

Queen honours heroes

The Queen paid tribute to Underground and bus heroes at Buckingham Palace in February for their acts of bravery on 7 July 2005.

David Boyce, Station Supervisor; Peter Sanders, Group Station Manager; John Boyle, Train Operator; Tim Wade, Duty Line Control Manager; and Alan Dell, Network Liaison Manager for London Buses, were all awarded MBEs for their acts of bravery. TfL Commissioner Peter Hendy was awarded a CBE and Tim O'Toole, London Underground Managing Director, was awarded an honorary CBE.

David Boyce gave first aid to the injured at Russell Square, making several trips to fetch more first aid supplies and water – each nearly a mile, in exhausting conditions – and helping passengers out through the station each time.

Although off-duty, John Boyle was one of the first on the scene

at Aldgate station and showed exceptional bravery by staying on to help check the trains for further bombs.

Peter Sanders used a relay system to get people to safety before emergency services arrived at King's Cross station, while Tim Wade spent two hours on the train, in dark and difficult conditions, helping the walking wounded and treating injured customers.

"It was an overwhelming experience," said Tim. "I was very surprised when I heard I had been given the MBE and it is nice getting recognition, but it is tinged with sorrow for the reason it was awarded. It's also a shame that not everyone could receive an award. A lot of people went unrecognised – we were all part of a team."

Pictured with their awards are, from left: David Boyce, Peter Hendy, Peter Sanders, Alan Dell, John Boyle and Tim Wade.



Kids go free off-peak

Children under 11 can now travel free on the Underground and Docklands Light Railway when accompanied by an adult.

The free travel idea became reality on 2 April as part of Mayor Ken Livingstone's policy to improve access to activities in the capital. It applies to journeys after 09.30 on weekdays and all day on weekends and public holidays.



A century of service

Throughout 2006 a range of events have been organised to celebrate 100 years of service of the Bakerloo line.

Lambeth North to Baker Street opened 10 March 1906, and on 5 August 1906 Elephant & Castle opened . . . so we're celebrating from March until the end of 2006.

The London College of Fashion is also celebrating its 100th birthday this year, and as many of its campuses are based along the Bakerloo line it seemed appropriate to team up for a joint celebration.

Our Platform for Art team has commissioned artists from London College of Fashion to design a set of 10 posters and postcards, representing fashion over the last 100 years, to display in our stations and give out to customers over the next year. One design per month is being released until December.

Employees dressed up in Edwardian costume at Oxford Circus on 10 March (pictured above). Joined by actors, also in Edwardian outfits, the staff handed out leaflets to customers telling them about the history of the line.

Bakerloo Heritage leaflets can be found in leaflet racks in stations, containing old photos, facts and figures, a chronology of the Bakerloo and details of forthcoming events to celebrate the centenary.

PENSIONERS' FORUM UPDATE

MAIN POINTS OF MEETING HELD ON 28 FEBRUARY 2006

- The role of the pensioners' liaison representative for *otm* was discussed and an explanation given by London Underground Employee Communications on the reason for the changes. It was noted that the final decision on what goes into *otm* lies with Employee Communications. The pensioners' representatives also asked for clearer direction on the Obituaries/In Memoriam section
- The pensioners' representatives asked for further information on the pros and cons of the proposed merger of the Staff Welfare Fund with the Transport Benevolent Fund, so they could take an informed view of whether they should support it. It was agreed to hold an urgent meeting prior to a final decision being made by TfL
- The pensioners' representatives expressed concern at the lack of information on progress to appoint a new manager for the Pensioner Liaison Scheme. They still had misgivings about proposals to stop giving calendars and hampers in the future and believed this aspect should be considered further.

Chiswick get-together

A reunion dinner for ex-employees of Chiswick works will take place in April.

All former Chiswick staff are welcome to the dinner, which will take place on 29 April at Cole Court, Twickenham Masonic Centre, London Road, Twickenham. If people can't make it for dinner at 18.00 for 19.00, they are welcome to attend for drinks from 21.00.

i For more information, please contact Don Robson | 020 8570 3136 or Ted Kilby | 020 8894 6386

Scarborough fair: Members enjoy a coastal jaunt.



Letting your hair down

Retired staff enjoyed superb weather, clifftop views and evening entertainment on a recent trip to Scarborough.

