

Community Relations
Network Rail Southern Region
1 Puddle Dock
London
EC4V 3DS

Dear Neighbour,

Railway Improvement Works – Balcombe Station Emergency Stabilisation Works

I am writing to let you know that we will be carrying out emergency works near your property at Balcombe station due to a landslip behind the ticket office which has exposed a wall under London Road. These emergency works will allow us to stabilise the cutting and remove the risk to the railway and any potential risk to London Road.

Our contractor BAM Nuttall is currently preparing to carry out the stabilisation works and are currently agreeing land access with a third-party landowner for our compound area and equipment which will be close to the station. Unfortunately, we are not able to give you any further details currently due to this being an on going situation.

I can let you know that we are applying for a lane closure on London Road and the temporary closure of the bus stop by the station. We are discussing this with the various authorities to have this in place as soon as possible. We will be able to maintain access for passengers to Balcombe station.

We appreciate that these works and the lane closure on London Road will be disruptive for you, but we need to make sure that passengers and the public are kept safe. We would like to take this opportunity to thank you for patience and kind co-operation while we carry out these essential works. We will keep you updated and write to you again as soon as we have any further updates on these works.

The photos below show a crushed building due to the landslip and the station ticket office where the cutting slipped behind it.



The below photo shows the bus stop that we are temporarily looking to close.



Due to the nature of the work and the tools we use, some disturbance will be unavoidable. We are sorry for any disturbance and inconvenience this causes you. All staff working on site are fully briefed on working responsibly in the local community and keeping noise levels to an absolute minimum level.

Delivering the highest standards of safety is paramount to our work and keeping people safe on and around the railway is at the heart of everything we do. Often, work needs to be carried out while trains are not running. We're obliged to work, whenever possible, at times that cause the least disruption to train services. Unfortunately, this means carrying out a lot of our improvements during the night and at weekends.

I hope this information is helpful and we apologise for any inconvenience these essential works may cause. However, if you have any additional questions or concerns, please www.networkrail.co.uk or telephone our **24-Hour National Helpline on 03457 11 41 41** quoting **Balcombe Station Emergency Stabilisation Works**.

Yours faithfully,



John Moss-Coleman
Community Relations Manager