



# Update: extended working hours to install artwork on conveyor crossing

October 2021 | [www.hs2.org.uk](http://www.hs2.org.uk)

High Speed Two (HS2) is the new high speed railway for Britain.

We are continually reviewing the works on our construction sites in line with Government and Public Health England (PHE) advice on dealing with COVID-19.

## Extended working hours to install artwork on the conveyor crossing

We wrote to you recently about works during the first week of November to install a conveyor crossing over Grand Union Canal between our Atlas Road and Willesden Euroterminal sites. To install the conveyor crossing safely, the installation will take place during overnight canal and towpath closures. You can view our previous notification about these works via the HS2 in your area map [here](#).

As you may be aware, we are installing artwork on the conveyor crossing over Grand Union Canal, created by local artist David Samuel from RareKind at Excelsior Studios. You can see an indicative visualisation of the artwork and conveyor crossing below.



The artwork is currently being installed on the conveyor crossing ahead of works next week to lift the crossing into place. Due to unforeseen circumstances, our team will continue works 24/7 to install the artwork by early next week. Works to install the artwork will take place within our Willesden Euroterminal site using handheld tools. These works should not cause any disruption to you.

**If you have a question about HS2 or our works, please contact our HS2 Helpdesk team on 08081 434 434 or email [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)**

### Duration of works

Extended working hours from 29 October until 5 November

24/7 working hours from 29 October and over the weekend to install the conveyor artwork by early next week

Extended working hours to install the conveyor crossing from 1 to 5 November – see our previous notification available via the online HS2 in your area map

### What to expect

Works will continue in our Willesden Euroterminal site to install artwork on the conveyor crossing

Operatives are using handheld equipment to install the artwork and you should not experience any disruption

### What we will do

Remind our staff to be considerate of our neighbours during the works

Keep you updated at [www.hs2.org.uk](http://www.hs2.org.uk)

# Keeping you informed

We are committed to keeping you informed about work on HS2. This includes ensuring you know what to expect and when to expect it, as well as how we can help.

## Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route.  
[www.gov.uk/government/publications/hs2-residents-charter](http://www.gov.uk/government/publications/hs2-residents-charter)

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at:  
[www.gov.uk/government/collections/hs2-ltd-residents-commissioner](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at:  
[residentscommissioner@hs2.org.uk](mailto:residentscommissioner@hs2.org.uk)

## Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner by emailing:  
[complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk)

## Property and compensation

You can find out all about HS2 and properties along the line of route by visiting:  
[www.gov.uk/government/collections/hs2-property](http://www.gov.uk/government/collections/hs2-property)  
Find out if you're eligible for compensation at:  
[www.gov.uk/claim-compensation-if-affected-by-hs2](http://www.gov.uk/claim-compensation-if-affected-by-hs2)


## Holding us to account

If you are unhappy for any reason you can make a complaint by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website:  
[www.hs2.org.uk/how-to-complain](http://www.hs2.org.uk/how-to-complain)

## Contact Us

Contact our HS2 Helpdesk team all day, every day of the year on:

 Freephone **08081 434 434**

 Minicom **08081 456 472**

 Email **[hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)**

Write to:

**FREEPOST**

**HS2 Community Engagement**

Website **[www.hs2.org.uk](http://www.hs2.org.uk)**

To keep up to date with what is happening in your local area, visit:  
**[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk)**

**Please contact us if you'd like a free copy of this document in large print, Braille, audio or easy read. You can also contact us for help and information in a different language.**

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<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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