



15 October 2015

**Nick Brown**  
Managing Director

London Underground  
11<sup>th</sup> Floor  
Palestra  
197 Blackfriars Road  
London SE1 8NJ

Dear Sir / Madam,

## **CALEDONIAN ROAD UNDERGROUND STATION LIFT REFURBISHMENT**

### **Station closed 04 January 2016 until mid-August 2016**

I am writing to inform you about lift refurbishment works at Caledonian Road Underground station.

The lifts at the station are around 30 years old, are unreliable and need to be refurbished. Customer safety is our number one priority and, in order for us to carry out this work in the safest way, and with the least amount of disruption for our customers, we need to close the station from **04 January 2016 until mid-August 2016**. This decision has not been taken lightly and we will be working really hard to complete this vital work as quickly as possible.

During the period when the station is closed, customers are advised to use Holloway Road Underground station or Caledonian Road & Barnsbury Overground station. From Caledonian Road Underground station, Holloway Road Underground station is a 9-13 minute walk. Caledonian Road & Barnsbury Overground station is a 5 -10 minute walk or a short bus journey away, served by London bus routes 17, 91 or 259. Alternatively passengers can travel on to King's Cross St. Pancras Underground station on bus routes 17, 91, or 259, which takes around 20 minutes.

We explored in detail the option of refurbishing the lifts one at a time in order to keep the station open. However, this was neither the safest nor least disruptive option for customers.

### **Customer safety – risk of entrapment and prolonged rescue**

If only one ageing lift was in operation, the larger volume of customers using it would put additional stress on the remaining aged lift and would increase the risk of customers becoming trapped should the lift fail. As access to the other lift shaft would be restricted because of works, rescuing customers in a single lift without full access to the entire lift shaft would take longer.

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**Customer disruption – risk of unplanned closures**

Should the single lift in operation fail, the station would have to close without warning. Unplanned station closures are more disruptive to customers than planned station closures as they do not allow as much time to plan journeys in advance.

**Customer disruption – 8 months or 17 months of station works**

Keeping the station open and refurbishing one lift at a time represented a 70 week (or 17 month) programme of works compared with the current 32 week (or 8 month) programme.

Lift refurbishment at Caledonian Road station is a lengthy process due primarily to the bespoke nature of the restricted working space and the complexity of working underground, in cramped lift shafts. More information including a video on how we replace and refurbish lifts on our network can be found at:

[tfl.gov.uk/campaign/tube-improvements/behind-the-scenes/escalator-refurbishment](http://tfl.gov.uk/campaign/tube-improvements/behind-the-scenes/escalator-refurbishment)

Safety is paramount to us, as is ensuring all investment in improving stations on our network is done as efficiently and with the least disruption possible. We are pleased that we can make this investment in Caledonian Road Underground station to refurbish the already failing lifts with modern, more reliable ones – and that we can do so with zero safety risk to our customers.

Please contact my Community Relations team if you have any queries about these works:

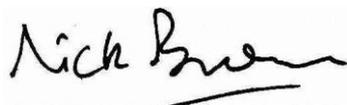
**Phone:** 0343 222 1234 (24 hours)

**E-mail:** [communityrelations@tfl.gov.uk](mailto:communityrelations@tfl.gov.uk)

**Write:** London Underground Community Relations, 5<sup>th</sup> floor, Palestra, 197 Blackfriars Road, London, SE1 8NJ

Thank you for your understanding while this work is being carried out.

Yours sincerely



Nick Brown

**If you have any questions regarding travel on the Underground, please call our 24 hour customer services number 0343 222 1234 or visit [www.tfl.gov.uk/tube](http://www.tfl.gov.uk/tube).**