea [REDACTED]@tfl.gov.uk>

**Sent:** Tuesday, August 20, 2024 10:37:25 PM

**To:** Claude Snowdon [REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED]@tfl.gov.uk>; Anna Collinson [REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED]@tfl.gov.uk>;

Michael Wilson [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>

**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED]@tfl.gov.uk>;

Geoffrey Rowe [REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED]@tfl.gov.uk>

**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Claude.

As stated we have it planned in for a clean in October, then we should survey it in 2025, depending on the out come of the survey will determine if it requires a clean in 26/27, currently the gangs manning levels are way down and this does affect our ability to do the over 700 surveys required each year and to clean all the failed assets, the pigeon issues really does need to be address as currently when ever they get removed others are still getting in, so a few quid needs to be spent to eradicate the issue once and for all. I presume that this would come under Civils.

Regards  
Michael

### TfL RESTRICTED

**From:** Claude Snowdon [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** Tuesday, August 20, 2024 7:00 AM  
**To:** Michael O'Shea [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Lee Russell [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Anna Collinson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] [@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Craig Osborne [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Bacon [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Thank you Michael.

So we are clear, to date, no cleaning had been carried out in this area by the tunnel vent cleaning gang ?

Will this site be one that is monitored, taking into account the environmental health officers involvement?

I just need to make sure I am correct when meeting with the council.

Warm regards,

Claude Snowdon

Noise, Vibration and Air Quality Lead

[REDACTED]

### TfL RESTRICTED

---

**From:** Michael O'Shea [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** Monday, August 19, 2024 11:03:40 PM  
**To:** Lee Russell [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Claude Snowdon [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Anna Collinson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] [@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Craig Osborne [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Bacon [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi All.

What was cleaned?? Do you mean the pigeons ??

We have not carried out a full clean to Colina road yet, it is planned to start on 20/10/24, I will be doing a site visit about one month before to see if there are any more pigeons that have got it and are deceased so they can be removed before we start.

Michael

TfL RESTRICTED

**From:** Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>

**Sent:** Monday, August 19, 2024 5:33 PM

**To:** Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>; Anna Collinson

[REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson

[REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael O'Shea

[REDACTED] <[REDACTED]@tfl.gov.uk>

**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>;

Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED] <[REDACTED]@tfl.gov.uk>

**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Claude

No it was ABM's dust team.

Regards

Lee

Sent from [Outlook for iOS](#)

TfL RESTRICTED

---

**From:** Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>

**Sent:** Monday, August 19, 2024 5:32 PM

**To:** Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>; Anna Collinson [REDACTED] <[REDACTED]@tfl.gov.uk>;

Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie

Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>

**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>;

Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED] <[REDACTED]@tfl.gov.uk>

**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Thanks Lee.

Just to confirm this is the tunnel vent cleaning gang ?

Warm regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [REDACTED]@tfl.gov.uk

## TfL RESTRICTED

**From:** Lee Russell [REDACTED]@tfl.gov.uk>  
**Sent:** Monday, August 19, 2024 5:03 PM  
**To:** Claude Snowdon <[REDACTED]@tfl.gov.uk>; Anna Collinson <[REDACTED]@tfl.gov.uk>; Daniel Jarvis <[REDACTED]@tfl.gov.uk>; Michael Wilson <[REDACTED]@tfl.gov.uk>; Jamie Coulson <[REDACTED]@tfl.gov.uk>; Michael O'Shea <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe <[REDACTED]@tfl.gov.uk>; Michael Bacon <[REDACTED]@tfl.gov.uk>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Claude

Yes, fully cleaned.

Regards

Lee

Sent from [Outlook for iOS](#)

## TfL RESTRICTED

---

**From:** Claude Snowdon <[REDACTED]@tfl.gov.uk>  
**Sent:** Monday, August 19, 2024 4:17:34 PM  
**To:** Anna Collinson <[REDACTED]@tfl.gov.uk>; Daniel Jarvis <[REDACTED]@tfl.gov.uk>; Michael Wilson <[REDACTED]@tfl.gov.uk>; Jamie Coulson <[REDACTED]@tfl.gov.uk>; Michael O'Shea <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe <[REDACTED]@tfl.gov.uk>; Lee Russell <[REDACTED]@tfl.gov.uk>; Michael Bacon <[REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Thanks Daniel,

Anna and I are meeting with the council on Wednesday, and it would be good to know if the vent cleaning gang have carried out their cleaning in the area ?

