

# Tunnel segment deliveries at Willesden Euroterminal site

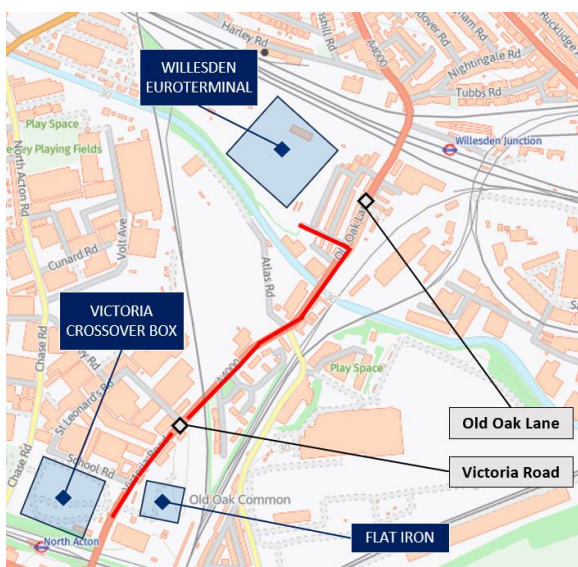
October 2024 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

## New hours for segment deliveries from Willesden Euroterminal

We are adjusting the delivery hours of tunnel segments. There will be vehicle movement from our Flat Iron site to the Willesden Euroterminal site and Willesden Euroterminal site to Victoria Crossover Box site. **The new hours will change from Monday to Saturday 8am to 6pm to Monday to Saturday 6am to 4pm and if required Sundays 6am to 4pm.**

These changes are being made to better fit our tunnelling operations. This means that you may notice lorries using Old Oak Lane and Victoria Road earlier to and from our Flat Iron, Willesden Euroterminal and Victoria Road Crossover Box sites in the Old Oak area. We will continue to advise our lorry drivers to adhere to safe road practices and be mindful of the community during early hours.



**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

Ongoing until further notice

### Working Hours

Monday to Saturday 6am to 4pm, and if required Sundays 6am to 4pm

### What to expect

Lorries will be entering the Flat Iron, Victoria road Crossover Box and Willesden Euroterminal sites via Old Oak Lane and Victoria Road

### What we will do

Use wheel washers and road sweepers to mitigate dust and mud

Advise our staff to be mindful of the local community during the works.

Review our working methods to keep any disruption to a minimum.

We will provide updates at: <https://www.hs2.org.uk/in-your-area/local-community-webpages/hs2-in-old-oak-and-north-acton/>

# 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](http://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](mailto: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](mailto: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](http://www.gov.uk/government/collections/hs2-property)

Find out if you can claim 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 the HS2 Helpdesk. For more details on our complaints process, please visit:

[www.hs2.org.uk/in-your-area/contact-us/how-to-complain/](http://www.hs2.org.uk/in-your-area/contact-us/how-to-complain/)


**Reference number:** HS2-EW-SCS-Ph1-Ar-So-S1-Traf-1-09/10/24

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](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)**

**Please contact us if you'd like a free copy of this document in large print, Braille, audio or 'easy read' format. You can also contact us for help and information in a different language.**

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice: <https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>