

## Notification



# Delivering tunnel segments to West Ruislip by rail

December 2022 | [www.hs2.org.uk](http://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](http://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 is 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.

## Update

Our Tunnel Boring Machines (TBM) have started their journeys from the West Ruislip Portal to Greenpark Way Ventilation Shaft as part of the construction of the new HS2 line linking Euston to Birmingham.

Each TBM operates as a self-contained underground factory - digging the tunnel, lining it with concrete wall segments and putting them into place. Segments are delivered on a 24/7 basis to our West Ruislip Portal site by lorries, stored on site and are continuously supplied to the TBMs as they advance to ensure that the tunnel is properly supported.

In the last few months, we have been constructing the rail siding for these segments to be delivered by train to decrease the number of lorries on local roads. The train can only run at night because of the volume of trains running on the Chiltern Line during the day.

In early January 2023, we will test the rail siding before we start regular deliveries at night. This will allow us to monitor noise levels and understand what further noise mitigation measures we can put in place. The test will be carried out during the week commencing 9th January 2023.

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.

**If you have a question about HS2 or our works, please contact our HS2 Helpdesk team on 08081 434 434**

### Duration of works

**Test:** Week commencing 9 January 2023 overnight 11pm and 7am

### Train deliveries:

One delivery each night from January 2023 to June 2024 overnight between 11pm to 7am

Increased number of staff on site outside core hours

What we will do

Advise our staff to be mindful of our neighbours

Provide updates at [HS2inHillingdon.co.uk](http://HS2inHillingdon.co.uk)

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## How the segment deliveries by train might affect you

From January 2023, tunnel segments will be delivered by rail to our newly built siding at our West Ruislip site. This will mean lorries are removed from roads in the local area, although we will have to continue with lorry deliveries in the short term until we have built up a stockpile of segments.

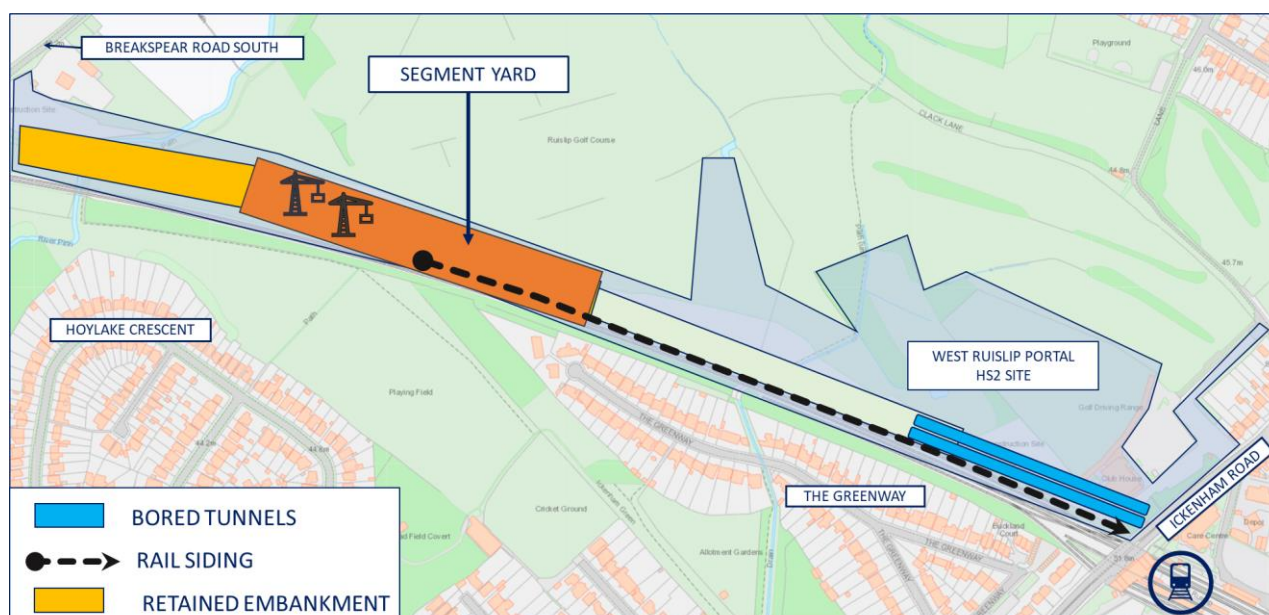
One train will arrive at West Ruislip each night delivering 20 rings, each comprising seven segments.

Limited space on the Chiltern Line through West Ruislip means that our train can only deliver segments at night. It will arrive at West Ruislip station at around 11pm. The locomotive will then divide the train into two parts and move them into the siding. The locomotive will then shut down while the gantry crane unloads the segments. The locomotive will restart at around 6am, shunt the train back into one piece, prior to departure at around 7am.

During the unloading process, the locomotive engine will be shut down. It will only start up again shortly before its departure in order to build up brake pressure.

We will ensure that adequate noise monitoring and noise mitigation measures are in place. The HS2 Helpdesk will be available 24/7 and will have a direct link to the site engagement team to ensure immediate investigation and resolution of any queries or complaints that may be made day or night.

## Map



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 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](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

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