

Notification



Update: Ongoing use of Canterbury Works site

December 2025 | www.hs2.org.uk

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

Use of Canterbury Works site

Works at the Canterbury Works Ventilation Shaft and Headhouse remain in a 'safe stop'. For more information, please see here: [Update on Canterbury site works programme - HS2](#)

Until **mid-July 2026**, the office and welfare facilities at the Canterbury Works site will be used during core hours by our staff.

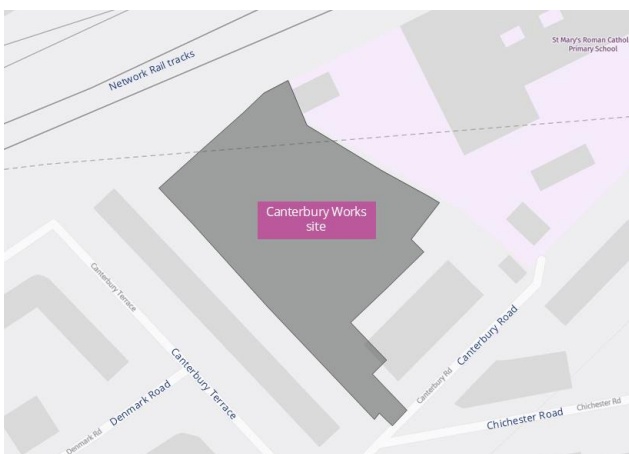
Waste material will also be stored on site to support utilities works in South Hampstead. For more information on these works, please visit: [Update: utility works in South Hampstead, Phase 1 - HS2](#)

From **Thursday 25 December 2025 to Thursday 1 January 2026**, the Canterbury Works site office will be closed, however 24/7 security presence will be maintained.

How this may affect you

During this time, hoarding will remain in place, and there will be 24-hour security. No construction activities relating to the ventilation shaft and headhouse will be taking place. However, you may notice staff and vehicles on site.

The map below shows the location of the Canterbury Works site.



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 site use

Ongoing until mid-July 2026

Core working hours

Monday to Friday – 8am to 6pm

Saturday – 8am to 1pm

We may be on site for an hour before the start and at the end of each shift

What to expect

You may notice staff, vehicles and 24-hour security on-site

What we will do

Provide updates at 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

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/

Reference number: HS2-SCS-25-1575

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's happening in your local area, visit: **www.HS2inyourarea.co.uk**

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