

Notification



Permanent wall construction at South Ruislip Vent Shaft, Victoria Road

September 2023 | 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.hs2inhillington.co.uk

Our Community Engagement team is available to answer your questions about the project and the works in Hillingdon and Northolt. Our team would like to invite you to

- ❖ **Visit the HS2 & SCSJV Information Hub** - Our Community Information Hub is open for drop-ins every Monday and Wednesday from 2pm to 4pm. You can find us in the portacabin on the right of West Ruislip Portal entrance, Ickenham Road.
- ❖ **You can book a virtual one to one appointment** at Communities@scsrailways.co.uk

What we are doing – Permanent Wall Construction.

From 2 October 2023, we will begin to construct a permanent wall at the back of our site near the railway line. See map below showing the precise location of works indicated by the letter B.

We will be breaking out the original concrete wall and expect that this will create some noise and vibration. Noise and vibration monitoring will be in place at all times. We will also use acoustic barriers around the machinery to reduce the noise as much as possible.

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 and that regular updates are provided.



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

2 October to 13 October 2023

Mon – Fri 8am to 6pm

Saturdays 8am to 1pm

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

What to expect

You may notice vibration and noise from the construction machinery

What we will do

Use acoustic barriers around the machinery to help reduce the noise

Provide updates at HS2inhillington.co.uk

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.

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Reference number: HS2-MW-SCS-Ph1-Ar-So-S1-Prog-works-34-28/06/2023

High Speed Two (HS2) Limited, registered in England and Wales.

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