



Works update: Willesden Euroterminal site

March 2025 | www.hs2.org.uk

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

Rail activities

Work at the Willesden Euroterminal site is ongoing, taking place 24 hours a day, seven days a week.

Material excavated during tunnelling arrives on site from the Victoria Road Crossover Box site. Most of the material comes via the conveyor system. Some material also arrives by road. The material is then removed from site by train, up to 30 times a week.

We also receive tunnel segments by train up to seven times a week. The segments are then transported to the Atlas Road site for storage, until they are needed within the tunnels.

From summer 2025 the number of rail activities on the site will be reduced as we will have completed the construction of the twin-bore Northolt Tunnel East. We will write to you with more information about this nearer the time.

What to expect

You may notice some noise from the trains and machinery on site.

We will work to keep disruption to a minimum. We apologise for any inconvenience these works may cause.

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

Ongoing works

24 hours a day, seven days a week

What to expect

Increased levels of noise during train movements throughout the day and night

Operatives on site during day and night shifts

What we will do

Where possible, put mitigations in place to reduce disruption to the community

Provide updates
www.hs2.org.uk/old-oak-and-north-acton

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Notification



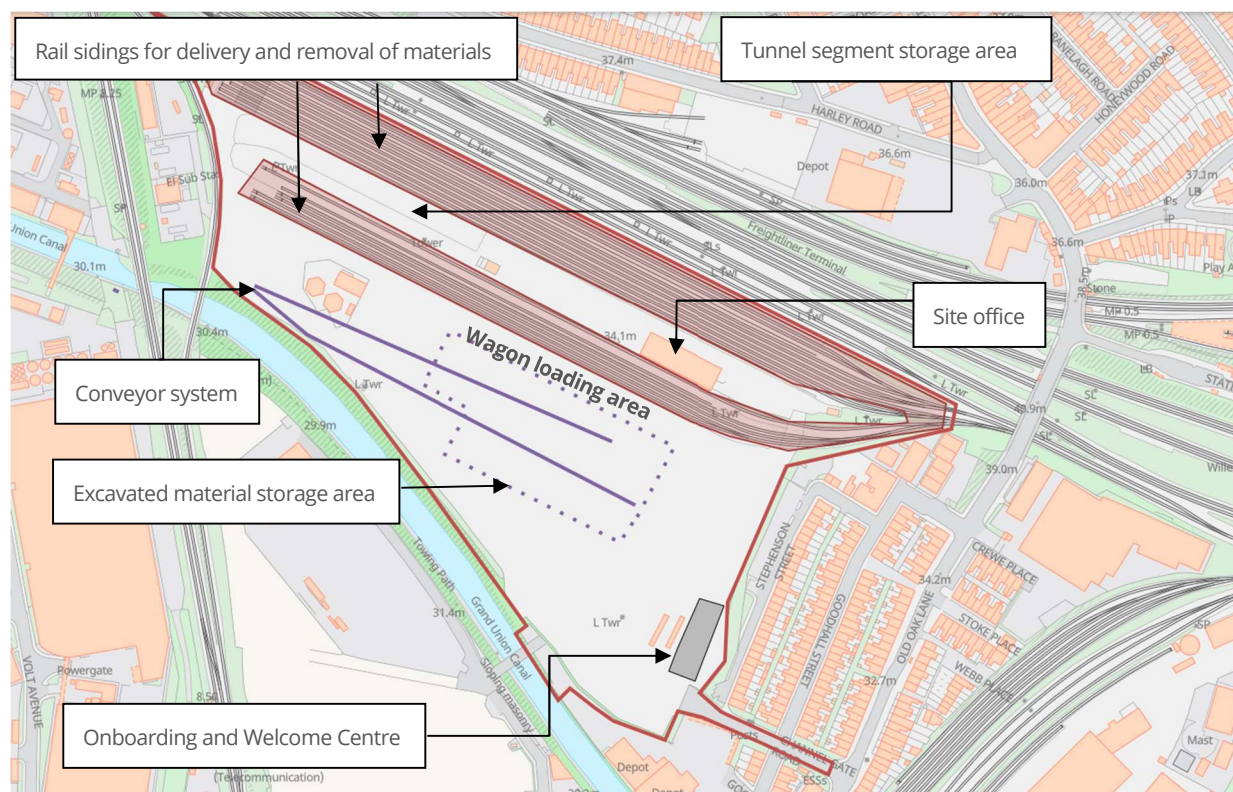
www.hs2.org.uk

Onboarding and Welcome Centre

We use the Onboarding and Welcome Centre near the gate of our site on Channel Gate Road to induct new staff members. We continue to encourage visitors to avoid local roads and to enter and leave the site via Channel Gate Road only.

Willesden Euroterminal site map

The diagram below shows the layout of the site.



Contact our HS2 Helpdesk team on **08081 434 434**

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.

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