

Meeting Notes

Wells House Road residents meeting Q&A

26 November 2025

Questions	Answers
Noise	
<p>The machinery still makes the 'move away' warning even though there is no one there.</p>	<p>We know this is an annoyance to residents, but the measure is in place for the safety of staff and to reduce death and serious injury.</p> <p>However, we are in discussions with the manufacturer about the setup of the alerts to see about reducing the noise further.</p>
<p>Currently noisy works begin from 9am. Could noisy works be postponed until after 10-11am?</p>	<p>We are committed to keeping disturbance to an absolute minimum and continue to monitor our activities closely. As a reminder, all works on site are carried out within the local authority's approved core working hours. Following previous feedback from residents, we voluntarily delayed the start of noisier operations on weekends from 8:00am to 9:00am as a gesture of goodwill, even though we are permitted to begin earlier.</p> <p>While we understand that any level of noise at any time of day can still be unwelcome, it's important to note that further reducing or delaying the start time would have a significant impact on project progress and could prolong the overall duration of the works – ultimately extending the period of disruption for everyone in the community. We try and make that balance as best we can. We appreciate your patience and understanding as we work to complete the project as efficiently and considerately as possible.</p>
Wells House Road Stairs	
<p>Why does the diagram show the bottom steps have greater depth than those at the top of the stairs?</p>	<p>Current steps are too steep and do not comply with legislation. We need to get them to a correct angle and tread length. The wall is likely to need thickening which will in turn help us to make the final step thicker.</p>

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	The step will be in line with the pavement and will not stick out beyond the wall. We cannot provide the precise dimensions of the steps, including depth and width, at this time, as the designs are being still being finalised.
What is the timeline for the Wells House Road stairs engagement, planning, and beginning of works?	The timeline is still being finalised. We have to go through the application process with OPDC, and we will be looking to engage with community in late February/early March with a simultaneous submission to OPDC allowing residents to have their say. Pending a positive decision by the summer of 2026, we will then mobilise a contractor to carry out the works which should be completed by the end of 2026. We are already in discussions with a contractor to provide the works.
What is the shrubbery at the bottom of the diagram? Is that on Old Oak Common Lane?	The drawings are indicative and not reflective of the final designs.
Can we have a formal timeline?	This will depend on engagement with OPDC. We aim to have a formal timeline set out early next year.
Is it true the road closure will not be until 2027? This is what Mark Wild indicated in our meeting with him on 22 November.	The programme of the Old Oak Common Lane closure will be communicated after the reset has taken place. The steps will be worked on independently and may open before the closure.
Will the steps open just when the road closes?	We understand this is an issue, but we are currently looking at programmes. We are aiming to have the Wells House Road stairs open as soon as possible.
Is the staircase a line item within the reset that will cascade down to BBVS?	No, the staircase is isolated from the reset. The results of the reset should be announced by the spring.
Landscaped Area	
Are the plants in tubs that can easily be removed?	Some of them are. We are looking to replant these temporarily on our site or nearby when we next need to do works.
Why was the plant bed removal not mentioned at the last meeting?	We were not aware of the programme then. However, we mentioned it in the newsletter, but we appreciate that this did not tell you the precise timing and scale of the works. We apologise for this and pledge to do better in future.

Questions	Answers
When you know about works, but not the schedule, could you tell us about it anyway? Even just knowing the flower bed would be removed, would have given us some prior warning.	We reiterate our apology. We did give advanced notice in our newsletter but admit we could have done better and aim to do better next time.
Tree Removal	
Will the tree removal impede traffic and access to Wells House Road? The current four-way traffic lights have led to significant disruption and traffic. Will the tree removal worsen this?	Works will be planned around this to minimise the impacts. We acknowledge the impacts of the current traffic management, but we are working on this to try and reduce impacts.
Can you provide big potted trees that can be moved? Providing trees alongside a new hoarding would help.	We will discuss internally to see what can be done.
Is there an environmental plan for the back end of the project? Will these trees be saved?	No, these particular trees must be felled unfortunately. But we are growing trees off-site for the Public Realm when the station has been finalised
The works are destroying greenery and taking away everything for different works such as access road and utilities. Can you show us what it will look like once it's done?	We do have visuals. They are available online and we will share these to residents and in future slide decks. The park area in front of Old Oak Common will be the largest in front of a station in the UK.
The 300 trees will not be for Wells House Road, but for the station?	The final Old Oak Common Lane designs may include trees. Streetscaping is an element of the redesign of Old Oak Common Lane. This is still early in design, but we could share some of our ideas.
Traffic Management and Road Closure	
The traffic light on our road is confusing as we are not sure if we can turn left or right when it goes green. It is causing significant traffic on Wells House Road, even when the main road is clear. We've seen many drivers jump the red light due to the long wait. Once you get off Wells House Road you then have lights along Old Oak Common Lane causing further traffic.	You can go either left or right when the Wells House Road light is green. We understand the impact of the traffic management and are actively looking at ways to improve the timings, including reducing wait times. There is a lot of complexity to this traffic management system due to the works going on along Old Oak Common Lane, but we are constantly looking at ways to alleviate the issues.
Will the closure be all day the weekend of 6 and 7 December?	The closure will be in place from 6am on Saturday 6 December until 10.30pm on Sunday 7 December. Access to and from Wells House Road will be via the northbound carriageway towards Atlas Road Roundabout. Access will be controlled via two-way

