

Notification



Update about 24-hour works at the South Ruislip Vent Shaft site

January 2025 | 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 HS2inHillingdon.org.uk

24-hour works

We wrote to you in December 2024 to let you know that we would be working extended hours at the South Ruislip Vent Shaft site from 6 January to 15 February 2025. The 24-hour works will continue until **Friday 14 March 2025** to align with the progress of the Tunnel Boring Machine.

Our working hours are as follows:

- Ongoing until **Friday 31 January 2025**: 24 hours a day Monday to Friday, 8am to 6pm on Saturdays
- **Saturday 1 February to Friday 14 March 2025**: 24 hours a day, seven days a week

During these works we will remove the temporary concrete slab at the bottom of the shafts to connect the shafts to the tunnels. We will then install a ventilation unit to circulate air while works continue in the tunnel. The ventilation unit will run 24/7 until the end of 2025.

We will carry out noisier works during daytime shifts, and we will use noise reducing barriers around the construction machinery where possible. Noise and vibration levels will be monitored at all times.

We recognise the impact increased working hours may cause and apologise for any disruption or inconvenience.

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

Until 31 January 2025
Monday to Friday - 24 hours a day,
Saturdays 8am-6pm

From 1 February to 14 March 2025
Monday to Sunday – 24 hours a day

What to expect

Operatives and machinery working on site

Noise from construction machinery

What we will do

We will carry out noisier work during the daytime shift

Use noise reducing barriers where possible

Monitor noise and vibration levels

Provide updates at HS2inHillingdon.org.uk

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

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

You can contact the Commissioner at:
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

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
Find out if you're eligible for 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 our HS2 Helpdesk team. For more details on our complaints process, please visit our website:
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**

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. You can also contact us for help and information in a different language.

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

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High Speed Two (HS2) Limited, registered in England and Wales.
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Call our HS2 Helpdesk team on **08081 434 434**