



Cross passage construction in North Acton

November 2024 | www.hs2.org.uk

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

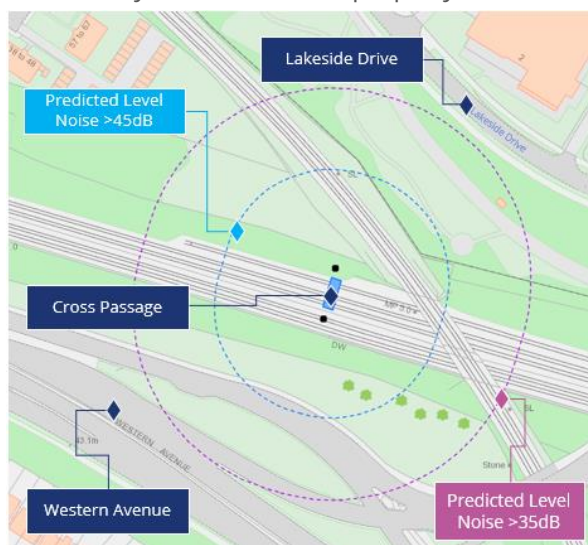
Cross passage construction works near Western Avenue and Lakeside Drive

From **18 November to 9 December 2024**, we will be constructing a cross passage near Western Avenue and Lakeside Drive. We will work 24 hours, seven days a week. Within this time there will be periods of noisy works. To avoid overnight disturbance, we have agreed with the local authority **to limit noisy activities to between 7am and 10pm Monday to Sunday and carry out quieter works at night.**

Cross passages between the tunnels will allow HS2 passengers to get to a place of safety in an emergency, and are approximately 500 metres apart along the route.

Cross passage construction involves breaking into the side of the completed tunnel. This might generate some noise and vibration which may be heard or felt as groundborne noise in nearby buildings when transmitted through the ground to the surface.

Properties that may be affected are shown within the pink and blue lines on the map below. These lines represent the predicted noise levels in these areas. This cross passage is approximately 20 metres deep and 30 metres away from the closest property.



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

18 November to 9 December 2024

Working Hours

24 hours, seven days a week

Noisy works between 7am and 10pm Monday to Sunday

What to expect

Some residents nearby may notice low level noise and vibration during noisy works

What we will do

Monitor noise and vibration levels

Continue to monitor our working methods to minimise disruption

Dates mentioned in this notification may change. We will provide updates at: <http://www.hs2.org.uk/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

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

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>

Reference number: HS2-EW-SCS-Ph1-Ar-So-S1 -Tun-1-31/10/2024

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