Questions	Answers
	traffic lights or traffic marshals with "STOP & GO" boards.
Is there a better way for you to communicate closures as this has led to confusion in the past?	<p>We apologise for any confusion in the past regarding road closures.</p> <p>This time, closures are only to the north of Old Oak Common Lane, so it should be much clearer than last time.</p>
Stop lines have been painted on the road in the southern realignment, but it is not clear what their purpose is.	<p>These will be used for stoplights in the future. They will be an access point between a compound and site. Plant will use it occasionally, but the lights will not be on permanently.</p> <p>This is a safety feature that has been identified during the processes we have to follow during the opening of the road.</p> <p>This was not required elsewhere, and other parts of Old Oak Common Lane see plant crossings move around, so there is less need to put up traffic lights.</p>
Bus Stops	
Why is there no dolly-stop heading southbound but there is one northbound? The stops and lights are very inconsistent.	<p>The bus stop will be brought back once the traffic management has been taken out. We have been looking at adding a stop between Nadi Centre and the bottom of the new southern alignment section of road. This is complicated due to the hoarding and traffic management in place. The road also bends, which creates safety issues with site lines for the driver of the buses, potentially causing safety issues.</p> <p>A temporary stop in this location would also be quite a fair distance to residents so this would outweigh any benefit. Information on bus stops can be found in residents' newsletters and noticeboards. We do try to limit the movement of the stops as much as possible.</p>
The dolly stops do not take into account the elderly and less abled who would struggle to walk 450m up an incline.	<p>TfL is actively looking for areas where an appropriate curbside would be found to let a bus stop safely.</p> <p>TfL does not typically look at less than 400m between bus stops.</p>
We asked for a temporary southbound bus stop below the bridges.	The TfL team have been looking at this. The question of safety is being investigated, as

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	mentioned in the answer above. There would still be some distance up to the residents on Wells House Road and would be 200m to the next stop.
TfL needs to look at the frequency and viability of the bus route. It is a 25-minute wait and this is not feasible for a pregnant woman and young child. TfL operational teams should consider the bus frequency.	The demand on route 228 has decreased significantly over the year due to many factors. The route runs at 2 to 3 buses per hour to meet its current demand along its line of route.
The demand for the 228 bus will change in function of the bus's reliability and frequency.	We acknowledged this, but TfL do have to consider route-wide demand.
Can TfL be involved on the northern realignment drop-in to discuss a future bus stop?	TfL are engaging with BBVS and HS2 regarding the northern realignment.
Central Line Piling Works	
The piling works are creating significant vibration and disturbance with increased presence, new site buildings. We understand Network Rail's work, but what are your teams doing with diggers right by our fences?	<p>At the boundary with resident fences, we are removing a very old, extra-high voltage cable. This cable has been superseded by the cabling bridge over Old Oak Common Lane. The work entails excavators digging out the cable to allow for its disposal.</p> <p>The sheet piling works are taking place 90-100 metres south of Wells House Road and on the other side of the Central Line. Neither set of works should cause vibrations.</p>
There is a no-man's land between the two fences with significant overgrowth. This should be looked at.	Due to the old Network Rail chain-link fence being so close to resident's fences, vegetation clearance between the two is difficult. We're looking at what are the available options, and will keep residents informed in due course.
What are the timelines for the works?	We are still finalising the programme for the piling works. We will provide this in due course.
The piling works are causing significant movement and vibration to my property. I am worried this is causing damage and could potential hurt someone.	<p>We are using a piling method that should reduce noise and impacts compared to other methods and we do not expect to impact your home.</p> <p>Please contact the HS2 helpdesk (hs2enquiries@hs2.org.uk or 08081 434 434) if you notice any noise and vibration. Please note that information such as where the noise/vibration is loudest (inside/outside or upstairs/downstairs), the time of disturbance and how long it lasted, would help for the teams to find the source of the activity.</p>

