

# Tunnel segment deliveries by road

May 2024 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

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 on Ickenham Road.
- ❖ **You can book a virtual one to one appointment**  
at [Communities@scsrailways.co.uk](mailto:Communities@scsrailways.co.uk).

You can sign up for regular updates in your local area at [hs2inhillington.co.uk](http://hs2inhillington.co.uk)

## What we are doing

We are writing to update you on how tunnel segments are delivered to our West Ruislip site. We normally use the rail siding at the site for segment deliveries, but are currently unable to do so until a safety audit has been completed.

To maintain supply of segments to build the new high-speed rail tunnels, we will need them to be delivered to West Ruislip by road from Thursday 2 May, using our approved lorry routes.

We are not sure how long we will need to make deliveries by road, but we will keep you informed.

**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](mailto:hs2enquiries@hs2.org.uk)**

## Notification



### Duration of works

Delivery of tunnel segments by road to the West Ruislip HS2 compound from Thursday 2 May 2024, to be reviewed on a fortnightly basis.

### What to expect

Lorries travelling on pre-approved routes through Hillingdon bringing tunnel segments to the HS2 compound at West Ruislip.

### What we will do

Monitor our delivery methods and plan deliveries to minimise disruption to residents.

Provide updates at [HS2inHillingdon.co.uk](http://HS2inHillingdon.co.uk)

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[www.hs2.org.uk](http://www.hs2.org.uk)

## How these works might affect you

Lorry movements for segment deliveries will be included in the existing limit of 550 lorry movements a day in Hillingdon.

Most tunnel segment deliveries be during core working hours (Monday to Friday 8am to 6pm, Saturday 8am to 1pm). However, there may be some HGV movements outside core hours.

We would like to apologise for any disruption or inconvenience these deliveries may cause. Every effort is being taken to ensure that these deliveries are conducted in the least impactful way. We will ensure that disruption is kept to a minimum.

Approved HGV routes in Hillingdon



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

# What else is happening in your area?

[www.hs2.org.uk](http://www.hs2.org.uk)

## Contact our new HS2 Helpdesk team

Our new Helpdesk team is based in our Head Office in Birmingham. This is so that we can provide you with the best service possible. Our team is here to listen and respond to your enquiry, complaint, or feedback to help us be a good neighbour.

You can contact our Helpdesk team all day, every day of the year on:

Freephone: **08081 434 434**

Minicom: **08081 456 472**

Email: [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)

## Keep up-to-date with your local community website

To find out more about what's happening in your area and receive regular email updates, you can sign up to our local community websites at: [www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk).

## About our Community and Business Funds

We are offering two funds that are available to local communities and businesses between the West Midlands and London, to help with the disruption caused by our construction work. These are the Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF).

The CEF is designed to give communities the opportunity to share in the benefits of HS2. It is an allocated fund that communities are able to apply for, to help to support local projects that aim to improve their local area.

The BLEF is designed to support local economies that may be disrupted by the construction of HS2. BLEF grants are for local business support organisations and local authorities to help maintain business activity in local communities.

For more information about each of these funds, including how to apply, please visit: <https://www.groundwork.org.uk/hs2funds>



# 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](http://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](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at:  
[residentscommissioner@hs2.org.uk](mailto: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](mailto: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](http://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](http://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](http://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](mailto:hs2enquiries@hs2.org.uk)**

Write to:

**FREEPOST**

**HS2 Community Engagement**

Website **[www.hs2.org.uk](http://www.hs2.org.uk)**

To keep up to date with what is happening in your local area, visit:  
**[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk)**

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<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

**Reference number:HS2-EW-SCS-Ph1-Ar-So-S2-Traf-1-01/05/2024**

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.