



Update: 24/7 works at Mandeville Road Vent Shaft site

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

You can view and sign up for the latest updates about works in your local area, visit www.hs2.org.uk/in-your-area

What we are doing – 24 hour works update

We wrote to you in April 2023 to let you know that we would be increasing the working hours at our Mandeville Road site to 24 hours a day, seven days a week. The 24/7 works started in April 2023, and we expect them to be completed in May 2024 ready for works to build the HS2 London Tunnels.

We are expecting the Tunnel Boring Machines (TBMs) tunnelling from West Ruislip to Greenford to pass through your local area in Summer 2024. We will let you know in advance of the TBMs passing through your local area.

As we build the HS2 London Tunnels through Mandeville Road Vent Shaft, there will be a short additional phase of 24/7 works needed to carry out underground works to build a tunnel adit (a horizontal passage below ground). This short phase is expected to take place for up to one month during summer 2024. The dates for these works depend on the progress of the TBMs. We will write to you in May when the details of this short phase of works are confirmed.

We would like to apologise 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.

Speak to our local engagement team

Our local engagement team is happy to speak with you via phone, email or in person about works in your local area. Please contact the HS2 Helpdesk using the contact details below to arrange 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 works

Ongoing 24/7 works to be completed in May 2024

A short phase of 24/7 works will take place below ground for up to one month in summer 2024 – these works are related to construction of the HS2 London Tunnels

What to expect

Operatives and machinery working on the lower site platform

Noise from construction machinery including cranes

What we will do

We will restrict our night-time works to reduce noise and will use noise reducing fencing where possible

Noise and vibration levels will be monitored

Provide updates via www.hs2.org.uk/in-your-area

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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