During the week-long excursion, members of the London Transport Retired Staff Association visited the moors, York and toured villages including Pickering and Filey.

"The trip was a chance for us to get out and socialise within a large group, something you wouldn't normally be able to do," said Doreen Murphy, Organiser, north-east branch. "And because of the variety of people, you're guaranteed to have a bundle of laughs."

Day trips also feature throughout

the year, and of course you can't forget the Christmas party.

"We also meet up once a month for tea and biscuits," said Doreen. "It's a chance to catch up with each other and organise our events."

The next big event on the agenda is a cruise along the Danube planned for June.

So, if you feel you're missing out, why not join the club and come along. There are three branches for those who live around London – north-east, north-west and south-west – and we're always looking for new faces.

- Interested? Then contact Doreen Murphy on 020 8888 2793 for details.

Where are they now?

It's always good to find out what happened to old colleagues, but as the years go by, it can be hard to stay in touch.

Can you put any of these people in contact with former colleagues? If so, drop us a line at the *otm* editorial address below and we will pass your details on.

- **Betty Curtayne** was delighted to hear from friends who responded to a paragraph in the October 2005 issue of *otm*. However, she couldn't answer a Christmas card from 'Barbara LT 1964' because there was no address or surname attached. The card also mentioned the name of Pat Borrill. Can anyone help to make contact?
- **Margaret Cull-Candy** wants to hear from old colleagues from 55 Broadway, where she worked as a Clerk in the Operating Manager's department, Central Buses. During her career she worked at Kingsland Road, Dalston, 55 Broadway, Vauxhall divisional office, and then finally Charlton. Margaret would love to hear from anyone and specifically remembers Irene Cherry, Doris Broderick, Olive Davis, Ioha Salisbury, John Delay, Josephine Sims, Phyllis Potter, 'Bunny' Beland and Ron Pigrum.

Contact details for pensioner enquiries

Pensioner queries:

TfL Pension Fund
020 7918 3733

Staff Travel 0800 015 5073

Other useful numbers:
Hospital Saturday Fund
020 7928 6662

Hospital Savings Association

01264 353211

Simply Health

0800 072 6719

Transport Benevolent Fund

0870 000 172/3

Transport Friendly Society

020 7240 8886

Tax queries – HM Inspector

of Taxes 0845 300 3939
(quote ref 083/LT7 and your National Insurance number)

otm editorial submissions only

Call 020 7918 3388
or 020 7922 5678

Email

onthemove@abcomm.co.uk
Write to *otm* pensioner edition,
24-26 Great Suffolk Street,
London SE1 0UE

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Pension increase for 2006 announced

The full pension increase from 1 April 2006 will be 2.7 per cent and is based on the rise in the Retail Prices Index over the 12 months to September 2005.

This will be paid to eligible pensioners on 2 May 2006.

If you have been receiving your pension for

less than a year you may receive a pro-rata increase, and you can find out how much this is by visiting our website at www.tflpensionfund.co.uk or by looking on the reverse side of your annual pension payslip when you receive it.



John Ingleton is retiring after nearly 11 years as a Trustee.



Michael Swiggs succeeds John as a Trustee.

Fund Trustee bows out

John's wide experience, breadth of knowledge and indefatigable good humour have been admired and appreciated by all his colleagues . . .

It has been announced that John Ingleton has retired as a Trustee of the Transport for London Pension Fund after nearly 11 years' service, latterly as Chairman of the Fund's busy Operations Committee.

After a long and successful career in LT, John retired as Personnel Director of London Buses in 1993 and since then he has been an active Pensioner Liaison Representative.

He joined the Pensions Consultative Council in 1994 and became a pensioner trustee in 1995. John's wide experience, breadth of knowledge and indefatigable good humour have been admired and appreciated by all his colleagues in his many 'retirement' roles.

The PCC has appointed Michael Swiggs as John's successor as a Trustee. Michael retired in 2002 following 32 years with LT/TfL, many in HR and Employee Relations. He was TfL's first Director of Corporate Services and in that role was responsible for the early stages of bringing the new organisation together from the different predecessors. Having worked on many pensions and pensioner issues over the years, he is looking forward to joining the Trustee Board of the Pension Fund.

Ireland's PLR Leo Solosy would like a helping hand.



Can you help out in Ireland?

