



# Update: Rescheduled overnight maintenance works at Willesden Euroterminal site

January 2023 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

## Overnight maintenance works on the yellow gantry crane

We notified you in October 2022 of planned maintenance works on the existing yellow gantry crane at our Willesden Euroterminal site. We were unable to carry out these works due to bad weather conditions.

The maintenance works are now scheduled to take place from 10pm on 4 February to 11am on 5 February 2023.

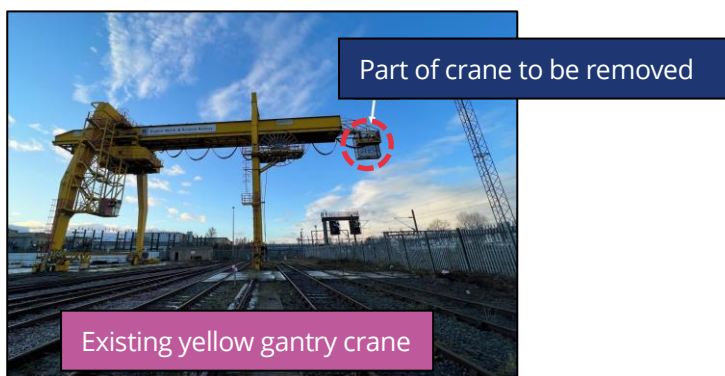
These works will take place overnight because we need safe access to assets near Network Rail property, whilst trains are not running.

The work will involve setting up an adjacent crane and Mobile Elevated Work Platforms (MEWPs). This will allow operatives to safely remove a section of the gantry crane and lower it to the ground.

During these works you may notice some noise and task lighting from site machinery and handheld equipment. We will be monitoring all activities to ensure work is carried out safely, with minimum disruption to residents.

We apologise in advance for any impact you may experience as a result of these works.

Please see below image of the yellow gantry crane.



**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)**

### Duration of works

From 10pm on 4 February to 11am on 5 February 2023

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

### What to expect

Additional staff on site

You may notice additional noise whilst we set up for the works and additional mechanical noise during the removal of the section of crane shown on the image on page 1. You may also notice additional lighting as we use task lighting during the works

### What we will do

Continue to monitor our working methods to ensure work is carried out safely and disruption is kept to a minimum

Remind operatives to be mindful of the local community during works

Keep you informed of any changes via post and at <https://www.hs2.org.uk/in-your-area/map/>

# 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](http://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](mailto: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](mailto: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](http://www.gov.uk/government/collections/hs2-property)

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

[www.hs2.org.uk/in-your-area/contact-us/how-to-complain/](http://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](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)**

**Please contact us if you'd like a free copy of this document in large print, Braille, audio or 'easy read' format. You can also contact us for help and information in a different language.**

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

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