



Ref: NFD01

2 April 2015

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Managing Director

London Underground
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Phone 0343 222 7878

www.tfl.gov.uk/tube

Dear Sir/Madam,

Northfields - improvement works April to May 2015

As part of our plans to modernise London Underground, we will be carrying out improvement works at Northfields Underground station. The improvement work starts on 19 April, when the ticket windows will close at this station. Work will take place in the ticket hall and will last for up to one month. The ticket windows will not reopen when the work is complete.

We will be improving facilities including:

- **Better ticketing facilities** – the existing ticket machines at the station will be improved before the work and will give better flexibility, for example by allowing staff to offer refunds. Our people will be on hand to help you with any ticketing enquiries.
- **Enhanced customer service** – we will be giving you better travel information, leaflets, maps and signage within the station to help you find what you need. When the ticket windows close, staff will move out from the back office areas of the station to the ticket hall, where they will be more available to serve you.

If you normally use the ticket office at Northfields station to pay for your travel, the enclosed leaflet will explain the variety of improved ticketing options available to you, during and after completion of the works.

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55 Broadway
London SW1H 0BD

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authority is Transport for London.

Working hours

We will do our best to minimise any disruption or noise during the work. Work times may vary during week days and at weekends. However, work will mostly take place at night to minimise disruption to customer journeys.

In the meantime, if you have any queries about our plans, please contact our 24-hour helpline on 0343 222 2424. You can also write to London Underground Community Relations, 5th floor, Palestra, 197 Blackfriars Road London, SE1 8NJ; or email us at communityrelations@tfl.gov.uk

For more information on our modernisation plans please visit tfl.gov.uk/futuretube

Thank you.

Yours faithfully



Mike Brown