Warm regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [REDACTED]@tfl.gov.uk

TfL RESTRICTED

**From:** Anna Collinson [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** Thursday, July 11, 2024 9:21 AM  
**To:** Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>; Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Many thanks Daniel. Great news! I'll update the Council today,

Kind regards,  
Anna

TfL RESTRICTED

**From:** Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** Thursday, July 11, 2024 12:30 AM  
**To:** Anna Collinson [REDACTED] <[REDACTED]@tfl.gov.uk>; Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Anna

Apologies for the delay, just returned from annual leave

Received fault resolved notice on Monday pigeons removed, mess cleared and made sterile.

Regards

Daniel.

TfL RESTRICTED

**From:** Anna Collinson [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** Tuesday, July 9, 2024 10:05 AM  
**To:** Claude Snowdon [REDACTED] <[REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED] <[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED] <[REDACTED]@tube.tfl.gov.uk>; Craig Osborne [REDACTED] <[REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED] <[REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED] <[REDACTED]@tfl.gov.uk>; Michael Bacon [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Daniel,

Are you able to provide an update on below? Did the job get closed out ok?

Many thanks,  
Anna

TfL RESTRICTED

**From:** Anna Collinson  
**Sent:** Friday, June 21, 2024 9:35 AM  
**To:** Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael O'Shea [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Craig Osborne [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Lee Russell [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Bacon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Thanks all. I need to provide Haringey Council with an update – this is much appreciated.

Anna

**From:** Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** 21 June 2024 05:12  
**To:** Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael O'Shea [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Anna Collinson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Craig Osborne [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Lee Russell [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Bacon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Thank you for following up Daniel.

Warm regards,

Claude Snowdon

Noise, Vibration and Air Quality Lead

[REDACTED]

**From:** Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** Thursday, June 20, 2024 11:48 PM  
**To:** Michael Wilson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael O'Shea [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Anna Collinson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Craig Osborne [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Geoffrey Rowe [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Lee Russell [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Bacon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

<[REDACTED]@tfl.gov.uk>

**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi All

The vent Gang attended a site visit at Colina Rd vent shaft last night, seems to be no water present I'm assuming due to warm weather were having, the pigeons are still present dead and alive.

A fault has been raised for removal of the dead / live pigeons and associated mess.  
56168286

Regards

Daniel.

TfL RESTRICTED

**From:** Michael Wilson [REDACTED]@tfl.gov.uk>

**Sent:** 17 June 2024 08:28

**To:** Claude Snowdon [REDACTED]@tfl.gov.uk>; Daniel Jarvis

[REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED]@tfl.gov.uk>

**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; Anna Collinson

[REDACTED]@tfl.gov.uk>; Craig Osborne [REDACTED]@tfl.gov.uk>; Geoffrey

Rowe [REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED]@tfl.gov.uk>; Michael Bacon

[REDACTED]@tfl.gov.uk>

**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi,

Do you have any photos or information on the ingress? DO you have any clear indication where it is coming from?

Thank you

Regards,

Mike

TfL RESTRICTED

**From:** Claude Snowdon [REDACTED]@tfl.gov.uk>

**Sent:** 17 June 2024 06:43

**To:** Daniel Jarvis [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>;

Michael O'Shea [REDACTED]@tfl.gov.uk>; Michael Wilson

[REDACTED]@tfl.gov.uk>



**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; Anna Collinson [REDACTED]@tfl.gov.uk>; Craig Osborne [REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED]@tfl.gov.uk>  
**Subject:** Re: COLINA RD CLEANING SURVEY - 07-01-24

Hi Daniel.

Anything that is preventing your team from doing the work please. Once raised, perhaps you can add the fault numbers so that they can be tracked.

Warm regards,

Claude Snowdon

Noise, Vibration and Air Quality Lead

[REDACTED]

TfL RESTRICTED

---

**From:** Daniel Jarvis [REDACTED]@tfl.gov.uk>  
**Sent:** Sunday, June 16, 2024 10:39:39 PM  
**To:** Claude Snowdon [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; Anna Collinson [REDACTED]@tfl.gov.uk>; Craig Osborne [REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Claude

Please can you confirm exactly what it is you need raised ? I believe water ingress running down the shaft was also a problem along with the pigeons?

