



Extended working hours at Greenford Road

June 2024 | www.hs2.org.uk

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

Working hours

We wrote to you in May to let you know that our utility works on Greenford Road will be ongoing until late July 2024.

In order to complete these works as soon as we can, from 6 June, we may on occasion need to work extended hours. On certain days, we may start work at 7am instead of 8am, and works may overrun until 10pm. This will not be every day.

The works during the extended hours are not expected to be noisy.

Consent to work these extended hours has been given by Ealing Council.

We apologise for any inconvenience these extended working hours may cause.

Talk to the community engagement team

If you would like to talk to members of our community engagement team about the ongoing utility works, you can register for a 20-minute virtual session:

- On Thursday 6 June, between 2 and 3pm

Please register at: [HS2.org.uk/events](https://hs2.org.uk/events)

An in-person local drop-in will also be held soon. Details of this will be sent out to residents shortly.

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, until late July 2024

Extended hours (from 6 June 2024)

7am to 10pm Monday to Saturday

10am to 4pm on Sundays

We may be on site for an hour at the start and end of each shift for set up and set down

What to expect

You may notice works happening outside of our core hours

What we will do

Remind our staff to be respectful of our neighbours

Provide updates at HS2inBrentandEaling.org.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 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/

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

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

Company registration number: 06791686. VAT registration number: 888 8512 56

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>