

Meeting Notes

Wells House Road meeting Q&A

7 May 2025

Questions	Answers
HS2 update - reset	
What's the reason for the reset?	The cost of building HS2 has gone up significantly while construction has fallen behind. Work has dropped out of sequence along the 140-mile route. We must intervene because the schedule can't be achieved under the existing railway scope and delivery strategy. The new HS2 CEO, Mark Wild, has been clear that HS2 faces serious cost and schedule challenges. He is now undertaking a comprehensive review which will report to government in due course and lead to a full reset of the company and project. This work is yet to be concluded and, given the scale and complexity of HS2, Mark has given 12 months to carry it out properly.
Will the HS2 reset mean the station will open later?	The reset will take 12 months, and this will seek to address the issues and will lead to a new cost estimate and a new schedule. We will know timescales once the reset work has been complete. In the meantime, the team continue to work and to keep to the existing programme
When Old Oak Common Lane is closed, even if Victoria Road is open, how accessible will Wells House Road be?	We are working with TfL on maintaining bus services during the closure. During the full closure vehicles will be diverted via Victoria Road. Wells House Road will be fully accessible for pedestrians, deliveries, and vehicles of local residents from Old Oak Common Lane, via Atlas Road roundabout.
Can we have a meeting about the mitigations which will be in place during the closure?	Meetings to discuss community support packages have been planned and we will provide information to residents in due course
Wells House Road stairs	
Will work on the stairs start this year?	The design of the stairs is being progressed and, with the aim to provide a design for the community to review later in the year. Over the next few weeks additional checks need to be made to the gardens adjacent to the stairs which will then feed into the design work.

Questions	Answers
Are you able to share a timeline with us?	We are working on this as fast as we can as we appreciate the importance to the residents. We hope to be able to update residents at the next meeting.
Noise	
Why were we only given a few days' notice before the noisy work at the site entrance began?	The advance work notification (AWN) was sent out on Saturday 5 April, more than two weeks before the work. The activity was also presented at the previous Wells House Road residents meeting on Wednesday 26 March. There is not much more breaking out work in this location during this phase of our activity. Residents can sign up to the HS2 notifications by going onto the HS2 website: https://www.hs2.org.uk
Why are you working on weekends and first thing in the morning?	As these works are in the road at the site entrance, they need to take place on weekends and Bank Holidays when there is less traffic generally within the local area and also site traffic leaving and entering site.
Could you create a second entrance to the site?	We are unable to have another site entrance as our site is surrounded by railway lines apart from Old Oak Common Lane which is the only road boundary. We take your points about the times of noisy work on board and will consider them when we are planning future works.
Will you pay for respite for us to go away during noisy work?	We have mechanisms to escalate special cases should residents feel they are affected by our works. Application forms for these can be obtained from the HS2 Helpdesk.
Can you coordinate over the wider project so you are not combining work at the station with tunnelling and activity at other sites?	We will do that where we can. While we do as much work as we can during normal working hours, this is a railway based project and railway work often needs to be carried out when usage of the railway is relatively low. Bank Holidays give an opportunity for us and our partners to take possession of the railways and do more work efficiently. Otherwise it might take much longer to complete the project.
Could you start later on a weekend or bank holiday and achieve what you want?	Following concerns from residents we were able to get our teams to start work later in the morning during the last Bank Holiday weekend. We appreciate that residents believe this wasn't enough but there is limited time to carry out work such as this on the highway. We will work with the construction team to see if anything else can be done to further reduce noise impacts when carrying out future activity.

Questions	Answers
Dust	
Do you measure dust in the air?	Yes, we look for PM10, which is the size of particles that can be breathed in (equivalent to four grains of sand). There are many sources of PM10 and it's an issue across London and we do what we can to minimise it, as supported by the data. This monitoring is carried out to make sure our mitigation is working. The concentrations measured are therefore not at relative exposure (which would be lower through dispersion), but rather an indication of on-site and boundary conditions as a management tool. To ensure the effectiveness of on-site mitigations, all monitors have a trigger alert. This is set in line with National Best Practice, as a tool to provide near-real time feedback to our construction teams when the PM10 concentrations may be affecting local air quality. It will then enable them to take rapid and responsive measures to control emissions through mitigation. It's important to highlight, that a trigger alert isn't a pollution event, but rather an early warning tool to allow immediate action to be taken. As noted in the study by King's College London on Testing PM10 trigger values at construction sites (August 2016) <i>"The trigger is not based on any health standards and <u>does not indicate a breach of EU Limit Value concentrations or occupational limits, merely the presence of a construction source.</u>"</i> In the event of a trigger alert being received, the site team undertake an immediate investigation, where appropriate works are paused and the cause is investigated. If the trigger deemed to be associated with HS2 activities, the contractor re-assesses the mitigation methods, as appropriate, before works recommence
Can you review where the monitors are placed over the sites?	Yes, we review the provision of new monitors and effectiveness of existing ones annually and agree their locations with the relevant local authority. We will continue to review the locations of where the air and noise monitors are. We recognise that it is an issue and will look at what we can do. The air quality reports can be found on the Government website: https://www.gov.uk/search/policy-papers-and-consultations?parent=%2Ftransport%2Fhs2-and-the-environment&topic=a2a21bb3-15bf-4347-b4db-ceaaabfd9715

Questions	Answers
Where is the dust on my car coming from?	Dust comes from many sources. These range from dust in the atmosphere, which is currently being exacerbated by the long period of dry weather, to localised dust generating activities. Some of the localised dust generating activities will include HS2 construction works, which is why we implement mitigation measures on site, to minimise the amount of dust that could come out of the site, and we visually monitor dust levels at individual work areas and via certified monitors at our site boundaries.
Is the dust still being hosed down?	Yes, the site is regularly hosed down, especially on drier days and depending on works activities taking place on site.
Tunnelling	
Can we have a coordinated calendar from all construction partners to show upcoming work?	We will look at combining our communications to make it easier for the community to see what is taking place and where, and who to contact about those works.
BBVS update	
Can you stop cars idling and hooting horns by imposing fines on motorists?	HS2 are unable to enforce traffic regulations, as this is a matter for the police. However, we do pass on concerns where motorists are presenting annoyance or danger to other motorists through regular communications we have with the highway authorities and police. We make sure that none of the visitors to our site hoot their horns through our 'Shush' campaign and we will also consider putting out signage urging consideration of the local community
There are new potholes in Old Oak Common Lane – can you do something about them?	Ealing Council have looked into this before and they will be able to advise.
General	
Going through the HS2 helpdesk doesn't work. Can we contact you directly?	It would be useful to know why residents feel this doesn't work. Helpdesk is the recommended route for all complaints and enquiries, as they are logged and assigned a reference number. We will review the contact details for each area and make sure the lines of contact are clear.
Is there anything that can be done about the fenced off, overgrown area between the work site and gardens at the south of Wells House Road?	We will survey the area and see what can be done.

Questions	Answers
AOB	
Can you seed areas that you're not using on the station site to grow wild flowers to help reduce dust? Can you build where your office is?	We don't think there are non-sterile areas but we can look into that. The office building is not part of the station site. The contractor for the above ground section is starting next year. You will see the platforms forming in the next few months over the site.
Can we have hedging around the edge of Wells House Road to reduce noise and dust?	There is not much room in that area, but we will look into the idea.