Sounds unlikely, but the Transport for London Pension Fund has had Pensioner Liaison representation in north-west and part of west Ireland since 2003.

Leo Solosy, based in Donegal, is currently the only PLR in Ireland and covers seven counties, totalling about 7,000 square miles – possibly the largest area for a PLR.

Most pensioners in the relevant counties have been visited and Leo will be embarking on further repeat visits from April.

Many are surprised that such liaison now exists in the area and Leo has been welcomed as a contact with the London Transport/Transport for London family. It has been possible to provide information to many people and put pensioners in touch with old friends.

Leo worked on the Underground for almost 40 years and has a lifelong interest in London buses.

Being based in the Republic of Ireland means that Leo has access to facilities, information on social services entitlements in the Republic and also international matters between the UK and the Republic.

Providing Pensioner Liaison representation in Ireland eliminates the need for many international calls. It's hugely beneficial to pensioners to deal with someone face-to-face who understands both the previous workplace and what it means to live in Ireland.

Currently, only about 60 of the 500 pensioners in Ireland are directly represented. Therefore, we need more PLRs. If you are interested, please contact Leo for a chat about how it works and what to do next.

- Leo can be contacted at:
Carrick Upper
Carrick
Co. Donegal
Tel: 074 9739489 from the Republic of Ireland or
00 353 749 739489 from Northern Ireland and Great Britain
email: leosolosy@iol.ie

Map makes shortlist

The famous London Underground map was pipped at the post by Concorde in a vote for the nation's favourite design icon. It was runner-up in the BBC2 Culture Show vote, beating the Spitfire into third place.

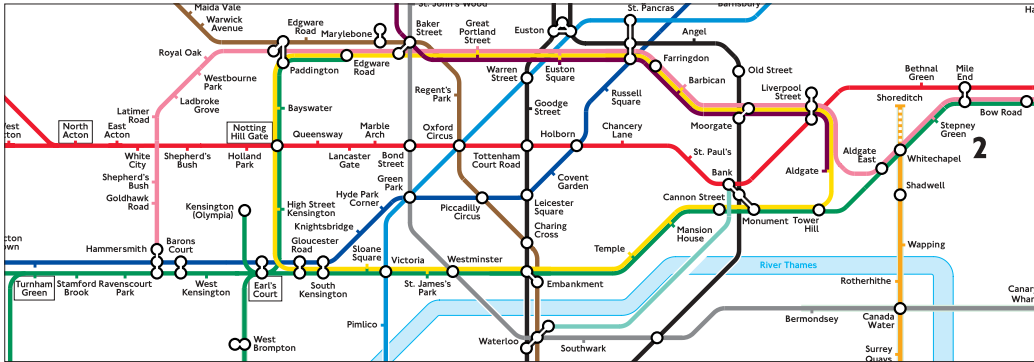
The shortlist was drawn from

an original list of 25 designs that also included the Routemaster bus, the Mini car and the catseye.

Each finalist was adopted by a celebrity who made a presentation about why their design should win. Radio 4's Jim Naughtie spoke for the

map and was filmed at our Acton depot with the original drawing.

Beck's design is hailed as the first diagrammatic map needed because the system had become too complicated to be represented geographically on one map.



Participate in a transport project

PhD student Helen Milne is working on a project about London transport in the 1950s and would like to interview retired staff who worked there at the time.

Helen, from King's College, is working in

collaboration with London's Transport Museum.

Anyone interested in being interviewed should contact the resource desk at London's Transport Museum on 020 7379 6344 or email resourcedesk@ltmuseum.co.uk

Closures coming up

A series of closures is coming up on the tube network while improvement work takes place.

■ The Waterloo & City line closed on 1 April and re-opens in September. During the closure, customers at Waterloo can take the Northern and Bakerloo lines to Embankment, and the first eastbound District or Circle line train to Monument, with its escalator link to Bank.

The results of the work will be improved track, quicker journey times and refurbished trains.

■ Weekend closures on the Northern line starting on 29 April will see vital track upgrades completed up to three years faster than in normal night time working.

Camden Town to Kennington (Charing Cross branch) will see 10 weekend closures from April to July and 12 closures from October to February 2007.

Camden Town to East Finchley will have 13 closures from July to October.

