

## HS2 in Ealing

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High Speed Two (HS2) is the new high-speed railway for Britain, that will run from London to the West Midlands.

Most of the route through London will be in tunnel, including about five kilometres of tunnel in Ealing between Victoria Road in North Acton and the boundary with Hillingdon. It also includes ventilation shafts and headhouses at West Gate, Green Park Way and Mandeville Road in Northolt, and a crossover box at Victoria Road. (A ventilation shaft, or vent shaft, is the vertical opening that connects the HS2 tunnels to the open air. It regulates air quality and temperature in the tunnel and allows smoke to be extracted in the event of a fire. The headhouse is the building on top of the ventilation shaft which contains fire control systems and the ventilation systems for the railway tunnels below.) HS2 construction in London also includes the new Old Oak Common station, which will be the biggest new station in the UK, in neighbouring Hammersmith and Fulham

The railway is being built using powers granted by the 2017 High Speed Rail Act.

### How will construction affect me?

HS2 sends notifications to residents and businesses before any work takes place. Works currently affecting people in Ealing outside the Old Oak and North Acton area can be found [here](#). Information about HS2 works in the Old Oak and North Acton can be found [here](#).

To ensure you receive updates on HS2 works in Ealing, you can [join our local mailing list](#) for Brent and Ealing, and Old Oak and North Acton.

### What help is available?

HS2 seeks to reduce the impacts of its works primarily at source. This typically means working within core daytime hours where possible, suppressing dust and noise on worksites, and washing vehicle wheels before they use public roads. HS2 also seeks to keep local traffic flowing as much as possible by co-ordinating its traffic management with other works affecting the road network.

You can find out more from our Code of Construction Practice [here](#).

However, we recognise that HS2 is a large construction project that will still have unwanted impacts, and we offer the following support to people who might be affected:

- **Special Cases**

We recognise that there may be circumstances in which residents are more sensitive to construction noise. In such circumstances specific noise trigger levels and/or alternative noise control measures will be considered on a case-by-case basis to protect residents. Some situations that might require alternative measures include:

- Residential homes where noise insulation is not a viable option;
- Night workers;
- People who regularly work from home and need a quiet environment; and
- Those that may have a medical condition which will be seriously aggravated by construction noise.

If you think the above may apply to you, please contact our Helpdesk in the first instance. To progress your application, we may need certain additional information from you, for example evidence that you work from home regularly or medical evidence from your doctor. We will handle all confidential information you provide to us sensitively and securely and in accordance with all relevant legislation and we will only hold it for the time required to progress your case.

Additionally, we provide an independent advocacy service which can help represent residents who need additional support when engaging with HS2.

- **Noise Insulation**

In certain circumstances, we may offer to install noise insulation at properties affected by our works. Noise insulation refers to the measures we can take to reduce noise at properties that qualify for help. The measures include:

- fitting secondary glazing to certain windows on eligible walls (secondary glazing is an extra pane of glass fitted inside your window frame);
- installing extra ventilation, if needed, by fixing a small electric fan onto an external wall to draw air into your property, so you can close windows to block out noise;
- blinds for windows that have secondary glazing; and
- insulation for external doors.

You qualify for help with noise insulation in connection with HS2 if:

- you own or live in a residential property or other building used for residential purposes; and
- the predicted or actual construction noise goes above a certain 'trigger' level.

You can find out more about Noise Insulation [here](#).

- **Small Claims Scheme**

HS2 has an evidence-led Small Claims Scheme for damage caused to property by HS2 works. If you think you have a damage claim related to HS2, please contact our Helpdesk, who can register your claim and give further information.

You can find out about our Small Claims scheme [here](#).

- **Need to Sell Scheme**

The Need to Sell scheme is available to owner-occupiers who can show that they have a 'compelling reason' to sell their property, but have been unable to do so (other than at a greatly reduced price) as a direct result of the announcement of the route of HS2.

You can find out more about the scheme [here](#).

- **CEF and BLEF**

HS2 offers two funds for people impacted by our works: The Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF). You can find out about CEF and BLEF [here](#).

- **Property surveys**

We carry out pre-condition surveys for those properties that we expect will experience settlement of 10mm or more. This would typically be properties within 30 metres of an excavation. We don't need to carry out these surveys for properties predicted to experience settlement of less than 10mm, as they are unlikely to experience damage.

Settlement is the technical term for the way the ground moves around a hole after it has been dug out. Building tunnels, shafts and basements can cause a small amount of movement to the ground, although ground moves naturally at anything up to 10mm a year.

## How does HS2 engage with communities and businesses?

HS2 has two contractor teams whose works affect people in Ealing: SCS, who are building the tunnels and vent shafts, and BBVS, who are building the Old Oak Commons station in the London Borough of Hammersmith and Fulham.

Each contractor has a local engagement team available to speak to local residents and businesses and their representatives. You can contact them at:

[communities@scsrailways.co.uk](mailto:communities@scsrailways.co.uk)

and

[community@bbvsjv.com](mailto:community@bbvsjv.com)

## How can I contact HS2?

You can contact the HS2 Helpdesk by:

- **Freephone:** 08081 434 434
- **Minicom:** 08081 456 472
- **Email:** [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)
- **Webform:** [complete our online form](#)