



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

May 2024 | www.hs2.org.uk

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

24/7 works for shaft construction

We wrote to you in March 2024 with an update about 24/7 (24 hours a day, seven days week) working to build the ventilation shaft. **The 24/7 working for shaft construction will be completed by the end of May.**

Extended hours for underground passage construction

We also let you know in March that there would be a short additional phase of 24/7 works needed in summer to carry out underground works to build a horizontal passage below ground (known as an adit)

These works are now planned to take place during June 2024 with some extended working hours, as below:

- 24 hours, Monday to Friday, and Saturday 8am to 1pm, for three weeks in June.
- 24 hours Monday to Sunday for one week only in June. We will let you know which one as soon as possible.
- We will write to you with more information about what to expect during works to build the maintenance adit.

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.

Tunnelling in your local area

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.

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-hour works will take place below ground in June 2024

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

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