■ Brixton station will be closed for 10 days from 8 to 17 April for improvements. There will be a frequent replacement bus service from Brixton to Stockwell and valid London Underground tickets will be accepted on local bus and rail services.

Great memories from a long career

Reader Carlton King, from Croydon, Surrey, enjoyed a 13-year career with TfL, working at Chiswick, Parsons Green and eventually Victoria. He still looks back at his service with fondness and would like to applaud TfL with the following poem:

Poem for the Underground

In many directions beneath the streets of London town
That's where you'll find that marvellous feat, London Underground
You find you'll see thousands of different faces



All cultures, creeds and dozens of different races.

It can take you many miles, in all diverse directions
And when you think of it, a wonderful construction
From Acton Town to Warren Street in alphabetical order
Millions use the Underground each way, outbound to the other.

There are 10 lines that take you almost anywhere you want

97 interchange stations to enhance your little jaunt
So spend some time below and don't come up for air
Buy the right ticket, don't worry about the fare.

Our Underground has made its mark all over the world
We think of it as one of our little pots of gold
So take a ride and find yourself release
Go north or south, or even west or east.

Reaching for the sky

The London Transport Flying Club is celebrating 75 years in the skies with a commemorative film.

The film was mainly shot from the passenger seats of the club's two US-made Piper airplanes by club member and TV producer Bernie Newnham.

Bernie did the filming last summer after taking off from the club's base at Fairoakes airfield in Woking and flying as far afield as the Isle of Wight.

A film from the late 1930s that shows the club's flying tube and bus drivers

reaching for the sky inspired the idea.

These days the club is open to all, but there are still train and bus drivers among the 100-strong membership.

Members wishing to chock away book the planes online and then hope they get lucky with the weather.

"You never know what it's going to be like," said Bernie. "But when the weather is good, it's the most magical day."

Bernie is editing the film to be ready in time for the club's 75th birthday on 17 September.



... when the weather is good, it's the most magical day

Platform for remembrance

An exhibition on war and remembrance is on display at Piccadilly Circus until 27 April 2006.

The work, by artist Beth Derbyshire, is the latest from London Underground's Platform for Art programme.

Called *Careless Talk Costs Lives*, the exhibition invites people to explore the

imagery used in military iconography and propaganda, evoking memories of Londoners' unity in the face of attack and the Underground network as a shelter during air raids.

It shows military medals fused into decorative backgrounds and images



feature World War II slogans such as 'loose lips sink ships' and 'your words are weapons'.

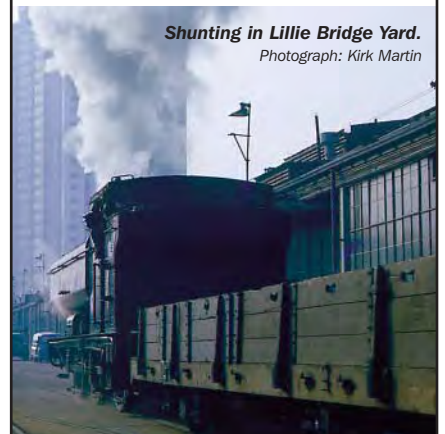
Gone but not forgotten

June 2006 marks the 35th anniversary of the last steam trains on London Underground.

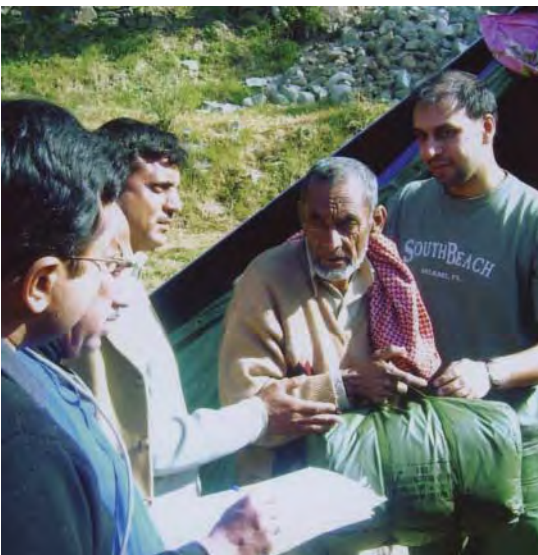
Passenger steam trains were removed from service in 1961, but a few steam engineering trains could be found working out of Neasden and Lillie Bridge depots.

