From: Peter Tudor

To: SecurityAndSafety; \$40 equans.com
Subject: Re: Job Details : LONDON RESIDENT LONDON

Date: 18 October 2022 17:35:02

Attachments: <u>image001.png</u>

Ok, thanks. Message seems a bit confused. I'll ask.

Peter Tudor

Director Park Operations and Venues

Get Outlook for iOS

From: SecurityAndSafety <SecurityAndSafety@londonlegacy.co.uk>

Sent: Tuesday, October 18, 2022 5:30:20 PM

To: Peter Tudor < Peter Tudor@londonlegacy.co.uk >; s40 equans.com

< s40 equans.com>

Subject: Re: Job Details: LONDON RESIDENT LONDON

Hi Peter

We don't patrol the tow path, could this be from hackney bridge?

Would be handy to have some more detail on location as I'm not clear on that.

Sent from Outlook for iOS

From: Peter Tudor < Peter Tudor @londonlegacy.co.uk >

Sent: Tuesday, October 18, 2022 4:33:14 PM

To: s40 equans.com < s40 equans.com > Cc: SecurityAndSafety < SecurityAndSafety@londonlegacy.co.uk >

Subject: FW: Job Details: LONDON RESIDENT LONDON

Hi, does the below mean anything to you? I'm not sure of the detail?

Thanks

Peter Tudor (he/him)

Director Park, Operations and Venues



From: orbisreports@orbisprotect.com <orbisreports@orbisprotect.com>

Sent: 18 October 2022 16:30

To: Peter Tudor <PeterTudor@londonlegacy.co.uk> **Subject:** Job Details : LONDON RESIDENT LONDON

Property: LONDON RESIDENT LONDON

Job No: 1831228

Date: 18/10/2022 16:23:52

Contact: \$40
Telephone: \$40

Reason: NOISE/ASB

Details: \$40 has a boat on the canal

they placed some tools on the footpath and they were taken by security. called it in yesterday advised required crime ref

calling backup to give crime ref - 4628855/22

Timber was taken 18m ply and 4ml ply

local boater informed \$40 helping hand that they seen security take it.

<u>@gmail.com</u>

advised would pass onto peter to address issue.

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 From:
 Peter Tudor

 To:
 LLDC Reception

 Subject:
 Re:
 \$40

Date: 29 November 2022 17:19:13

Attachments: <u>image001.gif</u>

Ok, that's not the version I have had reported to me. I'll contact him tomorrow. Thanks.

Peter Tudor Director Park Operations and Venues

Get Outlook for iOS

From: LLDC Reception < lldcreception@londonlegacy.co.uk>

Sent: Tuesday, November 29, 2022 5:08:04 PM **To:** Peter Tudor < Peter Tudor @londonlegacy.co.uk>

Subject: RE: **\$40**

Hi Peter,

Yes he called yesterday, he said the timber was disposed of by our security. He said ID Verde admitted fault and the police said it's not a criminal matter in that case.

He would like to have the timber replaced as soon as possible as he lives in a house boat and it's started to get cold.

He can be reached on \$40

Thank you,

s40

From: Peter Tudor < Peter Tudor @londonlegacy.co.uk>

Sent: 29 November 2022 17:04

To: LLDC Reception < lldcreception@londonlegacy.co.uk >

Subject: \$40

Hi

Did you say he had been in contact again re his alleged timber theft?

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN

 From:
 Peter Tudor

 To:
 \$40

 Cc:
 SecurityAndSafety

 Subject:
 RE: INCIDENT

Date: 30 November 2022 08:44:00

Attachments: <u>image001.qif</u>

image002.png image003.png

thanks

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN



From: \$40 < **\$40** londonlegacy.co.uk>

Sent: 30 November 2022 08:44

To: Peter Tudor < Peter Tudor @londonlegacy.co.uk >

Cc: SecurityAndSafety <SecurityAndSafety@londonlegacy.co.uk>

Subject: Re: INCIDENT

Morning Peter

This is correct.

Regards

s40

Sent from Outlook for iOS

From: Peter Tudor < PeterTudor@londonlegacy.co.uk Sent: Wednesday, November 30, 2022 7:14:52 AM

To: S40 | londonlegacy.co.uk

Cc: SecurityAndSafety < <u>SecurityAndSafety@londonlegacy.co.uk</u>>

Subject: RE: INCIDENT

Hi, a follow up to the below.

He phoned earlier this week and told LLDC Reception that the timber was disposed of by our security. He said Idverde admitted fault and the police said it's not a criminal matter in that case.

He would like to have the timber replaced by LLDC as soon as possible 'as he lives in a house boat and it's started to get cold.'

Would I be correct in writing to him as follows:

I am sorry that you were awaiting a response from us. My understanding was that my colleague \$40 had spoken with you at the end of October to confirm that it was not LLDC personnel who had removed your items, and that he had advised you to follow up your report to the police as LLDC has no CCTV coverage on the towpaths in this area. I am sorry that we cannot assist further.

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN



From: s40 < s40 | londonlegacy.co.uk>

Sent: 31 October 2022 08:30

To: Peter Tudor < <u>PeterTudor@londonlegacy.co.uk</u>>;

< s40 <u>londonlegacy.co.uk</u>>; SecurityAndSafety

<<u>SecurityAndSafety@londonlegacy.co.uk</u>>

Subject: Re: INCIDENT

Peter. I spoke to the gentleman and nothing further, he did report it to the Police so I advised that he follows this up with them as we don't have any CCTV in this area.

Regards



Sent from Outlook for iOS

From: Peter Tudor < PeterTudor@londonlegacy.co.uk>

Sent: Monday, October 31, 2022 8:27:46 AM

To: s40 < s40 | londonlegacy.co.uk>; s40

s40 | londonlegacy.co.uk>;
s40 | uk.g4s.com <</p>
s40 | uk.g4s.com <</p>

Subject: RE: INCIDENT Hi, was there any further info on this? **Thanks** Peter Tudor (he/him) Director Park, Operations and Venues londonlegacy.co.uk> From: **Sent:** 26 October 2022 12:52 To: s40 < s40 | londonlegacy.co.uk>; uk.g4s.com **Cc:** Peter Tudor < PeterTudor@londonlegacv.co.uk **Subject: RE: INCIDENT** Thanks also – both the emails I sent to \$40 bounced back? s40 londonlegacy.co.uk> From: **Sent:** 26 October 2022 12:51 londonlegacy.co.uk>; uk.g4s.com To: Cc: Peter Tudor < Peter Tudor@londonlegacv.co.uk > **Subject: RE: INCIDENT s**40 Thank you for brining to my attention I will ask questions. Regards londonlegacy.co.uk> **Sent:** 26 October 2022 12:35 s40 <u>londonlegacy.co.uk</u>>; **s40** < uk.g4s.com Cc: Peter Tudor < PeterTudor@londonlegacy.co.uk> Subject: RE: INCIDENT

Hi Both

Please see attached incident report and email trail below relating to an incident from \$40



Are you able to get back to him?

Thanks



s40

Assistant Event Manager

Queen Elizabeth Olympic Park

London Legacy Development Corporation 5 Endeavour Square Stratford London E20 1JN

s40 <u>londonlegacy.co.uk</u> Email:

Website: www.londonlegacy.co.uk

Mobile: \$40

2022 Esignature logos (002) (002)



Queen Elizabeth Olympic Park: a dynamic new metropolitan centre for London Interested in staging an event on the Park: Stage an event | Queen Elizabeth Olympic Park Sent from Mail for Windows

Extracted - Not relevant

From: Peter Tudor To: Cc:

Subject: RE: POSSBLE STAGE 2 COMPLAINT: HOUSEBOAT RESIDENT

Date: 02 December 2022 16:34:00

Attachments: image001.gif

image002.png

Thanks both.

I think he may have meant mm not m.

Can look at signs if required, though they may get vandalised pretty quickly. I have no wayfinding budget left now until yearend.

Peter Tudor **Director Park Operations and Venues** Queen Elizabeth Olympic Park London Legacy Development Corporation 5 Endeavour Square London E20 1JN



s40 londonlegacy.co.uk>

Sent: 02 December 2022 13:06

To: Peter Tudor < Peter Tudor @londonlegacy.co.uk > Cc: Mark Camley < MarkCamley@londonlegacy.co.uk>

Subject: RE: POSSBLE STAGE 2 COMPLAINT: HOUSEBOAT RESIDENT

Peter,

Idverde quite rightly removed the wood as fly tipped material and there have been several instances along the Canal Park where material is placed on our land and evidence of timber being cut up on our land. Perhaps we need to consider placing signs along our Canal Park boundary, asking houseboat residents not to place materials on our land and that any deposits will be promptly removed to our tip.

I can't see any 18metre or 8 metre lengths of timber in the photo? I would suggest that the timber value (as shown in photo) is no more than £30.

Regards,



Park Services Manager

London Legacy Development Corporation

Level 9

5 Endeavour Square

London

F20 1JN

Mobile: **\$40**

Email: s40 londonlegacy.co.uk

Website: www.QueenElizabethOlympicPark.co.uk



From: Mark Camley < MarkCamley@londonlegacy.co.uk >

Sent: 02 December 2022 12:42

To: Peter Tudor < <u>PeterTudor@londonlegacy.co.uk</u>>; s40

< s40 londonlegacy.co.uk>

Subject: RE: POSSBLE STAGE 2 COMPLAINT: HOUSEBOAT RESIDENT

Peter,

It is a public park – if you leave stuff on it, it will be picked up. Nothing in that picture is recognisable building material. What does he think it is worth?

Mark

From: Peter Tudor < <u>PeterTudor@londonlegacy.co.uk</u>>

Sent: 02 December 2022 12:35

To: Mark Camley < <u>MarkCamley@londonlegacy.co.uk</u>>; **s40**

< s40 <u>londonlegacy.co.uk</u>>

Subject: POSSBLE STAGE 2 COMPLAINT: HOUSEBOAT RESIDENT

Just FYI at present, though thoughts welcome.

Summary

In mid-October a house boat resident complained that QEOP personnel had removed his timber from beneath Wallis Rd bridge. LLDC Security reported that this was not the case, which I conveyed to the resident, but it then emerged from the resident that Idverde had confirmed they had removed items and had disposed of them. However, Idverde's photo of the items (scrappy wood – see pic) possibly differs from the resident's description of 18mm and 8mm plyboards.

Detail

18/10 Helpline contacted by s40 who lives on a Lea Navigation Houseboat near

Wallis Road bridge. He claimed QEOP staff had removed timber from near the towpath that was his property and wanted it back. PT contacted by email. He stated that they were 18m and 8m plyboards and had been taken 'from Hackney Bridge' (probably meaning Wallis Road Bridge). As his account was still unclear he was asked to complete the standard Incident form.

- 26/10 Form returned to \$40 (I was away) who sent it to \$40 and \$40
- 31/10 I asked for an update and responded: 'I spoke to the gentleman and nothing further, he did report it to the Police so I advised that he follows this up with them as we don't have any CCTV in this area.'
- 28/11 s40 rang LLDC reception to complain that nothing had happened and asking for compensation. Stated to s40 that the timber was disposed of by our security. He said Idverde admitted fault and the police said it's not a criminal matter in that case. He would like to have the timber replaced by LLDC as soon as possible 'as he lives in a house boat and it's started to get cold.'
- 30/11 I agreed the following response with 40 and sent it to 440 I am sorry that you were awaiting a response from us. My understanding was that my colleague 440 had spoken with you at the end of October to confirm that it was not LLDC personnel who had removed your items, and that he had advised you to follow up your report to the police as LLDC has no CCTV coverage on the towpaths in this area. I am sorry that we cannot assist further. However, it then emerged that this was incorrect.
- responded that he had been in contact with s40 at Idverde who had 30/11 confirmed that Idverde had removed the items and disposed of them being them to have been fly tipped. He pointed to the CCTV on the bridge and again requested compensation and complained of LLDC giving him the runaround. I contacted \$40 who verified s40 has also contacted me a number of times. Our supervisor advised that one day in October they found a heap of wood, plastic bags etc near/under Wallis Bridge, the supervisor left a note on the pile to say it had been reported as fly tip by a member of the public and that it would need to be removed (team have had a number of conversations in the past with houseboat residents with regard to dumping matresses, bbg's etc) when the team went back a couple of days later a smiley face was on the original note left and they assumed it had been acknowledged. A further note was left to say if not removed we would remove it on the Saturday. Team returned on Saturday and removed items. s40 also sent the attached photo of the items, which are different from the description s40 gave at the start; Idverde have confirmed that the wood in the picture is the only wood removed from site.
- O1/12 I replied to s40 apologising that I had been misinformed previously, and confirming the details received from Idverde that the items had been left in that location for at least four days, a note was left on the items by Idverde advising that they would be removed on the Saturday and as they had not been removed, the cleaning team disposed of them that day, as we would with any other waste items abandoned on the towpath, in order to ensure the route is clear for the pedestrians and cyclists who use it. No compensation will be provided as the items should not have been placed in the public area in the first place. Notice was provided that they would be removed if not claimed.
- 01/12 responded agreeing that the items had been left, but stating that there a no

note placed on the wood before it was removed. He states *it was obvious they were* new and large pieces of timber. Again requests compensation. Without giving you a sob story, I'm living in an incomplete boat and can't afford to replace these items.

O2/12 I responded that the items were left for at least four days before being removed and there is no question of compensation being due for items that are left unattended on the Park.

S40 has requested our formal complaints policy and reckons he is seeking legal advice from Citizens Advice Bureau. The items were also not left for 4 days, they were left under the bridge whilst it was raining and were taken back and forth to my boat and also under the eaves of Hackney Bridge food court to set up for the workman. I've got CRT calling me back as I know that other boaters are annoyed about the removal of items; seasoned wood for burning, BBQ. The first of which I saw your team examining on the day it was removed. They will look into any potential breach of contract either between yourselves or in my license fee.

Next steps

- I will respond to s40 later today with a link to the complaints process. Obviously we have no contract with s40 and his account has changed over time so there are some inconsistencies.
- I'm aiming to establish whether the image sent to us is the same items s40 referring to. I've asked Hackney Bridge if they have any record of the activity, but they say not. I'm obviously wary of offering to pay for the wood if it's unclear what the items were.

Thanks

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN



From: <u>Peter Tudor</u>

To: Mark Camley; Tony Tolley
Subject: FW: Letter before claim
Date: 09 January 2023 15:58:00
Attachments: letter before claim LLDC.docx

image001.gif

FYI

This is the gentleman who left items of wood under the H10 bridge for a number of days. I asked s40 to investigate and unfortunately he responded with the wrong information, and then it emerged that Idverde had removed and disposed of them having – they said- left a note on them saying the items would be removed.

He is making a claim for £400+ based on materials, van to transport etc.

Perhaps we can discuss.

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN



Extracted - Not relevant

This email has been scanned by the Symantec Email Security.cloud service.

 From:
 Peter Tudor

 To:
 \$40

 Cc:
 \$40
 \$40

 Subject:
 RE: TOWPATH: REMOVED TIMBER

 Date:
 11 January 2023 11:50:00

 Attachments:
 ∼WRD3059.jpg image001.gif image002.jpg image003.jpg image003.jpg image005.jpg image

OK, suggest we meet separately without yourselves and then we'll decide next steps.

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN



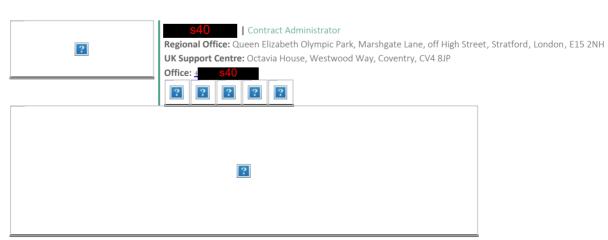


Hi Peter,

did not advise on any dates on when material was placed under the bridge when I spoke to him back in early November so we were obviously not on the same page.

Kind regards





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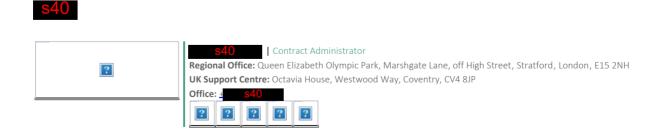
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN

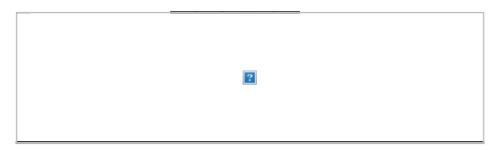




No it isn't the wood s40 is referring to as our team did not see any new wood. Also the dates that wood was removed was a Sunday or Monday – we would never remove on a Sunday and our Team Leader does not work on a Monday so nothing to do with Idverde at all.

Kind regards





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 $\textbf{From:} \ \mathsf{Peter} \ \mathsf{Tudor} \ [\underline{mailto:} \underline{\mathsf{Peter}} \underline{\mathsf{Tudor}} \underline{@londonlegacy.co.uk}]$

Sent: 11 January 2023 11:02

To: \$40 < \$40 | idverde.co.uk > Cc: \$40 < \$40 | idverde.co.uk >; \$40

< s40 <u>idverde.co.uk</u>>; s4

< s40 londonlegacy.co.uk>
Subject: RE: TOWPATH: REMOVED TIMBER

[EXTERNAL EMAIL] This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

OK, so that's not the wood he's talking about at all.

His wood did not arrive at the Park until 13 October and he says was removed 16 or 17 October. Have we all been talking at cross purposes?

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN



From: s40 < s40 idverde.co.uk>

Sent: 11 January 2023 10:43

To: Peter Tudor < PeterTudor@londonlegacy.co.uk

 Cc:
 s40
 idverde.co.uk>;
 s40
 idverde.co.uk>;
 s40

 <</td>
 s40
 londonlegacy.co.uk>
 s40
 londonlegacy.co.uk>

Subject: RE: TOWPATH: REMOVED TIMBER

Hi Peter,

The picture was taken on 24^{th} September 2022 (a Saturday), it wasn't removed until the following Saturday 1^{st} October 2022.

Kind regards





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From: Peter Tudor [mailto:PeterTudor@londonlegacv.co.uk]

Sent: 11 January 2023 09:44

idverde.co.uk> To: idverde.co.uk>; Cc: idverde.co.uk>; londonlegacy.co.uk>

Subject: RE: TOWPATH: REMOVED TIMBER

[EXTERNAL EMAIL] This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Ok, and the exact date/time those bits of rough wood were removed?

Peter Tudor Director Park Operations and Venues Queen Elizabeth Olympic Park London Legacy Development Corporation 5 Endeavour Square London E20 1JN



From: idverde.co.uk>

Sent: 11 January 2023 09:33

To: Peter Tudor < PeterTudor@londonlegacy.co.uk>

idverde.co.uk>; idverde.co.uk>;

londonlegacy.co.uk>

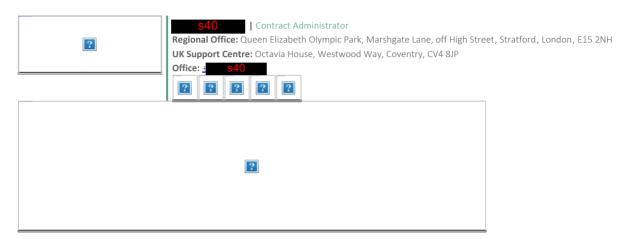
Subject: RE: TOWPATH: REMOVED TIMBER

Hi Peter,

I have just spoken with \$40 the team leader again and he has advised that the team did not see or remove any new wood. Our caged tippers would not have been able to house large pieces of wood. It is possible that this new wood that \$40 mentions could have been removed by someone else but our team did not this under the bridge at any time.

Kind regards





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From: Peter Tudor [mailto:PeterTudor@londonlegacy.co.uk]

Sent: 10 January 2023 16:44

Subject: RE: TOWPATH: REMOVED TIMBER

[EXTERNAL EMAIL] This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Thank you

I have checked again with \$\ \begin{align*} \set40 & \text{and he is adamant that the wood was brand new as he was waiting for his tradesman to cut them down, they wouldn't fit in his boat until they were and it was raining which is why he placed them under the bridge.

The photo you shared is of scraps of wood. Are we certain we are talking about the same thing? Is it possible someone else removed the wood he is talking about?

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square

London E20 1JN



Subject: RE: TOWPATH: REMOVED TIMBER

Morning Peter,

The North Park supervisor is not due back into to work until tomorrow so maybe try and set something up for Thursday early afternoon? Say 2.30pm. I have also been advised that boat is no longer on site.

Kind regards





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 From: Peter Tudor [mailto:PeterTudor@londonlegacy.co.uk]

 Sent: 09 January 2023 16:31

 To:
 \$40
 \$40
 idverde.co.uk>

 Cc:
 \$40
 idverde.co.uk>;
 \$40
 idverde.co.uk>;
 \$40

 \$40
 londonlegacy.co.uk>

Subject: RE: TOWPATH: REMOVED TIMBER

[EXTERNAL EMAIL] This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

is now proceeding with a claim against LLDC for the unauthorised removal of his items.

I need to set up a call ASAP for an internal discussion on our response. Please can those representatives who were involved from Idverde attend? If you could suggest some slots Wed-Friday this week, I will arrange

Thanks

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN





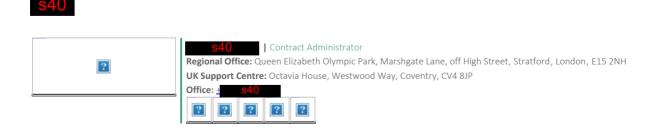
Hi Peter,

He told me last week that he had an appointment with Citizens Advice on Monday 28th November and that he would contact me after that, he didn't. He also told me that he had reported it to the police and they told him to resolve himself, no crime number provided.

I have just checked with the supervisor who removed the wood and he has again confirmed that the picture of the wood sent to you is the only wood removed from site.

I hope this helps.

Kind regards





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From: Peter Tudor [mailto:PeterTudor@londonlegacy.co.uk]

Sent: 02 December 2022 10:50

To: <u>\$40</u> < <u>\$40</u> idverde.co.uk>

 Cc:
 s40
 s40
 idverde.co.uk>;
 s40

 <</th>
 s40
 londonlegacy.co.uk>
 s40
 idverde.co.uk>;
 s40

Subject: RE: TOWPATH: REMOVED TIMBER

[EXTERNAL EMAIL] This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi

This may escalate as he says he's now seeking legal advice, Citizens Advice Bureau etc.

He originally said the wood that had been removed was 18mm and 8mm plyboards. The photo you shared doesn't look like that. Are we sure we are talking about the same incident?

thanks

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN



From: s40 < s40 idverde.co.uk>

Sent: 02 December 2022 08:15

To: Peter Tudor < PeterTudor@londonlegacy.co.uk>

 Cc:
 s40
 s40
 idverde.co.uk>;
 s40

s40 londonlegacy.co.uk>

Subject: RE: TOWPATH: REMOVED TIMBER

Will do Peter.

Kind regards





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From: Peter Tudor [mailto:PeterTudor@londonlegacy.co.uk]

Sent: 01 December 2022 08:46



Subject: RE: TOWPATH: REMOVED TIMBER

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Hi, I have written to him today and told him that no compensation will be offered.

If he does get in touch again, please can you let \$40 and myself know.

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation

5 Endeavour Square London E20 1JN



From: \$40 < \$40 idverde.co.uk>

Sent: 30 November 2022 10:54

To: Peter Tudor < PeterTudor@londonlegacy.co.uk>

Cc: s40 < s40 | idverde.co.uk>; s40 < s40 | idverde.co.uk>

Subject: TOWPATH: REMOVED TIMBER

It would have been at least 4 days, managed to find a photo, attached fyi.

Kind regards



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 From:
 Peter Tudor

 To:
 \$40

 Cc:
 Tony Tolley

 Subject:
 Timber removal

Date: 12 January 2023 09:23:00

Attachments: <u>image001.gif</u>

Hi

Looking back in my notes, s40 reported that he thought this referred to ISAR 830224. Is it possible to check that reference?

Having gone back through with ID yesterday, it seems clear that the wood that ID were referring to is not the timber that sys was taken, as the dates and materials are different.

Talk later.

Peter Tudor
Director Park Operations and Venues
Queen Elizabeth Olympic Park
London Legacy Development Corporation
5 Endeavour Square
London E20 1JN

