

# Cross passage construction near Carr Road, Northolt

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

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

## Cross passage construction works

From **6 December 2024 to 10 January 2025**, we will be constructing cross passage 20 near Carr Road, Northolt. During this time there will be periods of noisy works. To avoid overnight disturbance, we have agreed with the local authority **to limit noisy activities Monday to Friday between 7am and 10pm, Saturdays 7am to 1pm and Sundays 10am to 3pm.**

**We will stop work for the Christmas period between 23 December 2024 and 1 January 2025.**

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 ground borne noise in nearby buildings. The map below shows the location of the cross passage. This cross passage is about 26 metres below ground, and about 60 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](mailto:hs2enquiries@hs2.org.uk)**

## Notification



### Duration of works

6 December 2024 to 10 January 2025

Christmas shutdown:

23 December 2024 to 1 January 2025

### Working Hours

24 hours, seven days a week

Noisy works:

Monday to Friday 7am to 10pm, Saturdays 7am to 1pm and Sundays 10am to 3pm

### What to expect

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

### What we will do

Continue to monitor our working methods to minimise disruption

Dates mentioned in this notification may change.

We will provide updates at: [www.hs2.org.uk/brent-and-ealing](http://www.hs2.org.uk/brent-and-ealing)

# 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/)

## 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.**

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