

Notification



Extended hours for the construction of the TBM treatment area

November 2022 | www.hs2.org.uk

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

You can sign up for regular updates in your local area at www.hs2inHillingdon.co.uk

HS2 & SCSJV information hub

The community information hub is now open for drop-ins on **Mondays** and **Wednesdays** from **2pm** to **4pm**.

Our Community Engagement team will be available to answer your questions about the project and our works in Hillingdon and Northolt.

You can find us in the portacabin on the right of West Ruislip Portal entrance on Ickenham Road.

What we are doing

Works are ongoing at our Gate 1 site on Harvil Road, to build the TBM material treatment area. Some of these works will need to take place during extended working hours.

We will use this area to treat the soil that will be removed from the West Ruislip portal tunnels before it is placed in its final location.

Please see the following pages for more information about the works we will be carrying out during this period.

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

11 December 2022 to 28 May 2023

Monday to Sunday 8am to 6pm

We may be on site for an hour before the start and/or end of the shift

What to expect

Extended working hours for portions of the work

Additional staff on site outside of core hours

What we will do

Continue to monitor our working methods and minimise disruption to the local community

Advise our staff to be mindful of our neighbours

Provide updates at HS2inHillingdon.co.uk

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How these works will affect you

From 11 December 2022 until 28 May 2023, we will be extending our working hours on our site and will be undertaking work on site from 8am to 6pm, Monday through Sunday. This is an extension of our core working hours of 8am to 6pm Monday to Friday and 8pm to 1pm on Saturdays.

We will only carry out activities agreed with the London Borough of Hillingdon and will adhere to the agreed working hours, noise and vibration limits.

We will continue to monitor noise, dust and vibration throughout our works to ensure that we have adequate measures in place to minimise disruption.

We would like to apologise in advance for any disruption or inconvenience this may cause. Every effort is being taken to ensure that these works are carried out in the least impactful way.

We will ensure that disruption is kept to a minimum.

Approximate location of activity



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

What else is happening in your area?

www.hs2.org.uk

Contact our new HS2 Helpdesk team

Our new Helpdesk team is based in our Head Office in Birmingham. This is so that we can provide you with the best service possible. 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.

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

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.

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice
<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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High Speed Two (HS2) Limited, registered in England and Wales.
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Call our HS2 Helpdesk team on **08081 434 434**