London Underground Charity Co-ordinator Kirk Martin, who worked on these engines, recalls cleaning the engines, filling the bunkers with coal and heaving ashes out of the pits at Neasden. Later, shunting in the large engineering yard at Lillie Bridge took him under the large Empress State Building.

He worked trains over to the West London Line to pick up materials and coal wagons, and a daylight run took him through Hammersmith to Acton and Ealing Common depots, as well as night runs to Barking and Upminster for track work – returning through Earl's Court in the early morning, much to the surprise of the few passengers on the platform.



Bobby visits earthquake zone



An elderly man gets a much-needed sleeping bag from Bobby (right).

Some victims of the Asian earthquake disaster have a roof over their heads and warm sleeping bags thanks to Victoria line staff and customers.

Bobby Ali, Seven Sisters Train Operator, saw the devastation in Pakistan on television and spent a week in December collecting at stations on the northern end of the Victoria line, raising more than £5,000.

He said: "People were very generous. I was really pleased with the amount I'd raised, but when I looked into sending the money on, I heard stories of corruption and looting, so I decided to take it myself."

Advised not to take cash with him to Kashmir, he contacted an army surplus store in the UK and bought thermal socks and 800 sleeping bags, specially designed for freezing conditions.

With the remaining money he ordered metal sheets from a local merchant and helped build houses and a school.

noticeboard

- The Energy Retail Association has a helpline for people who have problems heating their home. You can contact them on 0800 336699.

- **The government's Health Bill has been passed from the House of Commons for consideration in the House of Lords. In its amended form it currently prohibits smoking generally in enclosed public places and workplaces in England from summer 2007. The ban covers all pubs and other licensed premises, including membership clubs, whether or not they serve food.**

- The Royal British Legion has published a report on research to establish the general welfare needs of ex-service men and women supported by the Legion. The research identified more than 10.5 million ex-service personnel and dependents with

an average age of 63 whose main concerns range from fear of violence and crime to garden maintenance. *Profile of the Ex-Service Community in the UK* is available free from the Royal British Legion, 48 Pall Mall, London SW1Y 5JY. Telephone 020 7973 7292 or 0845 772 5725.

- **More than 150,000 people will receive care to keep them healthier and active under a new Partnership for Older People Programme. Nineteen councils have been chosen for the first phase from May – Bradford, Brent, Camden, Dorset, East Sussex, Knowsley, Leeds, Luton, Manchester, Norfolk, North Lincolnshire, Northumberland, North Yorkshire, Poole, Sheffield, Somerset, Southwark, Wigan and Worcestershire. The scheme sees residents getting involved in consultation on services such as health and social care.**

Membership up by thousands

London Transport Pensioners' Association (LTPA) Chairman John Ingleton is delighted with the response to the newsletter that accompanied the January issue of *otm*.

More than 9,000 responses were received to the invitation to join the LTPA. Half of those had already registered for membership when the Association was formed in 1997 or when they subsequently retired, but the recent recruitment drive has boosted membership to more than 15,000.

John would like to thank all those who wrote personally to him on a variety of subjects. The Pensioner Liaison Scheme's current state came in for heavy criticism, but the annual calendars and the hampers for over-90s were much appreciated.

Obituary notices and in memoriam

■ **Emerson Babb**, 2 February 2004, aged 61. Originally from Barbados, he worked as a Station Manager at Embankment for more than 30 years.

■ **Trevor Blackburn**, 4 February 2005. He worked at Brixton and Thornton Heath bus garages as an Inspector, then Gold Badge Inspector and finally Assistant Manager.

■ **Ernest Victor Brown**, 28 September 2005, aged 95, following a short illness. He worked at Acton Works.

■ **David Burt**, 31 March 2005, aged 76. He was a Bus Driver at West Ham garage for 42 years.

■ **Roy Carter**, 7 July 2005, aged 77, after a long heart illness. Roy started his career as a Bus Mechanic and worked for London Transport for 44 years.

■ **David (Danny) Dhanpersaud**, 9 November 2005, aged 62, following a very short illness. He worked at King's Cross as a Station Inspector.

■ **Peter Eldridge**, February 2006 following a heart attack. He was a Stationman at Harrow-on-the-Hill and an RMT union activist.

