



Update: Rail operations at Willesden Euroterminal site

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

The Willesden Euroterminal site continues to operate as a 24/7 rail and logistic terminal for the duration of the construction of the HS2 London Tunnels in agreement with Network Rail and Ealing Council.

Rail operations from winter 22/23 to Spring 2022

We are continuing to receive excavated material for removal to the Willesden Euroterminal site from other HS2 sites in the Old Oak area. Material is currently being received by HGVs. By the end of 2022 HGV deliveries will decrease with excavated materials coming to site via the Old Oak conveyor system as well. Information about the conveyor system can be found at <https://www.hs2.org.uk/in-your-area/local-community-webpages/hs2-in-old-oak-and-north-acton/conveyor-system/>

Rail movements are currently running at up to 15 movements a week. This will increase to 20 movements a week from January to March 2023 and a further increase to 25 movements a week from April to June 2023.

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.

What to expect

The increase in rail movements will mean residents may notice further increases in activity throughout the night. We will continue to monitor our working methods and practices to ensure disruption is kept as minimal as possible without compromising on safety.

We will also try to minimise noise by carrying out regular maintenance of the tracks and mechanical equipment to ensure they are in good working condition.

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

Duration of works

Rail movements are currently 15 movements a day but will increase from 2023

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 and machinery
- Connecting the trains as far as possible from residential properties
- Briefing staff about work impacts to residents

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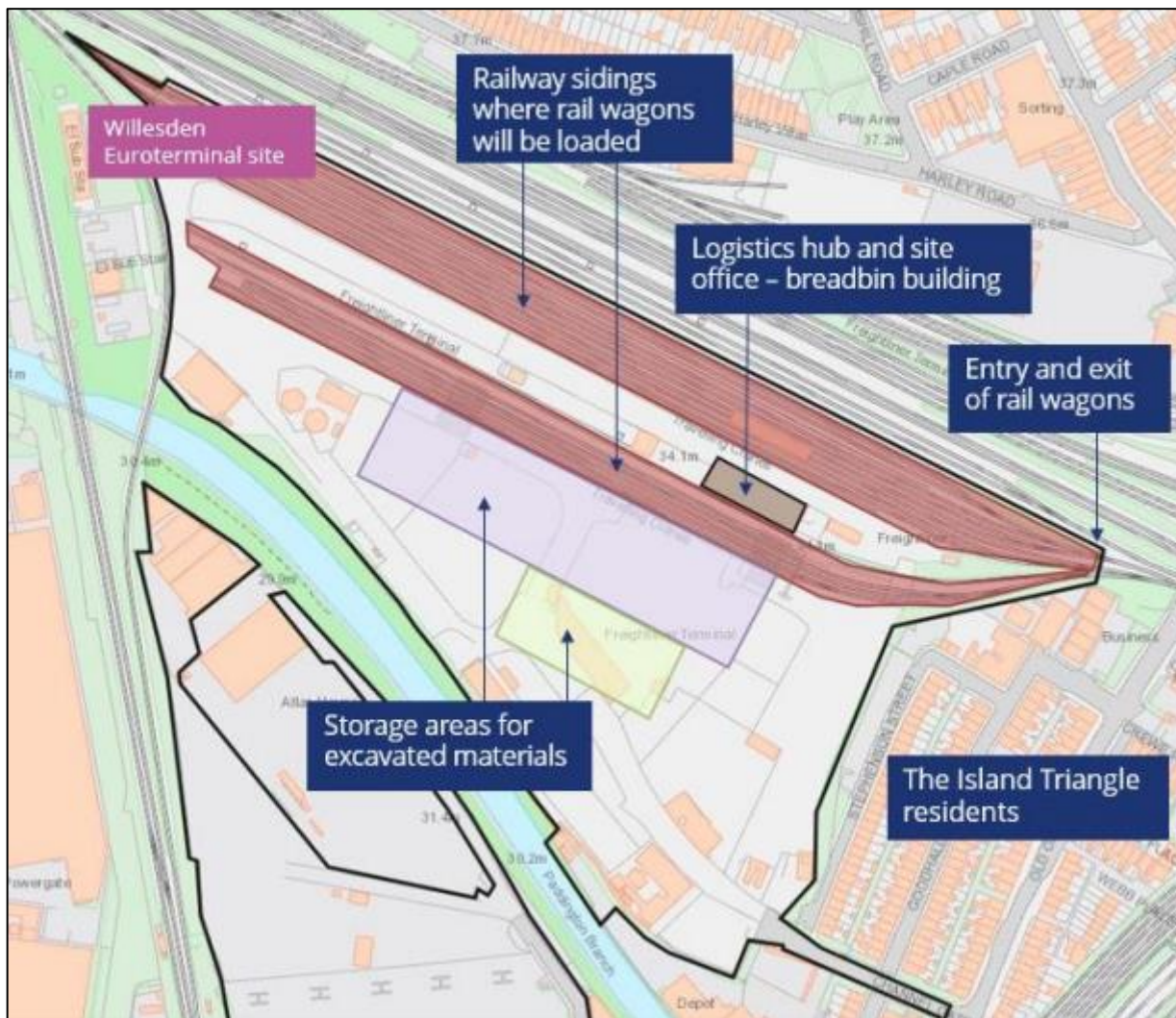
www.hs2.org.uk

Notification



Map of Willesden Euroterminal site

The map below shows the layout of the Willesden Euroterminal site.



Speak to our local engagement team

We understand that construction can be frustrating for residents nearby our sites. Your local engagement team are happy to speak with you in person or virtually about any questions or concerns you have about our works in your local area.

We hold virtual drop-ins on the fourth Wednesday of each month – Our next drop-in is on Wednesday the 28 October 2022. For more information regarding our drop-ins, please visit www.hs2.org.uk/events/.

Please contact the HS2 Helpdesk If you are not able to attend a drop-in and would like to speak with us at another time.

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

What else is happening in your area?

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

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.

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 you.

The Residents' Commissioner

The independent Residents' Commissioner oversees and monitors our commitments to you.

The commissioner's reports and our responses can be found at www.gov.uk/government/collections/hs2-ltd-residents-commissioner

The Residents' Commissioner makes sure we fulfil the commitments in the HS2 Community Engagement Strategy (<https://bit.ly/3oOA25j>).

The Residents' Commissioner can be contacted on: residentscommissioner@hs2.org.uk

Construction Commissioner

The independent Construction Commissioner regularly meets our Chief Executive Officer to raise any concerns or emerging trends across HS2.

The Construction Commissioner's role has been developed to monitor the way we manage and respond to construction complaints.

The commissioner mediates on disputes about construction, involving individuals and organisations, that we can't resolve. The commissioner advises members of the public about how to make a complaint about construction.

The Construction Commissioner can be contacted on: complaints@hs2-cc.org.uk

Property and compensation

You can find out about HS2 and properties along the route by visiting:

www.gov.uk/government/collections/hs2-property

Find out if you can claim 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 the HS2 Helpdesk. For more details on our complaints process, please visit:

www.hs2.org.uk/in-your-area/contact-us/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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