

# Notice: increase in train movements from Willesden Euroterminal site

February 2022 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

We are following Government and Public Health England (PHE) advice on working safely during the pandemic. As we increase face to face engagement, in addition to virtual engagement, we will ensure all events and meetings adhere to the guidelines. The health and safety of our workforce and the communities we work within is our priority. If you have any questions about this, please contact our Helpdesk.

## Increase in train departures from Willesden Euroterminal from March 2022

We are continuing to receive excavated materials to the Willesden Euroterminal from other HS2 sites in the Old Oak area.

From early March 2022, we are expecting to increase to up to two train movements per day from Willesden Euroterminal to continue removing the excavated materials from the local area by rail. This date may change.

The departure of trains will continue to align with the freight rail timetable, which means that train movements will continue to take place 24/7. We'll also continue moving rail wagons and loading the excavated materials 24/7. The number of train movements is expected to increase again later this year – we will let you know in advance of this.

## Minimising disruption to you

From late 2021, greasing guns have been in operation to reduce the screeching sound of rail movements. Our team continue to monitor these to ensure they are working as they should be.

We have also replaced the bucket attachment previously used to load the trains with a clam shell grab. The clam shell grab is a quieter method which helps us to minimise noise disruption to you while we are loading the train wagons.

Our team also continue to carry out regular maintenance of the railway tracks.

**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)**

## Notification



### Duration of works

From March 2022, there will be up to two trains per day leaving the Willesden Euroterminal site

### What to expect

The departure of trains will take place 24/7 to align with the freight rail timetable - trains will depart at similar times to when this site was previously operating as a rail terminal

The movement of rail wagons and loading of excavated materials will also take place 24/7

### What we will do

We will do all we can to minimise disruption to you including:

- Carrying out regular maintenance on the railway tracks
- Connecting the trains as far as possible from residential properties

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Notification



## Speak with our local engagement team

Our local engagement team will be in your local area from 12pm to 1:30pm on Tuesday 1 March near our Willesden Euroterminal site entrance on Channel Gate Road. We kindly ask that you do not attend to speak with our team in person if you have tested positive or have COVID-19 symptoms. A map showing where our local engagement team will be is included below.



We are also available to speak with you at monthly virtual one to ones in Old Oak and Park Royal on the following dates:

- Wednesday 30 March, 3pm to 6pm
- Wednesday 27 April, 3pm to 6pm

To register for the next drop-in, please visit [www.hs2.org.uk/events/](http://www.hs2.org.uk/events/)

Contact our HS2 Helpdesk team on **08081 434 434**

# What else is happening in your area?

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

## Contact our HS2 Helpdesk team

Our team is here to listen and respond to your enquiry, complaint or feedback to help us be a good neighbour.

You can contact our 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)

## Keep up-to-date with your local community website

To find out more about what's happening in your area and receive regular email updates, you can sign up to our local community websites at: [www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk).

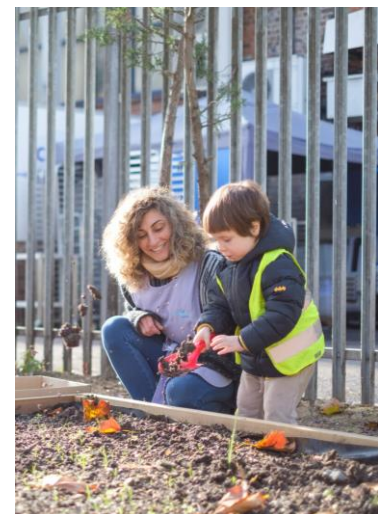
## About our Community and Business Funds

We are offering two funds that are available to local communities and businesses between the West Midlands and London, to help with the disruption caused by our construction work. These are the Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF).

The CEF is designed to give communities the opportunity to share in the benefits of HS2. It is an allocated fund that communities are able to apply for, to help to support local projects that aim to improve their local area.

The BLEF is designed to support local economies that may be disrupted by the construction of HS2. BLEF grants are for local business support organisations and local authorities to help maintain business activity in local communities.

For more information about each of these funds, including how to apply, please visit: <https://www.groundwork.org.uk/hs2funds>



# 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)**

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

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