



Headhouse works at West Ruislip Portal

December 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 hs2inhillington.co.uk

Our Community Engagement team is available to answer your questions about the project and the works in Hillingdon and Northolt. Our team would like to invite you to:

❖ **Visit the HS2 Information Hub**

Our Community Information Hub is open for drop-ins every Monday and Wednesday from **2pm to 4pm**.

You can find us in the portacabin on the right of the West Ruislip Portal entrance on Ickenham Road.

❖ **Book a virtual one to one appointment**

at Communities@scsrailways.co.uk.

What we are doing

From 5 January 2026, we will be continuing our work on the construction of the porous portal and the headhouse for the West Ruislip Portal site. This is in the area where the two Tunnel Boring machines (TBMs) were launched.

We will carry out the following activities:

- hydro scabbling: high-pressure water jets will scratch concrete surfaces to help new layers stick (core hours only),
- formwork and steel fixing (24/6)

You may notice periods of increased noise during these works. However, noise monitoring will take place throughout, and every effort is being taken to ensure these works are carried out in the least impactful way.

For any questions or further information please come and visit us at the Information Hub (details in the box above).

We would like to apologise in advance for any disruption or inconvenience this 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

Hydroscabbling: 5 to 23 January 2026

Monday to Friday, 8am to 6pm and Saturday, 8am to 1pm

Formwork and steel

fixing: 5 January to March 2026

Monday to Saturday, 24 hours a day

What to expect

Set up of equipment and machinery

Periods of increased noise

Additional staff on site outside core hours

What we will do

Limit the noisiest activities to core working hours

Continue to monitor our work methods and minimise disruption

Provide updates at HS2inHillingdon.co.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

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

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