



30 September 2020

**Andrew Lord**  
Managing Director

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[www.tfl.gov.uk/tube](http://www.tfl.gov.uk/tube)

Dear All,

Thank you for meeting with Duncan Weir (London Underground's Head of Track) and me on 18 September 2020 to discuss the issue of Tube noise.

I appreciate that significant concerns were raised during this meeting. As discussed, I would be happy to meet with you again in early 2021 to discuss Tube noise with you further, and outline any developments in our overall approach. Where further updates were requested and/or follow up actions agreed for specific locations/residents, a member of our Government Relations team will be in touch with you separately to address these. We will ensure residents continue to receive regular updates regarding open complaints, and are notified of planned engineering work or other interventions we may be undertaking to address the problem.

As I set out in the meeting, we take the issue of Tube noise very seriously and recognise the effect it can have. Therefore, we have continued to invest significant resource to investigate and mitigate the impact across our network over the last four years.

However, as I also explained, the coronavirus outbreak has had a dramatic impact on our finances as a result of the significant reduction in passenger numbers and associated revenue. We have therefore had to make very difficult decisions regarding the prioritisation of our investment, focussing entirely on safety and operationally critical work.

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Furthermore, we are in discussions with the Department for Transport about securing long-term funding for TfL. As you will appreciate, this means our ability to carry out Tube noise related work – particularly long-term and expensive interventions such as Deep Tube Reconditioning – is limited. This is of course disappointing, however I am sure you understand this is not a situation of our own making.

If your constituents do get in touch about a noise issue, we would be appreciative if you could direct them to our Customer Contact Centre. Using this channel ensures your constituents will receive a response to their complaint, and allows us to identify any noise 'hotspots', which are then regularly reviewed. Residents can get in touch with the Contact Centre on 0343 222 1234 or at <https://tfl.gov.uk/help-and-contact/contact-us-about-tube-and-rail>.

Our commitment to tackling noise across the network remains, and we will continue to investigate new technology and techniques to reduce residential Tube noise and vibration, within the financial constraints we have.

Yours sincerely,



**Andrew Lord**  
Managing Director