

Emergency extended working hours at Canterbury Works site

October 2021 | 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 at Canterbury Works site on 29 October 2021

We wrote to you previously that work had begun to excavate the ventilation shaft and construct the concrete collar around the excavation to support the ground during future works.

As part of these works, we require a series of critical concrete pours around the excavation. We had planned for a pour to occur tomorrow during our core hours of 8am to 6pm, but unfortunately due to unforeseen circumstances our pre-booked concrete supplier has been unable to deliver the concrete on time.

In order to ensure that this critical concrete pour can happen tomorrow (29 October 2021), we have organised an emergency concrete order from a different supplier. Due to the contractor's availability the concrete can only be delivered to site prior to 7am tomorrow.

Due to our ongoing programme of works, any delay in this pour would relate to and extension in the programme of works and prolonged disturbance to our neighbours.

We expect the concrete trucks and operatives to arrive on site around 6:30am with the pour commencing at 7am on the northern end of the site.

We understand that the disruption and concerns of having major construction activity in your immediate locality can be extremely frustrating, and we apologise for any inconvenience these works may cause you tomorrow.

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

Notification



Duration of works

From 7am to 6pm on Friday 29 October 2021 (Staff and lorries will arrive on site from 6:30am)

What to expect

You may notice additional noise during the arrival and departure of concrete lorries and during the concrete pours

What we will do

Brent Council have been notified about the extension to our working hours

Advise our staff to be mindful of our neighbours during the early hours

Review our working methods to keep any disruption to a minimum

We'll keep you updated at 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

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

You can contact the Commissioner at:
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

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
Find out if you're eligible for compensation at:
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

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**

Write to:

FREEPOST

HS2 Community Engagement

Website **www.hs2.org.uk**

To keep up to date with what is happening in your local area, visit:
www.hs2inyourarea.co.uk

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

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