Questions	Answers
	Vibration monitoring has been offered to properties, but this only related to tunnelling. We can look on bringing this to piling works.
Tunnelling	
Have the works in the tunnels between crossover box and Old Oak Common Lane begun yet? They are strengthening the sewers under Old Oak Common Lane, but these will not stay there after?	Building of the Old Oak Common Tunnel began in 2024. SCS completed this phase tunnelling in September 2025 and now progressing with waterproofing and secondary lining. The final phase of tunnelling is expected to commence in Summer 2026. The tunnelling works are coordinated with the BBVS utilities works on Old Oak Common Lane.
When are you going to go under Old Oak Common Lane with tunnelling? Could tunnelling create issues to houses? Will the works be 24 hours a day?	<p>The next phase of tunnelling is due to begin in Summer 2026.</p> <p>The SCS engagement team have already been engaging with properties identified as potentially being affected by tunnelling. The HS2 Act 2017 automatically protects properties from damage because of our tunnelling works. HS2 has a well-established settlement policy that involves the principles of assessing, monitoring, recording, protecting and repairing. Further information can be found on the HS2 website: https://assets.hs2.org.uk/wp-content/uploads/2020/06/23102721/CS1303a_HS2_Settlement-booklet_Phase-One_updated-Feb-2021-WEB.pdf.</p> <p>The works will be 24/7 but they will be sequenced, and the more disruptive works will be kept to certain times to lessen the impacts on residents.</p>
Can you provide us more information next time on the impact of sequence of tunnelling?	Tunnelling updates will be brought back in the new year.
Northern Realignment and Cadent Gas Works	
Will there be any respite on Traffic Management? Can we see about suspending bays?	The works should not impact parking bays. There will be some respite for traffic management over Christmas with limited works. The traffic lights outside our site entrance will enter a sleep mode and only activate once it detects a vehicle waiting to leave site. The rest of the time, the lights will operate as a simple two-way system along Old Oak Common Lane.

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<p>The traffic lights are causing noise as people listen to loud music while waiting on the red light by the road.</p>	<p>There is currently a long green to red cycle, but this should be improved once we move the lights north of Old Oak Common Lane. The new lights will be much faster with less queuing traffic southbound.</p> <p>Unfortunately, we cannot control the behaviour of drivers playing loud music.</p>
<p>Network Rail Works</p>	
<p>Do you have the agreement of the Crown Estate to have your works near the Acton Mainline?</p>	<p>We are still awaiting the decision from the Secretary of State for Transport regarding the Transport and Works Order application. The order, if approved, has two purposes: Firstly, to secure a permanent right of access through the (previous named) Jewson's site, to land located at the northwest of the site (currently owned by the Crown Estate). Secondly, temporarily securing an area of land in the northeast of the former Jewson's site for delivery of Old Oak Common works. This will also be an element of shared area working with the existing landowner.</p> <p>The land located to the northwest (outside of the former Jewson's site) known as 'Plot 1' is owned by the Crown Estate. We are in discussion with them to purchase this land, under a separate arrangement to the Transport and Works Order application.</p>
<p>AOB</p>	
<p>Can you provide an update on potential Prolonged Disturbance Compensation considering the works will be running 10-13 years late? This is considerably longer than the [High Speed Rail] Act envisaged.</p>	<p>We are aware that this came up in conversation with Mark Wild on Saturday 22 November. As he explained, he will take this away and discuss with the Department for Transport (it is a DfT decision, not HS2). We are unable to comment further.</p>
<p>Can you inform us of the safety of the retaining wall? How will HS2 guarantee the safety of our houses during and after the road lowering? Will the pre-condition surveys be shared with residents?</p>	<p>HS2 carried out extensive stabilisation (anchoring) works to the retaining wall to ensure the safety of the travelling public, our workforce, and the adjacent properties during and after the HS2 road lowering works. When pre-condition reports were put together, they were sent to residents. If there are any residents who have not received theirs, please contact us at community@bbvsjv.com</p>
<p>What additional noise insulation will be given to cut out noise from Old Oak</p>	<p>This is a matter we know was raised with the HS2 CEO on 22 November and we will update you further at the next meeting.</p>

Questions	Answers
Common Lane works for residents' homes and gardens?	
What will happen to the structures that sit above the wall?	The structures above the retaining wall are private property and are not a matter for HS2 or BBVS.
Who will take long term responsibility for the wall?	BBVS took temporary possession of the wall for the stabilisation works which were required to ensure the safety of the public, our workforce, and adjacent properties during and after the lowering and widening works to Old Oak Common Lane. The Schedule 16 is no longer in effect and HS2/BBVS no longer has any long-term responsibility for the wall.
<p>The slip road off the Westway going down to Westfield has been closed for several years. When will this open?</p> <p>It is causing heavy traffic backing up along Western Avenue towards East Acton. if this is still closed during the road closure, the area will be at a standstill.</p>	<p>This is a question for TfL who manage road closures in that area. HS2 are not aware of when the slip road will be reopened.</p> <p>Please contact TfL directly if you have any questions regarding road closures and works via their 24/7 helpline on 0343 222 1234.</p>
If disturbance to Wells House Road residents is greater than anticipated will residents be entitled to compensation?	<p>The only compensation scheme available to residents is the prolonged disturbance scheme (set out here https://www.hs2.org.uk/about-us/documents/guide-to-temporary-rehousing-and-the-prolonged-disruption-compensation-scheme/) .</p> <p>We are aware that this came up in conversation with Mark Wild on Saturday 22 November. As he explained, he will take this away and discuss with the Department for Transport (it is a DfT decision, not HS2). We are unable to comment further.</p>