

From: Gary Smith <[REDACTED]@tfl.gov.uk>
Sent: Monday, November 20, 2023 1:46 PM
To: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Hilton Saunders [REDACTED]@TfL.gov.uk>; Darren Mckenna [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

Hi All, I hope to have a drawing to Darren at some point this week

TfL RESTRICTED

From: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>
Sent: 20 November 2023 12:20
To: Hilton Saunders [REDACTED]@TfL.gov.uk>; Gary Smith [REDACTED]@tfl.gov.uk>; Darren Mckenna [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

Hi Hilton

Any update on the below?

Kind regards

Mildred

TfL RESTRICTED

From: Network Sponsorship Correspondence
Sent: 15 November 2023 11:22
To: Hilton Saunders [REDACTED]@TfL.gov.uk>; Gary Smith [REDACTED]@tfl.gov.uk>; Darren Mckenna [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@TfL.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

Thanks Hilton

Regards

Mildred

TfL RESTRICTED

From: Hilton Saunders [REDACTED]@TfL.gov.uk>
Sent: 15 November 2023 10:44
To: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Gary Smith [REDACTED]@tfl.gov.uk>; Darren Mckenna [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

Hi Mildred,

I have requested information on when the power issue will be resolved, and will provide an update as soon as I can.

Regards
Hilton

TfL RESTRICTED

From: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>
Sent: 15 November 2023 09:52
To: Gary Smith [REDACTED]@tfl.gov.uk>; Darren Mckenna [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Hilton Saunders <Hilton.Saunders@TfL.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

Good morning all

Can you please assist with a response to customer enquiry below?

Kind regards

Mildred

TfL RESTRICTED

From: Gary Smith [REDACTED]@tfl.gov.uk>
Sent: 30 October 2023 16:43
To: Darren Mckenna [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Hilton Saunders [REDACTED]@TfL.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

Yes I can do. I have received the files from Kedish and will action

TfL RESTRICTED

From: Darren Mckenna [REDACTED]@tfl.gov.uk>
Sent: 30 October 2023 14:16
To: Zoe Vidion [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Hilton Saunders [REDACTED]@TfL.gov.uk>; Gary Smith [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

Hey Gary,

I hope you are well.

Are we able to prepare a drawing for this, so that Asset Operations can get the bollard implemented?

We have a general cos code that I can share.

Thanks for all your help on this.

Regards,

Darren.

TfL RESTRICTED

From: Zoe Vidion [REDACTED] <[REDACTED]@tfl.gov.uk>

Sent: 30 October 2023 14:11

To: Network Sponsorship Correspondence [REDACTED] <[REDACTED]@tfl.gov.uk>; Hilton Saunders [REDACTED] <[REDACTED]@TfL.gov.uk>; Darren Mckenna [REDACTED] <[REDACTED]@tfl.gov.uk>

Subject: RE: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

Hi Glen

[@Darren Mckenna](#) – please can you advise re: bell bollard.

[@Hilton Saunders](#) – is the camera in operation yet?

Cheers

Zoe

TfL RESTRICTED

From: Network Sponsorship Correspondence [REDACTED] <[REDACTED]@tfl.gov.uk>

Sent: 30 October 2023 13:20

To: Hilton Saunders [REDACTED] <[REDACTED]@TfL.gov.uk>; Zoe Vidion [REDACTED] <[REDACTED]@tfl.gov.uk>

Subject: FW: Streets-19007271- For Investigation (TfL Restricted)
CRM001:0817000629488

Hello Hilton/Zoe,

I hope you are well.

Are you able to provide comments regarding a customer's queries below?

I had initially referred it to Asset Ops, but they asked me to contact the area sponsors. This is regarding the asterisked part of the customer's query.

If this isn't for yourself, please do advise where I should send it to.

Kind regards

Glen D'Gama
Network Sponsorship / CCO Streets
(Mildred C is currently on leave)

TfL RESTRICTED

From: CCOInfoRequired [REDACTED] <[REDACTED]@tfl.gov.uk>

Sent: 27 October 2023 15:30

To: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>
Subject: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000629488

TfL RESTRICTED

Dear Network Sponsorship,

Asset Operations South asked me to reallocate this case to Network Sponsorship (NS) to address the concern raised by the customer asterisked below), as you are leading on resolving the matter. (The plan is for NS to provide a drawing to AO to install a bell bollard at this junction. The drawing is yet to be received by AO, hence we are unable to provide a resolution timescale).

AOSC

From: CCOInfoRequired
Sent: 24 October 2023 13:27
To: Asset Operations South Correspondence
Subject: Streets-19007271- For Investigation (TfL Restricted) CRM001:0817000625095

TfL RESTRICTED

Dear Asset Operations South Correspondence,

LB Sutton

Case refers to RE: Streets-18964306- For Investigation (TfL Restricted) CRM001:0817000612815, where we received a response from Asset Ops on 18th Oct saying;
I've asked our contractors to visit site and refix the sign again. I sent them photos to make sure they get the right one.

With regards to vehicles still turning right - there are two warning signs leading up to the junction, and safety bollards on the central island, so I'm not sure what the customer is referring to when they say there is 'no enforcement sign and no safety bollards'. Anyone ignoring these signs is breaking the law at their own risk.

MOP has come back saying:

Dear Glen D'Gama

Thank you for the response. *Can you confirm the camera is now working? The main concern is still HGVs crossing over the pavement on the entrance to Lumley Road. As this is where pedestrians including children wait to cross it can only be a matter of time before the unthinkable happens. The word urgent has been used a lot by TFL but as yet no action. Please, please can we have a date for a resolution. Kind regards, [REDACTED]

Dunstans Hill

Dunstans Hill

Please open the link to view the full details of the enquiry:

[Streets Hand-off.docx](#)

A response is due by 03/11/2023 15:29

Kind regards,

Glen D'Gama

Customer Service Advisor

Streets Correspondence

Customer Experience, Contact Centre Operations