Kind Regards

Daniel.

TfL RESTRICTED

**From:** Claude Snowdon [REDACTED]@tfl.gov.uk>  
**Sent:** 05 June 2024 15:40  
**To:** Jamie Coulson [REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>

**Cc:** Paul Berry <[REDACTED]@tube.tfl.gov.uk>; Anna Collinson [REDACTED]@tfl.gov.uk>; Craig Osborne [REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Thanks Jamie.

I guess the works will need to be finely planned, to ensure the vent cleaning team attend pretty much straight after AGS attend to clean the guano.

I am I correct in saying we are permitted to shot pigeons if they are posing a Health and Safety concern ?

[@Daniel Jarvis](#), can you arrange for someone in the team to raise a fault for AGS to attend, and hopefully you will be able to attend straight after.

Warm Regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [REDACTED]@tfl.gov.uk

TfL RESTRICTED

**From:** Jamie Coulson [REDACTED]@tfl.gov.uk>  
**Sent:** 05 June 2024 15:01  
**To:** Claude Snowdon [REDACTED]@tfl.gov.uk>; Michael O'Shea [REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; Anna Collinson [REDACTED]@tfl.gov.uk>; Craig Osborne [REDACTED]@tfl.gov.uk>; Geoffrey Rowe [REDACTED]@tfl.gov.uk>; Lee Russell [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Claude,

We won't be able to ensure that all pigeons are completely removed, mitigation works were installed and AGS have been back since to rectify.

If the problem still persists please raise a fault and AGS will attend. Pest control has moved to ABM, managed by Lee Russell and Geoff Rowe now who I have cc'd in.

They will send an inspector to site to review.

Thanks,

**Jamie Coulson**

Construction Manager – Building & Fabric  
Built Environment

London Underground  
Palestra, 197 Blackfriars Road London  
M: [REDACTED]@tfl.gov.uk



EVERY JOURNEY MATTERS

TfL RESTRICTED

**From:** Claude Snowden [REDACTED]@tfl.gov.uk>  
**Sent:** 03 June 2024 09:32  
**To:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED]@tfl.gov.uk>;  
Jamie Coulson [REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; Anna Collinson [REDACTED]@tfl.gov.uk>;  
Craig Osborne [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

[@Michael Wilson](#) and [@Jamie Coulson](#),

It would be good to know that the pigeon issue has been addressed to allow the vent cleaning gang to go in and safely carry out their works.

It so happens the council sent an email on Friday to know what the current status is, so it would be good to provide a clear update, as this matter has been ongoing for some time.

Warm regards

**Claude Snowden**  
Noise, Vibration and Air Quality Lead (London Underground)  
Mobile: [REDACTED]  
Palestra, 197 Blackfriars Road, London SE1 8NJ  
Email: [REDACTED]@tfl.gov.uk

TfL RESTRICTED

**From:** Michael O'Shea [REDACTED]@tfl.gov.uk>  
**Sent:** 29 May 2024 23:00  
**To:** Claude Snowden [REDACTED]@tfl.gov.uk>; Paul Truscott  
[REDACTED]@lanesgroup.co.uk>; Daniel Jarvis [REDACTED]@tfl.gov.uk>; Jamie Coulson  
[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>  
**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; [REDACTED]@lanesgroup.co.uk>;  
[REDACTED]@lanesgroup.co.uk>; Anna Collinson  
[REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Claude.

I have not been informed of any update as to eliminating access to the building by pigeons.  
Michael

TfL RESTRICTED

**From:** Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** 29 May 2024 12:30  
**To:** [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; Michael O'Shea <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; Anna Collinson <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24  
**Importance:** High

All,

Just touching base to see what the latest is on this matter ?

We need to provide a regulatory update to the board, and this is one of the matters that has come up.

