

APPENDIX B

Mr. Keith Ollier
Director of Road Network
Operations
Street Management
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29 January 2004

Dear Mr. Ollier

Gale Street and Charlton Crescent Subways

Thank you for your letter dated 26 January 2004, in response to Niall Bolger's letter dated 22 December 2003.

It would appear that the main delays have been caused by the discovery of an uncharted live sewer and other utilities diversions. According to Road Maintenance Group's (RMG) letter dated 19 December 2003, this delay was identified in February 2003, and it was known at the time that this would delay the project by several months. I must therefore ask the question, if this was known why was it that up until November 2003 TfL/RMG were still stating that they were on programme to complete the works by the original completion date of the end of December 2003?

In speaking to a representative of RMG on 19 January, I was advised that works to install stone cladding had commenced on the south side of Gale Street Subway and due to commence on the north side week commencing 2 February 2004.

Following discussion with Council Officers, I am advised that work has not commenced on the stone cladding putting the project completion date further back.

I understand that there is still a problem with a temporary electricity supply to the temporary pumps in the subway, which are being constantly vandalised resulting in the subway flooding, and that RMG and its sub-contractor will not commence tiling works in the subway until permanent pumps are in operation as RMG feel any work undertaken prior to this would be abortive should the subway flood and accept this as a valid reason for delay.

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My main concern is that there appears to have been opportunity for TfL/RMG to explain the delays and to revise the programme and provide an updated completion date. Unfortunately this has not been the case and has resulted in misinformation being given to Members and Officers of the Council and residents, which in turn has caused frustration and anger in the community.

It is my hope that we can all work together to achieve the early completion of this project and that should further delay be identified that affect the target completion date, all concerned are notified as soon as possible. Residents can understand justified delay but not misinformation.

Yours sincerely



Mike Livesey
Head of Civil Engineering
Environmental Management Division

Leisure & Environmental Service
Town Hall
Barking
IG11 7LU

c.c. Niall Bolger, Director of Leisure & Environmental Services
c.c. Graham Farrant, Chief Executive
c.c. Councillor Mrs. J.E. Rawlinson
c.c. Councillor W.F.L. Barns
c.c. Councillor D.S. Miles
c.c. Peter Watson, L & E S
c.c. John Biggs, GLA Member



Your ref:
Our ref: 16/10/

M Livesey
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Street Management

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25 March 2004

Dear Mr Livesey

Gale Street and Charlton Crescent Subways

Thank you for your letter dated 29th January 2004 and I apologise for not replying earlier.

I have now received a response from RMS and I enclose a copy of their letter dated 23 March 2004.

TfL have also investigated this matter and I confirm that the problems described by RMS are correct. We will however continue to press the contractors to complete the work to enable the subways to be reopened at the earliest possible date.

For your information, I attach a copy of a letter I recently sent to Mr Lincoln, the Chairperson of the Scrattons Tenants and Residents Association, in response to a petition raised by the Association concerned with Gale Street subway.

Yours sincerely

Keith Ollier
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Transport for London
 A13 DBFO Site Office
 Crown Wharf
 Bidder Street
 Canning Town
 London E16 4ST

Your ref:

Our ref: PS/ef/4.69/9214s

For the attention of Mr M Wright - DA/DR Site Representative

DATE OF THE REP		23 March 2004	
A		A	1
MW	✓	24/3	
JR	✓		
Date		24 MAR 2004	Rec'd
ACCOUNTING No	102777		
FILE REF	2004_2425		
ACTION BY DATE			
REPLY REF			

Dear Sirs,

A13 THAMES GATEWAY DBFO
GALE STREET AND CHARLTON CRESCENT SUBWAYS

We refer to Mr Livesey's letter to Mr K Ollier regarding ~~Cane Street and Charlton Crescent~~ Subways.

Mr Livesey's comments and concerns are understood and we can only apologise for the misunderstanding regarding the completion date. Discussions about the finishes have continued throughout the winter with LBB and their architect and some details and approvals have only recently been finalised; in fact one item is still under discussion as at 19 March. In view of the above it is clear that our works could not have been completed last year.

Stone cladding commenced mid February, two weeks later than programmed and has been progressing well. However, we must report that blockwork erected on the south side has been pulled down by vandals and this will have to be replaced before the cladding can commence in this area.

We cannot over-emphasise the damage being inflicted on our works and the adverse impact on the programme that is caused by mindless acts of this sort.

In addition to the above and the damage to the pumps previously advised, the costs of which are running into thousands of pounds, our operatives are also constantly subjected to verbal and physical abuse. There have been a number of stone throwing incidents with the latest on 18 March resulting in one of the stone masons being hit in the eye. Although such incidents are reported to the police they seem either unable or unwilling to do anything about the situation.

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ROAD MANAGEMENT SERVICES (A13) PLC

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 Registered office: Sandway House, Hartford, Northwich, Cheshire CW8 2YA. Registered in England no.3917644.

We have now been obliged to employ additional security guards overnight and at weekends in an attempt to mitigate further damage to and loss of specialist plant, equipment and materials and so avoid any further delays. Indeed, we have been obliged to provide a security dog with the guards to address the concerns raised over their safety. We have in the circumstances, taken the decision to delay the tiling to the subway until the permanent pumps have been recommissioned due to the risk of further flooding.

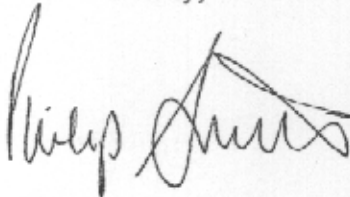
Current indications are that we will commence tiling in three weeks time and when this and other finishes inside the subway are complete, we anticipate the subway could re-open in May.

Works will continue to the exterior after this date with pedestrian access adjusted to suit as our works progress.

A similar scenario exists at Charlton Crescent subway. Here, for example, we have recently suffered extensive damage to 27 number of the acrylic panels on the north side together with a panel on the south side, which has had a bullet penetrate it. We have previously advised both yourselves and LBBB that should damage and vandalism continue on this scale, then we would not accept the responsibility for replacement of high cost items.

Please be assured that we will continue to endeavour to open the subways at the earliest practicable date but in the meantime we would welcome any assistance that you can offer in overcoming the problems described above.

Yours faithfully,



P Smith
RMS Agent

RCB/X29979/4.52
MJG