



Extended working hours, North Portal, South Heath, Great Missenden, Buckinghamshire.

January 2024 | www.hs2.org.uk

High Speed Two (HS2) is the new high speed railway for Britain. This notice is to inform you that we will be working extended hours at our North Portal site for the next few months.

What are we doing and why?

Our first tunnel boring machine (TBM), Florence, is planned to complete its journey in early February. It will then be dismantled in sections and transported off site via HGVs and some abnormal loads.

How will this affect me?

The site will operate under extended working hours:

- 24 hours per day, 7 days per week, including Saturday and Sunday. Works are planned to begin early February and will be ongoing until both TBMs are dismantled and removed, which we anticipate will take four to six months. We are working 24/7 to minimise long term impacts on the community.
- This milestone breakthrough will require extra site lighting and may create some noise. We will do everything we can to mitigate this and to keep disruption to a minimum.

The works are located deep within an embankment cutting 18 metres below ground level. To mitigate further, noise barriers remain erected at strategic locations around the site boundary to reduce the level of noise leaving the site. However, some noise may still be heard.

We have noise monitors at several locations that provide accurate readings, informing us immediately if the works generate high levels of noise. Should this happen, an investigation will be undertaken by our noise and site teams to see how the works can be further controlled.

Drop in events

We are planning a series of drop in events regarding the works, these will be held from 3-7pm at the Great Missenden Memorial Centre, Link Road, Great Missenden HP16 9AE: 31 January, 22 February and 7 March.

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

From early February to the summer season site hours will operate under extended working hours. 24 hours per day, 7 days per week.

What to expect

- Site lighting may be visible throughout this period.
- Noise from plant and machinery may be heard.
- Construction traffic will serve the site using our approved route which is via the A413.

What we will do

- Turn off main lights when not in use.
- Do all we can within best practicable means to minimise disruption.
- Keep the community updated regularly.

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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