■ **Greenfield (Ron) Glasgow** started at Dalston

If you have an obituary notice or in memoriam for inclusion, please send details to *otm* pensioner edition, 24-26 Great Suffolk Street, London SE1 0UE or email onthemove@abcomm.co.uk. Please include a contact telephone number in case we need to clarify any information. Please supply no more than 50 words including name, date the person passed away, age, where they worked and their job title. We reserve the right to edit submissions for length and consistency of style and names are listed in alphabetical order. All information is received in good faith and cannot be verified before publication.

garage in 1966. We apologise for the error in last issue's in memoriam.

■ **Kenneth Green**, 10 April 2005. He worked in the advertising department for 35 years.

■ **Ron Harris**, 14 November 2005, following a long brave battle with cancer. Ron started his career at Chiswick Works and worked for the company for 33 years.

■ **John Heffernan**, 1 August 2005. John had been employed in the operating department of London Transport and worked on all Underground lines. In August 1993, John took early retirement from the Jubilee line manager's office. John passed away in Northwick Park Hospital after a short illness.

■ **Arthur Reginald Henshaw**, 9 September 2005, aged 81. He was a Bus Driver at Hendon and Harrow Weald garages for 42 years and was awarded the Safest London Transport Driver accolade.

■ **Ronald A Husted**, 29 June 2001, aged 69. He worked as a Conductor at Bow and Seven Kings garages, then became a Booking Clerk on the Underground.

■ **Austin (Gus) Loftus**, 10 August 2003, aged 73. He joined LT in 1955. He was mainly based at Acton and Hammersmith and was a Permanent Way Manager when he retired in 1990.

■ **Ken Marsh**, 5 November 2005, aged 70. He was a Driver for 36 years at Peckham bus garage.

■ **John McCarthy**, 12 November 2005, aged 81, following a long illness. He joined London Transport in 1957 and worked as Conductor, Road Inspector and Depot Inspector.

■ **Donald (Mac) McGlashan**, 6 January 2006, aged 88. He joined LT in 1946 as a Conductor after being 'demobbed' from the army and rose through the ranks to become

Senior Garage Manager when he retired in 1982.

■ **John Mount**, 30 August 2005, aged 55 years, after a battle with cancer. He worked for London Transport in Acton for 17 years.

■ **Sheila O'Connor**, 18 April 2005, aged 73, at her home in Norfolk. She was a conductress for 20 years at Riverside Garage, Hammersmith, and also worked at Stamford Brook.

■ **Raymond Retter**, 7 March 2003. He joined London Transport working at Tramway Avenue Depot from 1974 to 1987.

■ **John (Jack) Pearce Simpson**, 7 March 2006, aged 95. He became a Trolley Bus Driver in 1939 and worked at Hendon, Colindale, Cricklewood and Edgware. He retired in 1979, aged 68.

■ **Ernest Samuel Way**, 1 December 2005, aged 84, after a long illness. He began as a Tram Conductor at Thornton Heath and worked for London Transport for 33 years.

The generation game

It's time to retrace steps, find old friends and uncover family trees as TfL celebrates the 50th anniversary of its direct recruitment scheme in the Caribbean.

Culminating in a high profile event during Black History Month, the generations project, which is set to launch in May this year, will trace the history of TfL's diverse workforce, and the organisers want to hear from you.

The project celebrates 1956, the year London Transport began to recruit directly from Barbados and other parts of the Caribbean, inviting men and women to become Bus Conductors, Underground staff and Canteen Assistants.

"I came in from cricket on a Saturday night, and on the radio London Transport wanted these people urgently, so I got up on Monday morning and went to register. I was in Hackney garage the following week," said Keith Hunte, who was recruited as a Bus Conductor in Barbados in 1961.

As with other sponsored schemes run in conjunction with British Rail and the National Health Service, the Barbados government loaned recruits the fare to Britain, which



Charlie Gomm, LT recruitment officer, interviewing applicants in Bridgetown, Barbados, 1956.

was then paid back over two years.

LT recruited in Barbados until 1970, and extended the scheme to Jamaica and Trinidad for a year in 1966.

