



# West Ruislip Portal tunnelling update

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

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

You can sign up for regular updates in your local area at [www.hs2inHillingdon.co.uk](http://www.hs2inHillingdon.co.uk)

## Tunnel construction update

We are writing to let you know that we expect Tunnel Boring Machine (TBM) Sushila to complete her tunnelling journey from West Ruislip to the Green Park Way Vent Shaft on 13 December. This milestone marks the completion of part of the tunnel construction of the new HS2 line linking Euston to Birmingham. We expect TBM Caroline to reach the Green Park Way site in March 2025.

## Removal of the conveyor structure

We will begin dismantling and removing the conveyor structures by crane from within the West Ruislip Portal entrance **from 2 January until July 2025**.

From 2 January to 2 February 2025 we will work 24 hours, seven days a week. To avoid overnight disturbance, we will carry out metal cutting and concrete breaking works from 8am to 10pm Monday to Saturdays and 10am to 4pm on Sundays. We will place acoustic blankets fixed to Heras fencing around the concrete breaking area to reduce the noise (as shown on the map overleaf).

We do not expect any additional noise because the conveyor, support operations and machinery movements carried out to run TBM Sushila's downline tunnelling operations will have stopped.

When TBM Caroline completes tunnelling, we will repeat the removal of the conveyor structures which have been supporting the upline tunnelling operations. We will update you regularly as the works progress from now until July 2025.

Construction will continue over the Christmas period on the cross passage at our ventilation shaft in Northolt, which will be supported by vehicle movements at the West Ruislip Portal.

**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)**

## Duration of works

### Concrete works within the tunnel:

27, 28, 30 and 31 December, 8am to 6pm

29 December 10am to 5pm

### Removing the conveyor structures:

2 January to 2 February 2025, 24 hours, seven days a week

### What to expect

Lorries delivering concrete to site

Vehicle movements between the tunnel and concrete silos

Cranes removing tunnel structures

Dismantling and removal of both tunnel conveyor structures from within the tunnel entrance will be completed in July 2025

### What we will do

Restrict metal cutting and concrete breaking works to daytime hours

Fit noise blankets around cranes and concrete breakers

Carry out noise monitoring and take additional measures if needed

Advise our staff to be mindful of our neighbours

Provide updates at

[HS2inHillingdon.co.uk](http://HS2inHillingdon.co.uk)

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

Notification



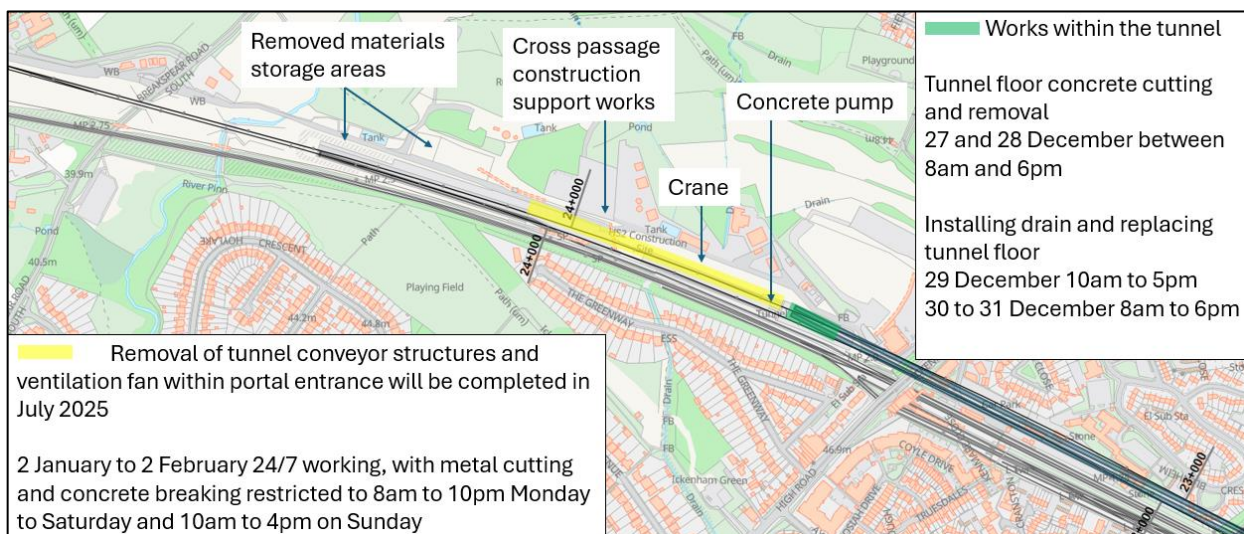
## Concrete cutting and removal works within the tunnel

While TBM Caroline stops tunnelling over the Christmas break, we will remove the temporary concrete tunnel floor inside the entrance, install drainage and then replace with the permanent concrete tunnel floor.

These works will take place on **27, 28, 30 and 31 December** between 8am and 6pm, and on **29 December** between 10am to 5pm.

We would like to apologise in advance for any disruption or inconvenience this may cause. Every effort is being taken to ensure that these works are carried out in the least impactful way.

## Map of works at the West Ruislip Portal site



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 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/)


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

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**[www.HS2inyourarea.co.uk](http://www.HS2inyourarea.co.uk)**

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