

Meeting Notes

Wells House Road residents meeting Q&A

24 September 2025

Questions	Contractor	Answers
Car/window cleaning		
<p>The car-cleaning firm I go to don't give out receipts, it's the same with my window cleaning. Could we show the debited amount to our accounts as proof of payment? Or can you get an account with a window-cleaning firm and pay them directly?</p>	<p>BBVS</p>	<p>This is a goodwill gesture following feedback from residents. We request receipts to account appropriately for spending public money. Bigger car wash firms provide receipts, and a window cleaner should do on request. We welcome the feedback, and we will review the policy during the winter months.</p>
<p>Can you keep the small claim forms in the visitor site?</p>	<p>BBVS</p>	<p>We will have them available at meetings, and we can deliver them if there are requests to do so after the meeting.</p>
Wells House Road stairs		
<p>Why do you say you have to go through Section 17 for the stairs? There is an emergency process which can fast-track the planning.</p>	<p>BBVS</p>	<p>The stairs would normally need to go through the HS2 Act's Schedule 17 process for approval as it is an above ground structure.</p> <p>We are not aware of any planning process which would lead to a quicker outcome of the completion and opening of the stairs. While local planning authorities often have emergency powers these are very restrictive in application, and we think non-applicable in this case, but we are confirming with OPDC. We look forward to further engaging the local community very soon on the design and appearance of the stairs with a view to commencing work soon afterwards, with their completion by the end of 2026.</p>

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What's the position of the lowest step – will the pavement level change?	BBVS	<p>As part of the road lowering project, the pavement is still being designed, and it may be lower than it currently is. The public realm design is still in progress.</p> <p>The level of the lowest step is coordinated with the future pavement and highway design.</p>
Can you commit to a schedule and distribute the dates?	BBVS	It is a six to eight-month build with the stairs in action by the end of 2026.
Can you make sure that good lighting and a security camera are included?	BBVS	Lighting is included in the design, and we are still considering whether to include security cameras in our designs.
Old Oak Common station site		
The sirens and repetitive alerts are reverberating throughout the houses and the street. It is unbearable. Sometimes the machinery broadcasts alert sounds even when there are no staff around. The stress of vibration and noise should be met with funding for mental health treatment.	BBVS	<p>The sirens and alerts are a key safety feature to combat rising numbers of accidents in construction.</p> <p>The operator of machinery, such as an excavator, is in their cab and their awareness of staff around them has to be maintained, but, after discussions with our teams, we will reduce the noise of the external alerts by 50%. This change should be implemented on our machinery in the coming weeks.</p> <p>For mental health concerns, the POhWER advocacy agency is independent and on offer for any resident who wishes to engage with HS2. If you would like to be referred to POWhER, please contact the Helpdesk.</p>
Old Oak Common Lane realignment		
There was a lane closure in the nearby one-way system during the weekend closure which meant it was very difficult to negotiate a way home. Please talk to LBE before having a similar closure.	BBVS	All traffic works are coordinated, and we are in regular contact with London Borough of Ealing., We will look at ways of improving how we provide this information when notifying the community in the future.
The buses didn't seem to be updated when the closure was cancelled.	BBVS/TfL	We updated the relevant channels, however we can't comment on how TfL distribute the information. We are aware

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		<p>that at times it can take a while for the information to go through. We will review our control process.</p> <p>Please report any incidents to the TfL helpdesk: Website: https://tfl.gov.uk/help-and-contact/ Telephone: 0343 222 1234</p>
What is happening with the northern realignment?	BBVS	The enabling works have started, and we will be running a drop-in session within the next couple of months to update residents.
Will there be another bus stop going south?	BBVS	TfL have visited site and have been unable to find a suitable location for a temporary bus stop in the current highway arrangement. Bus stops are considered in each change to highway layout, we understand the need for a southbound stop and will continue to review the feasibility of including a stop.
Central Line piling works		
Is the Central Line going to have to close during the works?	BBVS	No. The work is taking place at night whilst the Central is already closed.
Additional site office		
Was it planned or has the project just grown?	BBVS	Due to an increase in personnel as we move to fitouts and build the urban realm, we are needing increased capacity in our offices. The original building does not have the capacity required and therefore a new building is required.
Will there be more lighting affecting Wells House Road residents?	BBVS	No, the entrance will be facing the current site office and there won't be any additional lighting.
Would you look at turning off all office lights at night?	BBVS	The lights will have a sensor mechanism, the same as the ones currently in the main site office. The sensors will only be triggered at night when security patrol the floors.

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Kildun Court		
Is the building empty or are there still residents?	SCS	Yes, the property is now completely vacant and will be secured by SCS.
Is the building now safe?	SCS	Yes. There will be some survey work that will be undertaken on the building over the next few weeks.
Conveyor removal		
Will the taxi service take people to where they need to go?	SCS	The shuttle service will have a designated pick up and drop off point. On request, the shuttle service may stop in a safe area within the allocated route between these points if a service user chooses to get off.
Overnight piling November/December		
Are residents of Scrubs Lane affected?	Network Rail	They are nearer to the piling work than Wells House Road residents and they have also been contacted and will be again nearer the time.
Have you got permission to use the depot near Acton? Is there a plan B if that doesn't work?	Network Rail	The Inspector's decision on the Transport & Works Act Order application that Network Rail has made in respect of the former builder's merchant site is still outstanding. There are different elements to the site and Network Rail are working on obtaining the relevant permissions.
AOB		
I hear the vehicle alerts in the inner triangle, what is it?	BBVS	The sirens and alerts are a key safety feature to combat rising numbers of accidents in construction. The operator of machinery, such as an excavator, is in their cab and their awareness of staff around them has to be maintained, but the external alerts may be turned down if we can show it is safe to do so. Our teams are beginning work to reduce the external alert noise by 50%.
Have you made it harder to use Lime bikes in the area by restricting parking?	BBVS	This would be something that Lime decided. We have no influence on where they allow people to park. We have no

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		contact with Lime Bike and would suggest residents contact Lime themselves.
There are three streetlights on Old Oak Common Lane that aren't working near the Nadi centre	BBVS	We have reported the matter with LBE who have escalated it.
You are causing minor damage to our houses. It happens in the morning but it's hard to monitor all the work.	BBVS/SCS	We investigate all instances where residents report to us any damage to their house. Any resident is able to submit a small claim for damage to us if they believe that the damage may have been caused by our construction works. In addition, we would ask for a record of the time and instances of vibration and movement. We can come out to properties and monitor what is happening. There are a lot of contractors working across the area and such a log can help us to identify the cause.
On Victoria Road flooding, is there any update on the schedule?	LBE	Consultants have been engaged for the work. There is no update yet on timing. We will ask LBE for an update for the next meeting.