

# Update: Working Hours at Canterbury Works site

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

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

## Rescheduled 24/5 working hours

We informed you in March 2023 of plans to extend our working hours at the Canterbury Road site to 24 hours a day Monday to Friday, and 8am to 1pm on Saturdays for works associated with the construction of ventilation shaft and shaft passages.

This extension will start the week commencing **2 May 2023** and will remain until the end of the year.

Please note, we will not be working constantly throughout this phase, as there will be periods during the year when we revert to our core hours, stated in the information panel to the right.

Working 24 hours a day, five days a week, will allow the site team more time per shift to fully secure the internal walls of the excavations with concrete lining.

This will help to minimise ground movement around the shaft and will also allow this stage of the works to be completed sooner.

## How does this affect you

During the day shifts you may notice noise and vibration from general site activities as well as noise from the use of excavators within the shaft and mechanical noises from cranes as they support the excavation works.

During the night shifts most of the works will be below ground. You may notice the presence of staff around the site and noise from within the shaft from pumps as they spray the concrete lining. Above ground you may notice the mechanical noise from the crane as we use it to support the excavation works and electrical plant within the storage area to level out the excavated material.

**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

**2 May 2023 to 22 December 2023**

Our core working hours are **8am to 6pm, Monday to Friday, and 8am to 1pm Saturdays**

Extended hours for ventilation shaft works – **24 hours a day Monday to Friday from 2 May 2023**

### What to expect

You may notice additional noise, vibration and light from excavation works within the shaft and mechanical noise from crane activities

### What we will do

We will continue to monitor our working methods to keep disruption as minimal as possible

Provide further updates about any specific works which might cause disruption to you via post and at <https://www.hs2.org.uk/in-your-area/map/>

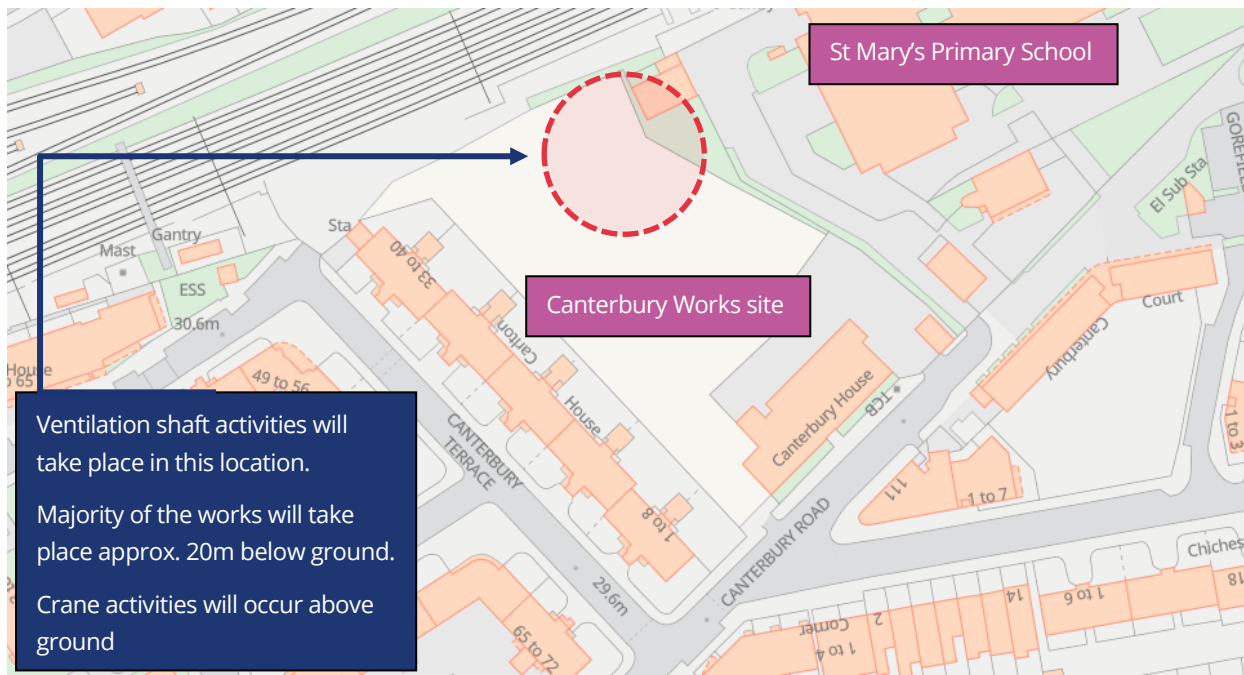
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[www.hs2.org.uk](http://www.hs2.org.uk)

## Site map and works area



## What we will do

To help minimise disruption during our works, we will carry out works that may cause greater noise and vibration during our core hours and ensure that best practice methods are used throughout to minimise disruption. Alarms on plant will be turned off during the night shifts and replaced with less intrusive warning systems.

We will continue to monitor our working methods and implement noise training to site teams working at night and advise them to be mindful of the community during works. We will also implement where possible further mitigation during night shifts to reduce any disruption to the community.

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).

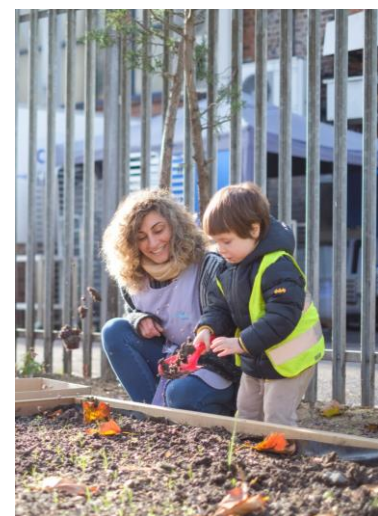
## About our Community and Business Funds

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 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)**

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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.

Registered office: Two Snowhill, Snow Hill Queensway, Birmingham B4 6GA.

Company registration number: 06791686. VAT registration number: 888 8512 56