

# New project to upgrade West Ham lift

January 11, 2023



Trenitalia-owned train operator **c2c** is advising passengers about planned work to replace the lift on the c2c platforms serving West Ham station, which is due to start on Monday 23 January.

The operator says that once complete the condition and the reliability of the lift will be significantly improved at the key interchange between the National Rail Network and Transport for London (TfL).

Customers who need step-free access are recommended to avoid using West Ham station while these works are taking place.

Those needing to travel to West Ham are advised to use District Line services at Barking. Passengers travelling from Fenchurch Street should also travel to Barking and use the District Line service back to West Ham.

c2c's Asset and Property Director, Ben Martin, said: "This investment into the lift at West Ham station will greatly improve reliability but we understand the upgrade will be disruptive to our customers.

"I would urge anyone requiring step-free access at West Ham station, including carers with prams or buggies, to find an alternative route to the station until the works are completed in late Spring 2023."

c2c encourages customers to travel through Barking and Limehouse if they choose to pre-book their assistance with the operator during the West Ham lift works..

Customers should call its passenger assistance team at 0345 744 4422 to discuss the alternative travel options or email [passengerassistance@c2crail.co.uk](mailto:passengerassistance@c2crail.co.uk) for more information.

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