



## Update: Cross passage works near Station Approach, Greenford

June 2025 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

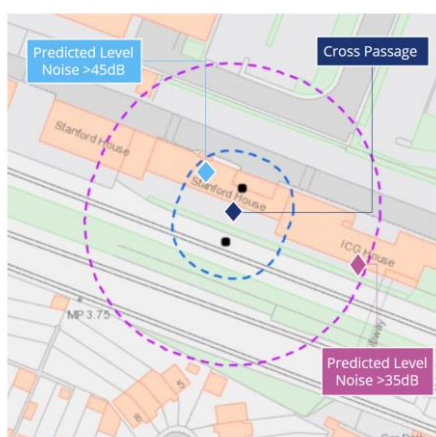
### Cross passage construction near Station Approach, Greenford

We wrote to you in May about cross passage 17 near Station Approach, Greenford from 29 May to 19 June. These works have started but will now continue until **7 July 2025**.

We're building cross passages between the railway tunnels to allow HS2 passengers to get to a place of safety in an emergency. They are about every 500 metres on the tunnels route. To build the cross passage, we will break into the side of the completed tunnel. This might cause some noise and vibration, which may be heard or felt as ground borne noise in nearby buildings.

We'll work 24 hours, seven days a week. **To avoid overnight disturbance, we'll limit noisy activities to between 7am and 10pm Monday to Friday, 7am to 6pm on Saturday and 10 am to 3pm on Sunday** and carry out quieter works at night.

The map below shows the location of the cross passage. Cross passage 17 is about 29 metres below ground and 50 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)**

### Duration of works

Ongoing until 7 July 2025

24 hours a day, seven days a week

Noisy works between 7am to 10pm Monday to Friday, 7am to 6pm on Saturday and 10am to 3pm on Sunday

### What to expect

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

### What we'll do

Monitor noise and vibration levels

Continue to monitor our working methods to minimise disruption

These dates are subject to 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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