Warm regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)

TfL RESTRICTED

**From:** [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>  
**Sent:** 25 March 2024 11:26  
**To:** Claude Snowdon <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael O'Shea <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Daniel Jarvis <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; Anna Collinson <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Claude,

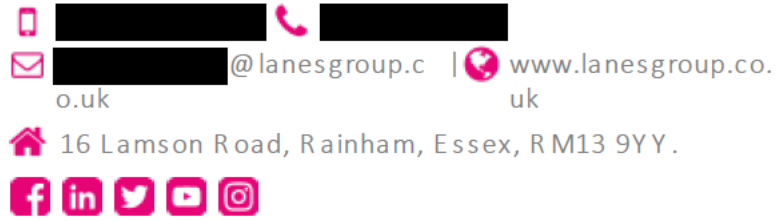
Yes there was an AW order for these works which was completed and sign off. What is required is more details on where and how the pigeons are getting in and then we can decide if it was part of the previous works carried out or if it is a different issue

Regards

[REDACTED]



London Rail



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## TfL RESTRICTED

**From:** [redacted] <[redacted]@tfl.gov.uk>  
**Sent:** Monday, March 25, 2024 10:33 AM  
**To:** [redacted] <[redacted]@lanesgroup.co.uk>; Michael O'Shea <[redacted]@tfl.gov.uk>; Daniel Jarvis <[redacted]@tfl.gov.uk>; Jamie Coulson <[redacted]@tfl.gov.uk>; Michael Wilson <[redacted]@tfl.gov.uk>  
**Cc:** Paul Berry <[redacted]@tube.tfl.gov.uk>; [redacted] <[redacted]@lanesgroup.co.uk>; [redacted] <[redacted]@lanesgroup.co.uk>; Anna Collinson <[redacted]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

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Thanks [redacted]

It was my understanding additional works has been carried out here to mitigate the pigeon's ingress. Forgive me if I am wrong, would these works not fall under the additional works?

Warm regards

**Claude Snowdon**  
Noise, Vibration and Air Quality Lead (London Underground)  
Mobile: [redacted]  
Palestra, 197 Blackfriars Road, London SE1 8NJ  
Email: [redacted]@tfl.gov.uk

TfL RESTRICTED

**From:** [redacted]@lanesgroup.co.uk>  
**Sent:** 25 March 2024 10:22  
**To:** Claude Snowden [redacted]@tfl.gov.uk>; Michael O'Shea [redacted]@tfl.gov.uk>; Daniel Jarvis [redacted]@tfl.gov.uk>; Jamie Coulson [redacted]@tfl.gov.uk>; Michael Wilson [redacted]@tfl.gov.uk>  
**Cc:** Paul Berry [redacted]@tube.tfl.gov.uk>; [redacted]@lanesgroup.co.uk>; [redacted]@lanesgroup.co.uk>; Anna Collinson [redacted]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Claude,

Pest control is not a fault for Lanes now as this has been passed to ABM. I'm not aware of any fault being raised for Lanes since our visits in January

Regards

[redacted]



[redacted]  
London Rail

[redacted]  
[redacted]  
[redacted]@lanesgroup.co.uk | www.lanesgroup.co.uk  
[redacted]  
16 Lamson Road, Rainham, Essex, RM13 9YY.  
[redacted] [redacted] [redacted] [redacted] [redacted]

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TfL RESTRICTED

**From:** Claude Snowden [redacted]@tfl.gov.uk>  
**Sent:** Monday, March 25, 2024 10:09 AM  
**To:** Michael O'Shea [redacted]@tfl.gov.uk>; Daniel Jarvis [redacted]@tfl.gov.uk>; [redacted]@lanesgroup.co.uk>; Jamie Coulson [redacted]@tfl.gov.uk>; Michael Wilson [redacted]@tfl.gov.uk>

Cc: Paul Berry [REDACTED]@tube.tfl.gov.uk>; [REDACTED]@lanesgroup.co.uk>;  
[REDACTED]@lanesgroup.co.uk>; Anna Collinson  
[REDACTED]@tfl.gov.uk>

**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

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All,

That is the latest on the issue with the Pigeons ?

Warm Regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: 0 [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [REDACTED]@tfl.gov.uk

TfL RESTRICTED

**From:** Claude Snowdon

**Sent:** 18 March 2024 06:57

**To:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED]@tfl.gov.uk>;

[REDACTED]@lanesgroup.co.uk>; Jamie Coulson

[REDACTED]@tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>

**Cc:** Paul Berry [REDACTED]@tube.tfl.gov.uk>; [REDACTED]@lanesgroup.co.uk>;

[REDACTED]@lanesgroup.co.uk>; Anna Collinson

[REDACTED]@tfl.gov.uk>

**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Thank you Michael.

Jamie and co, it would be good for this matter to be resolved.

The council could down hard on us if this drags on.

Warm Regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [REDACTED]@tfl.gov.uk

**From:** Michael O'Shea [REDACTED]@tfl.gov.uk>

**Sent:** 18 March 2024 04:50

**To:** Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; Jamie Coulson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Paul Berry [REDACTED] <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; Steve Pearce [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi All.

We went to Colina road last night to start the cleaning but found that there were still some pigeons in the fan room, also there is water running down the shaft, can a visit be arranged to remove the pigeons and investigate where they are still getting in, also water is running down the shaft which means cleaning is not possible till the water ingress stops.

Regards  
Michael

TfL RESTRICTED

**From:** Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** 16 January 2024 15:49  
**To:** [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; Jamie Coulson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Michael O'Shea [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Paul Berry [REDACTED] <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi [REDACTED]

Thanks for the update, I will be attending tonight with 4Rail.

Regards

Daniel

TfL RESTRICTED

**From:** [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>  
**Sent:** 16 January 2024 06:58  
**To:** Daniel Jarvis [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Michael Wilson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Michael O'Shea [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Paul Berry [REDACTED] <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Claude Snowdon [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>; [REDACTED] <[\[REDACTED\]@lanesgroup.co.uk](mailto:[REDACTED]@lanesgroup.co.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Good morning, Daniel.

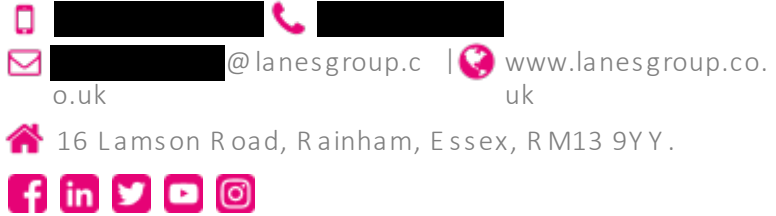
I can confirm that we are attending site today to carry out the required works.

Regards





London Rail



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**From:** Daniel Jarvis [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>  
**Sent:** 14 January 2024 23:23  
**To:** [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>; Jamie Coulson [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; Michael Wilson [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>  
**Cc:** Michael O'Shea [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; Paul Berry [redacted] <[\[redacted\]@tube.tfl.gov.uk](mailto:[redacted]@tube.tfl.gov.uk)>; Claude Snowden [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>; [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi [redacted]

Will CB be attending during the day of the 16th to carry out these works? As I still have 4Rail booked in for the EH shift on the 16<sup>th</sup>

Regards

Daniel.

### TfL RESTRICTED

**From:** [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>  
**Sent:** 12 January 2024 18:20  
**To:** Jamie Coulson [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; Daniel Jarvis [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; Michael Wilson [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>  
**Cc:** Michael O'Shea [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; Paul Berry [redacted] <[\[redacted\]@tube.tfl.gov.uk](mailto:[redacted]@tube.tfl.gov.uk)>;

Claude Snowden [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>; [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Jamie

I can see that CB have this booked in for the 16<sup>th</sup>

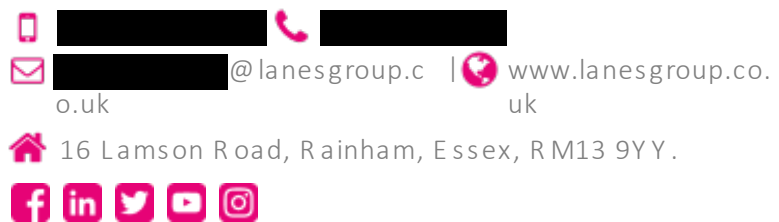
Regards

[redacted]



[redacted]

London Rail



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**From:** Jamie Coulson [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>  
**Sent:** 12 January 2024 14:38  
**To:** Daniel Jarvis [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; Michael Wilson [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>  
**Cc:** Michael O'Shea [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; Paul Berry [redacted] <[\[redacted\]@tube.tfl.gov.uk](mailto:[redacted]@tube.tfl.gov.uk)>; Claude Snowden [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>; [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>; [redacted] <[\[redacted\]@lanesgroup.co.uk](mailto:[redacted]@lanesgroup.co.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi P [redacted]

Are you able to provide an update please?

