



Update: Canterbury Works site programme

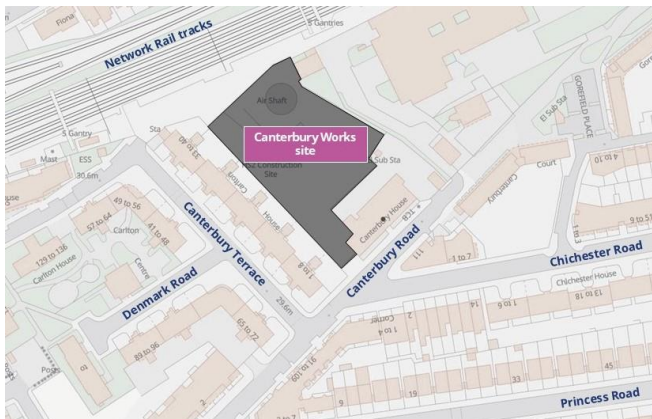
March 2025 | www.hs2.org.uk

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

Programme update

Works at the Canterbury Works Ventilation Shaft and Headhouse site was brought to a 'safe stop' in September 2024, with the expectation that works would not resume until Spring 2025. However, as part of a recent and ongoing review of the programme by HS2, we do not now expect works to resume in 2025. Our Canterbury Works shaft and headhouse site will remain in a 'safe stop'.

We will be holding a Canterbury Works Ventilation Shaft and Headhouse information event in April 2025 regarding the programme review. Invitations and details for this will be sent in the next few weeks for local people to attend and ask questions.



What to expect on-site

The hoarding will remain in place, and there will be 24-hour security. No site activities will take place other than monitoring, design and maintenance works at times.

Welfare facilities at our Canterbury Works site may be used during certain periods, however we will notify the local community in advance of this.

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 'safe stop'

Ongoing until further notice

What to expect

Hoarding and 24-hour security to remain in place

You may notice staff and vehicles on site for monitoring, design and maintenance activities at times

What we will do

The community engagement team will remain available

We will invite local people to an information event in April 2025, invitations will be on www.hs2.org.uk/events

Provide updates at HS2.org.uk/brent-and-ealing

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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