

Sample of Passenger Complaints

December 2022

The Jubilee line is too loud. I make the commute between xxx and xxx every day and every day the excessive noise causes me genuine pain. I put Green Park down as the station because Green Park to Westminster in my opinion is the loudest and most unpleasant.

December 2022

Terrible noise between Stratford and Leyton hurts your ears.

December 2022

Hello! I am sure you receive plenty of these, the Jubilee line is becoming unbearable to travel with because of the noise. The daily commutes are becoming unsustainable .

December 2022

I simply can't take the noise level in the tube anymore. It's maddening. This is not one occurrence, it's every time, on most lines (bakerloo, Victoria, northern, etc.). I travel with noise cancelling headphones given how painful the noise is, but it seems to have gotten so bad that even with the noise cancelling, it's still maddening loud. What is happening? How could it be safe for passengers or staff? Please take this issue seriously and fix it just like you could fix it for the Elizabeth line.

December 2022

Dear TfL, I have been a tube commuter since 1997 and very much appreciate the efforts that you make to keep London moving. Before the pandemic I complained about rising track noise inside the carriages. The screeching is so bad, for example between Camden and Euston, that I have to close my ears to avoid actual physical pain. The reply I received at the time explained that changes had been made to the tracks in order to reduce vibration to properties above ground, that you were aware of the problem and were reviewing the situation. Three years on, nothing has changed. On the contrary, the noise is getting worse and it makes a tube journey an ordeal. What is being done about this? I know I am not the only one complaining, your own staff have told me they find it unbearable!

Sample of Residents Complaints:

December 2022

Noise and vibrations, rumbling and rattling below my ground floor flat on xxx are increasingly disturbing! All day, every day, every few minutes!!

December 2022

This is about the tube noise I hear in my house and garden, day and night. It is very wearing indeed hearing every train in both directions. Although I understand considerable works have been undertaken to cure it, certainly, in my property, this has not been successful. I live very near S.Wimbledon tube station. I hope further efforts will be made to get rid of this considerable nuisance.

December 2022

Good evening

I live close to the central line (I am sorry to email with this issue) but the noise from the central line line trains from Buckhurst Hill to Woodford are very loud lately. There is a train

*that runs at around 5am every morning and it actually wakes me up it is so loud!
I have lived in my house for 30 years and I do appreciate that I live close to the
underground but the noise is so very loud lately.
But all the trains seem to be much more loud this last month or so?
Is it that vegetation has been cut down or has works been carried out that isn't completed?
So just to clarify, I live in xxxx.
Will be interesting to see if any other neighbours have complained about this issue.
Look forward to hearing from you.*

December 2022

We have noticed a vast increase in noise and vibration after the opening of the Elizabethan line in our premises. We are resident at xxx. Every 2 mins we now have excess noise mainly in our basement. We need urgent explanation as to why this has increased and what can be done and how it may effect our premises.

22 December 2022

I've lived in xxx for over 30 years near where the Victoria line runs. I don't often notice the sound of underground trains but from about 2 weeks ago I find I notice just about every train running. It seems something has changed recently to make them much more noticeable and quite intrusive.