Thanks,

**Jamie Coulson**

Construction Manager – Building & Fabric  
Built Environment

London Underground

Palestra, 197 Blackfriars Road London

M: [REDACTED]@tfl.gov.uk



EVERY JOURNEY MATTERS

TfL RESTRICTED

**From:** Daniel Jarvis [REDACTED]@tfl.gov.uk>  
**Sent:** 12 January 2024 14:32  
**To:** Michael Wilson [REDACTED]@tfl.gov.uk>; [REDACTED]  
[REDACTED]@lanesgroup.co.uk>  
**Cc:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Paul Berry [REDACTED]@tube.tfl.gov.uk>;  
Claude Snowdon [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Michael / Jamie

Do you know if the glazing / pigeon issue was resolved this week ? As still have 4Rail on for the 16<sup>th</sup> if I cancel now I can use the date elsewhere.

Regards

Daniel

TfL RESTRICTED

**From:** Michael Wilson [REDACTED]@tfl.gov.uk>  
**Sent:** 08 January 2024 10:40  
**To:** [REDACTED]@lanesgroup.co.uk>  
**Cc:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Paul Berry [REDACTED]@tube.tfl.gov.uk>;  
Daniel Jarvis [REDACTED]@tfl.gov.uk>; Claude Snowdon [REDACTED]@tfl.gov.uk>;  
Jamie Coulson [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Thank you

TfL RESTRICTED

**From:** [REDACTED]@lanesgroup.co.uk>  
**Sent:** 08 January 2024 10:34  
**To:** Michael Wilson [REDACTED]@tfl.gov.uk>  
**Cc:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Paul Berry [REDACTED]@tube.tfl.gov.uk>;  
Daniel Jarvis [REDACTED]@tfl.gov.uk>; Claude Snowdon [REDACTED]@tfl.gov.uk>;  
Jamie Coulson [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Mike

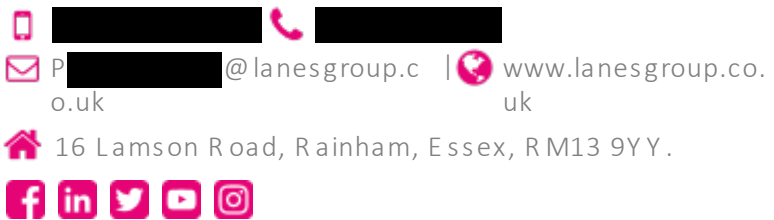
We will get a team to attend and deal with the glazing this week

Regards

█



█  
London Rail



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**From:** Michael Wilson █ [@tfl.gov.uk](mailto:█@tfl.gov.uk)>  
**Sent:** 08 January 2024 09:01  
**To:** █ [@lanesgroup.co.uk](mailto:█@lanesgroup.co.uk)>  
**Cc:** Michael O'Shea █ [@tfl.gov.uk](mailto:█@tfl.gov.uk)>; Paul Berry █ [@tube.tfl.gov.uk](mailto:█@tube.tfl.gov.uk)>; Daniel Jarvis █ [@tfl.gov.uk](mailto:█@tfl.gov.uk)>; Claude Snowdon █ [@tfl.gov.uk](mailto:█@tfl.gov.uk)>; Jamie Coulson █ [@tfl.gov.uk](mailto:█@tfl.gov.uk)>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi █

As per your email last week the windows have had mesh over them. We may have missed or it is ineffective. Can we take another look please or have you got a date for the glazing?

Thank you

Regards,

Mike

TfL RESTRICTED

**From:** Daniel Jarvis [REDACTED]@tfl.gov.uk>  
**Sent:** 08 January 2024 05:11  
**To:** Claude Snowdon [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>  
**Cc:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Paul Berry [REDACTED]@tube.tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>  
**Subject:** COLINA RD CLEANING SURVEY - 07-01-24

Hi Claude

I attended Colina Rd site last night shift 07/01/24, while the site had been cleaned considerably the pigeons were still in house and the associated mess was again starting to build up, there are at least 3-4 access points from broken windows where they can gain entry into the fan room.