But it's not just those who were recruited from the Caribbean we want to hear from. Whether you were recruited directly from the Caribbean, are new generation from the first Caribbean

recruits, have stories of friendships to tell, or know the whereabouts of those who returned to the Caribbean, then get in touch. We want to hear from all employees, past and present.

i For more information, please contact Roma Thomas | +44 (0)20 7126 4202 generations@tfl.gov.uk

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HAVE YOUR SAY

Got an issue you want to sound off about? Want to ask a burning question? That's where the *otm* pensioners' letters page comes in. Send your letters to *otm* pensioners' letters, 24-26 Great Suffolk Street, London SE1 0UE, or email onthemove@abcomm.co.uk
Please note we can only include your letter if you supply your name.

Dear Editor,

Further to the items in October 2005 and January 2006 regarding the tube stock on the Isle of Wight, I too have a story.

My family and I arrived at Ryde station and boarded the train. The doors closed and the train tried to move, but the brakes were on.

I was standing near the driver's cab, so I told him I used to drive these trains on the Underground and offered to help.

I shut down the Driver's Brake Valve Isolating Cock (DBVIC) and put the brake handle into full emergency, replaced the brake handle to normal and opened the DBVIC. On arriving at Shanklin, the driver gave me the thumbs-up.

What he didn't know was, I had not actually driven that stock before as I was a District line driver, but I thought there could not be much difference between the braking systems!

William (Bill) Taylor



Dear Editor,

I read with interest the article about the LT-funded Spitfire.

About 25 years ago, some LT enthusiasts researched this Spitfire.

It was built at Castle Bromwich in 1942, serial number EN957. She was a Mk5b, saw service with Polish squadron no 308 and flew with a Belgian squadron on D-Day. After D-Day she went to a training squadron in Scotland and was piloted by Flt/Lt Keenan DFC when she crash-landed.

We contacted Flt/Lt Keenan via the RAF Association and received a letter giving his account of the accident, which was caused by the engine covers coming off during a formation loop.

AA Ayres,

Ex DQM (Driver Quality Monitoring)
Dept (Baker Street 1992)

Dear Editor,

Is TfL aware of the horrendous charge increases to our tube privilege passes?

I am the wife of a newly retired employee, who worked for London Underground for 32 years.

Up until the end of 2005 a discounted ticket for a few stops was 50p. When I travelled to Harrow-on-the-Hill last week – six stops away – my fare had gone up to £1.50.

We are being discounted on the full price fare and do not have the option of a discount on the Oyster card price.

Can something be done to reverse matters?

Glenda Foster

Dear Glenda,

We understand that former staff who have worked for TfL can feel hard done by when the public enjoys cheaper travel with Oyster and these benefits are not yet extended to our privilege pass holders.

We are working to put this right. We hope to introduce privilege rate Oyster pay as you go fares later this year once we have agreed some changes with Network Rail. Watch this space.

Matthew Bland, Fares & Ticketing

Dear Editor,

Would somebody please explain why the Staff Travel office is using more than one address.

It seems to have two letterheads, one with a box number and one without, and two postcodes.

On the phone, I was told not to use the address with the box number, but not told which postcode to use, and whoever I spoke to seemed untroubled about mail going astray, including three from me. The time has come to update my daughter's

privilege card, but which address should I send it to?

G E Fletcher,

formerly at Ravenscourt Park

Dear Reader,

Thank you for bringing this to our attention. We received your enquiry just as Staff Travel was about to relocate.

The two addresses you had were both correct, and any mail to either address would have been delivered to the Staff Travel Office.

We are not sure who you spoke to, but we apologise if the information you were given caused any confusion. Unfortunately we would not be aware of any letters going astray in the post.

We can't discuss individual cases in *otm*, but would be happy to discuss your circumstances if you contact us direct.

The Staff Travel Office has now moved to 4th Floor, Western House, 237-239 Oxford Street, London W1R 1AB. Our phone number is still 0800 015 5073.

Veronica O'Leary, Staff Travel Office

If you are a retired employee and you wish to receive the staff edition of *otm* every month, you can subscribe for £6 and receive issues from May 2006 to October 2006 (six months inclusive). These issues do not include 'pensioner pages'.

Please fill in your details and send with a cheque or postal order (not cash or credit cards) for £6 payable to London Underground to *otm* subscriptions, Employee Communications, 5th Floor, 55 Broadway, London SW1H 0BD.

Name:

Address:.....

.....

Postcode:.....

Telephone: