Train Horns and the railway industry
A short guide for members of the public

The rail industry is made up from several companies, each with different roles and responsibilities. Network Rail owns and operates the national network while Train Operators run the trains that use the network. RSSB is the industry owned body that establishes national rules that both Network Rail and Train Operators use.

Train horns are part of the industry’s arrangements for safety, and all of the companies mentioned have a role to play. This note and guidance is intended to help anyone with an issue understand the responsibilities and if needed – who to contact for further information. If your enquiry concerns the location of a whistle board or engineering work on the railway this should be directed to Network Rail (as owners of the infrastructure).

**Network Rail**

**Telephone:**
National Helpline (available 24 hours a day, 365 days of the year) – 08457 11 41 41

**Letter:**
Network Rail
Community Relations
King’s Place
90 York Way
London
N1 9AG

**Email:**
An email form is available on the website at [www.networkrail.co.uk](http://www.networkrail.co.uk)

If your enquiry relates to the sounding of the horn by individual trains then contact the train company responsible with as much information as possible on when, where, direction of train travel etc. A list of train companies and their contact details are shown below.

**Arriva Trains Wales**
Customer Service
St Mary’s House
47 Penarth Road
Cardiff CF10 5DJ

Tel: 08456 061660
Email: [customer.services@arrivatrainswales.co.uk](mailto:customer.services@arrivatrainswales.co.uk)

**Customer Relations**
C2C Rail Limited
Freepost, ADM3968
Southend
SS1 1ZS

Tel: 0845 601 4873

Customer Services
<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chiltern Railways</td>
<td>Banbury ICC, Merton Street, Banbury, Oxfordshire, OX16 4RN</td>
<td>Tel: 08456 005165</td>
</tr>
<tr>
<td>Customer Relations Manager</td>
<td>CrossCountry, Cannon House, 18 Priory Queensway, Birmingham B4 6BS</td>
<td>Tel: 08447 369 123, Email: <a href="mailto:customer.relations@crosscountrytrains.co.uk">customer.relations@crosscountrytrains.co.uk</a></td>
</tr>
<tr>
<td>East Coast Customer Relations</td>
<td>Freepost RSRJ-LJCX-GHST, Plymouth PL4 6AB</td>
<td>Tel: 08457 225333</td>
</tr>
<tr>
<td>Eurostar</td>
<td>Times House, Bravington’s Walk, Regent Quarter, London N1 9AW</td>
<td>Tel: 01777 777879, Email: <a href="mailto:traveller.care@eurostar.co.uk">traveller.care@eurostar.co.uk</a></td>
</tr>
<tr>
<td>Freepost RRBR-REEJ-KTKY</td>
<td>Customer Relations Department, First Capital Connect, P O Box 443, Plymouth, PL4 6WP</td>
<td>Tel: 0845 026 4700, Email: <a href="mailto:customer.relations.fcc@firstgroup.com">customer.relations.fcc@firstgroup.com</a></td>
</tr>
<tr>
<td>Customer Services Team</td>
<td>First Great Western</td>
<td></td>
</tr>
<tr>
<td>Service Provider</td>
<td>Address Details</td>
<td>Contact Details</td>
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<tr>
<td>Freepost SWB40576</td>
<td>Plymouth PL4 6ZZ</td>
<td>Tel: 08457 000125 Email: <a href="mailto:fgwfeedback@firstgroup.com">fgwfeedback@firstgroup.com</a></td>
</tr>
<tr>
<td>First Hull Trains</td>
<td>Freepost RLYY-XSTG-YXCK 4th Floor Europa House 184 Ferensway Hull HU1 3UT</td>
<td>Tel: 08450 710222 or email: <a href="mailto:customer.services@hulltrains.co.uk">customer.services@hulltrains.co.uk</a></td>
</tr>
<tr>
<td>First TransPennine Express</td>
<td>Freepost Admail 3878 Manchester M1 9YB</td>
<td>Tel: 0845 600 1671 Email: <a href="mailto:tpecustomer.relations@firstgroup.com">tpecustomer.relations@firstgroup.com</a></td>
</tr>
<tr>
<td>Grand Central Services</td>
<td>Grand Central Railway Company Ltd River House 17 Museum Street York YO1 7DJ</td>
<td>Tel: 0845 603 4852 Email: <a href="mailto:customerservices@grandcentralrail.com">customerservices@grandcentralrail.com</a></td>
</tr>
<tr>
<td>Customer Relations</td>
<td>Greater Anglia Norwich Railway Station Station Approach Norwich NR1 1EF</td>
<td>Tel:0845 600 7245 (option 8) Email: <a href="mailto:contactcentre@greateranglia.co.uk">contactcentre@greateranglia.co.uk</a></td>
</tr>
<tr>
<td>Customer Relations Team</td>
<td>Freepost Heathrow Express London W2 6LG</td>
<td>Tel: 0845 600 1515</td>
</tr>
<tr>
<td>London Midland</td>
<td>Customer Services Team</td>
<td></td>
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PO Box 4323
Birmingham B2 4JB
Tel: 0121 634 2040
Email: comments@londonmidland.com

London Overground Rail Operations Limited
Customer Services
Overground House
125 Finchley Road
London NW3 6HY
Tel: 0845 601 4867
Email: overgroundinfo@tfl.gov.uk

The Customer Relations Team
Merseyrail
9th Floor, Rail House,
Lord Nelson Street,
Liverpool L1 1JF
Tel. 0151 702 2071
E-mail contact is comment@merseyrail.org

Northern Rail Customer Relations
Freepost RLSL-ABEC-BGUU
Northern Rail Limited
Leeds
LS1 4DY
Tel: 0845 000 0125
Email: customer.relations@northernrail.org

Customer Relations Department
ScotRail
PO Box 7030
Fort William
PH33 6WX
Tel: 0845 601 5929
Email: scotrail.enquiries@firstgroup.com

Southeastern Customer Services
PO Box 63428
London SE1P 5FD
Phone: 0845 000 2222
Fax: 0845 678 6976
Textphone: 0800 783 4548
Comment forms are available from the website www.southeasternrailway.co.uk

Southern Customer Services
P O Box 3021
Bristol BS2 2BS
<table>
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<tr>
<th>Freight Companies</th>
<th>Tel:</th>
<th>Email:</th>
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<tbody>
<tr>
<td>DB Schenker Rail UK Limited</td>
<td>01302 575000</td>
<td><a href="mailto:enquiries@freightliner.co.uk">enquiries@freightliner.co.uk</a></td>
</tr>
<tr>
<td>Direct Rail Services</td>
<td>01228 406600</td>
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<tr>
<td>GB Railfreight</td>
<td>020 7904 3393</td>
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If you have enquiry about the national rules for train horns, or the work that is being done to review them, RSSB is the body to approach. RSSB lead a cross-industry steering group looking at train horns.

For information on the work of the steering group view the website at www.rssb.co.uk/trainhorns.aspx or contact:

RSSB Enquiry Desk
Block 2
Angel Square
1 Torrens Street
London EC1V 1NY
Tel: 020 3142 5400
Email: enquirydesk@rssb.co.uk

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