I have 4- Rail lined up on the 16<sup>th</sup> to undertake an asbestos survey in order for us to commence any cleaning works which may be needed, I can hold off possibly a week before cancelling. But again until the pigeons and there mess are removed I cant access to complete the survey.

[@Jamie Coulson](#) what would be the best plan of action ?

I don't think its right to send the team in to start the cleaning works while there still present, I need to think of everyone's health & safety at this point.

Please see attached photos from last night's visit.

Regards

Daniel

.....

**From:** Daniel Jarvis [REDACTED]@tfl.gov.uk>  
**Sent:** Monday, January 8, 2024 2:34 PM  
**To:** Michael Wilson [REDACTED]@tfl.gov.uk>; Claude Snowdon [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>  
**Cc:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Paul Berry [REDACTED]@tube.tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Mike

From the ground its difficult to tell as there could be another opening at the top somewhere else, pigeons seem to congregate around the outside of the openings at the top CAT ladder and on the window sill.

Guessing that is there way in & out.

I think it would be beneficial the add some extra spikes on the sills where there are no window openers, on both sides of the building.

Regards

Daniel

TfL RESTRICTED

**From:** Michael Wilson [REDACTED]@tfl.gov.uk>  
**Sent:** 08 January 2024 09:11  
**To:** Claude Snowdon [REDACTED]@tfl.gov.uk>; Daniel Jarvis [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>  
**Cc:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Paul Berry [REDACTED]@tube.tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Hi Claude,

For my email you can see you are not wrong and we have the glazing on order and mesh (as we have been told) was put in place in the interim to prevent pigeon intrusions. I have asked Lanes to reattend as they have either missed locations, not been effective or have people removed any to gain access over Christmas? @Daniel Jarvis I can see the pigeons and I can see from your photos the glazing has been covered. Is there any obvious ways they are getting in?

Regards,

Mike

TfL RESTRICTED

**From:** Claude Snowdon [REDACTED]@tfl.gov.uk>  
**Sent:** 08 January 2024 07:45  
**To:** Daniel Jarvis [REDACTED]@tfl.gov.uk>; Jamie Coulson [REDACTED]@tfl.gov.uk>  
**Cc:** Michael O'Shea [REDACTED]@tfl.gov.uk>; Paul Berry [REDACTED]@tube.tfl.gov.uk>; Michael Wilson [REDACTED]@tfl.gov.uk>  
**Subject:** RE: COLINA RD CLEANING SURVEY - 07-01-24

Thanks for the heads up Daniel.

Jamie, forgive me if I'm wrong, but I understood that preventative measures were being put in place.

Can Lanes/ AGS not block off the windows and remove the pigeons, thus prevent future access ?

Warm Regards

**Claude Snowdon**

Noise, Vibration and Air Quality Lead (London Underground)

Mobile: [REDACTED]

Palestra, 197 Blackfriars Road, London SE1 8NJ

Email: [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)

**From:** Daniel Jarvis [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

**Sent:** Monday, January 8, 2024 5:11 AM

**To:** Claude Snowdon [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Jamie Coulson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

**Cc:** Michael O'Shea [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Paul Berry

[REDACTED] [@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>; Michael Wilson [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

**Subject:** COLINA RD CLEANING SURVEY - 07-01-24

Hi Claude

I attended Colina Rd site last night shift 07/01/24, while the site had been cleaned considerably the pigeons were still in house and the associated mess was again starting to build up, there are at least 3-4 access points from broken windows where they can gain entry into the fan room.

I have 4- Rail lined up on the 16<sup>th</sup> to undertake an asbestos survey in order for us to commence any cleaning works which may be needed, I can hold off possibly a week before cancelling. But again until the pigeons and their mess are removed I can't access to complete the survey.

[@Jamie Coulson](mailto:[REDACTED]@tfl.gov.uk) what would be the best plan of action ?

I don't think it's right to send the team in to start the cleaning works while they are still present, I need to think of everyone's health & safety at this point.

Please see attached photos from last night's visit.

Regards

Daniel