



Community Relations
Network Rail
Baskerville House
Birmingham
B1 2ND

T 03457 11 41 41

21 November 2019

Dear Neighbour,

Area reference: NAJ2 1m 1650yds - 2m 330yds

IMPROVEMENT WORK – West Ruislip Sidings, 7 December 2019 – 5 April 2020

Network Rail and their contractors have planned work near your property. I am writing to provide an update on our work in the area.

What are we doing?

This work will involve the removal and realignment of the existing railway sidings near West Ruislip Station, along with associated signalling and infrastructure. These works are required in order to prepare the way for future HS2 construction. Please see the location of work in appendix A at the end of this letter.

When will this work take place?

Works will be carried out over consecutive weekends and weekdays. Please see details in the table below:

Dates	Working Hours
<ul style="list-style-type: none">Saturday 7 December 2019 – Sunday 22 December 2019	<ul style="list-style-type: none">Overnight working, 22:00 – 07:00
<ul style="list-style-type: none">Monday 9 December – Friday 13 December 2019	<ul style="list-style-type: none">Overnight working, 23:00 – 06:00
<ul style="list-style-type: none">Saturday 4 January 2020 – Sunday 12 January 2020	<ul style="list-style-type: none">Overnight working, 22:00 – 07:00
<ul style="list-style-type: none">Saturday 18 January – Monday 20 January 2020	<ul style="list-style-type: none">Saturday 00:01 – Monday 06:00
<ul style="list-style-type: none">Saturday 25 January – Sunday 15 March 2020	<ul style="list-style-type: none">Overnight working, 22:00 – 07:00
<ul style="list-style-type: none">Saturday 21 March – Monday 23 March 2020	<ul style="list-style-type: none">Saturday 00:01 – Monday 06:00
<ul style="list-style-type: none">Saturday 28 March – Sunday 5 April 2020	<ul style="list-style-type: none">Overnight working, 22:00 – 07:00
The remainder of the work will be carried out during daytime hours	<ul style="list-style-type: none">Monday – Friday, 08:00 – 18:00Saturday, 08:00 – 13:00

For safety reasons, much of this work must take place when the trains are not running. We are



also required to work at times that cause the least disruption to train services. To help minimise disruption, we have also combined two 52 hour working weekends into pre-planned possessions.

Due to operational needs or incidents beyond our control, work may be rescheduled at short notice. If we need to advise you of any work changing at short notice, further detailed and updated information will be provided via the **HS2 in Hillingdon** website. You can sign up to receive news alerts at: **hs2inhillington.co.uk**

How will this affect me and will this work be noisy?

This work will involve the use of heavy road rail vehicles, and tamper and engineering machines. The type of equipment and machinery we will be using, does mean that some disturbance is unavoidable, but we will make every effort to minimise this. Unnecessary noise will be reduced where possible using silenced generators and continuous noise monitoring.

Where possible, materials will be moved to and from site by rail to reduce lorry movements on the local road network. When work trains and track mounted vehicles are moving within the work area, it is a safety requirement to sound an alarm to alert the staff on site.

Installation of temporary lighting is also required to give adequate and safe lighting levels for staff working at night and during overcast weather conditions. Our staff will be briefed to ensure this does not cause unnecessary light intrusion into lineside residential properties.

All our staff and contractors are also regularly briefed on their obligation to work responsibly in the local community. However, should you have any complaints observations or queries regarding the work taking place, it would greatly assist us to be provided with any specific company identification which may be visible on workwear or vehicles. This will help us with conducting investigations and to provide a resolution in a timely manner.

Who should I contact if I have further queries?

We will do all we can to ensure our work does not disrupt residents and businesses. However, should you have any complaints, observations or queries regarding the work taking place, please do not hesitate to contact us. Please telephone our 24-hour national helpline on **03457 11 41 41**, quoting the area reference shown at the start of this letter. This will make it easier for the helpline to identify the location of the works and, where possible, provide a timelier response.

You can also email **NRHS2@networkrail.co.uk** – Please note that this email account is not monitored 24 hours a day but will be picked up by our community engagement team during normal office hours. Please contact our national helpline regarding queries during weekends or out of office hours.

If you have any queries about the HS2 project, please contact the **HS2 helpdesk**, which is available 24 hours a day, on **08081 434 434** or email **HS2enquiries@hs2.org.uk**. Please note that HS2's email address is also only staffed during normal office hours.

Yours sincerely

Hazel Maguire

Hazel Maguire
Senior Communications Manager (HS2)
London North Western

Appendix A – Location of work:

