Department for Transport

Lord Hendy of Richmond Hill
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Councillor Peter Mason
Leader of Ealing Council

Councillor Dominic Moffitt
Cabinet Member for Climate Action
Ealing Council

29 October 2026

Dear Peter and Dominic,

Thank you for your letter of 14 September to the Secretary of State for Transport, about HS2 construction impacts on residents of Wells House Road in Ealing. I am replying as the Minister for Rail.

I would like to begin by recognising the significant impact that construction of HS2 continues to have on residents close to the emerging Old Oak Common station. Construction of any project on this scale inevitably causes disruption. However, throughout the development and construction process for HS2, my Department has worked closely with HS2 Ltd to ensure that they operate as a good neighbour and that all reasonably practicable measures are taken to minimise disruption and mitigate adverse effects on local people.

Alongside its comprehensive route-wide mitigations, I am aware that HS2 Ltd already has in place some bespoke measures for residents in this area. I understand, for example, that regular car and window cleaning is provided for residents of Wells House Road and regular hotel respite is offered to local people during disruptive works. HS2 Ltd have now informed me that they intend to add to this local package, as explained further below.

You will no doubt be aware that, with renewed leadership at HS2 Ltd and increased Ministerial oversight, we are undertaking a significant reset of HS2 so that the remaining works can be delivered safely and at the lowest reasonable cost.

As part of this work, HS2 Ltd is developing a new baseline for the programme to provide a clear scope of work and path to delivery. This will form the basis

for performance monitoring and reporting by my Department to ensure that the project is robustly managed once the reset is complete.

I very much regret that because of this reset process, we now know that construction will take longer than originally anticipated, affecting local people for longer. This is why, alongside the reset, the Government is considering what this means for communities along the whole HS2 route and also whether additional mitigation would be appropriate. This matter is currently under active consideration, but final decisions have not yet been taken. In the meantime, I hope you will understand that I am unable to give further details. I will, however, ensure that you (as well as local communities) are informed of any decisions on the above at the appropriate time.

Aside from this, however, I am pleased to hear that HS2 Ltd will soon be putting in place an enhanced community support scheme for Wells House Road residents. This recognises the exceptional circumstances experienced by residents and will include specific mitigation measures such as a taxi service for vulnerable residents impacted by bus stop closures, gutter cleaning, access to a co-working space and four days of hotel respite a month, which residents can use when they want. In light of the extended closure of Old Oak Common Lane starting in early 2028, there will also be a further enhanced community support scheme for Wells House Road residents, including additional measures such as bike vouchers, gardening vouchers, passes for days out and a contribution to public transport costs. HS2 Ltd is currently engaging with residents to get their feedback on, and to further develop, this community support package.

Turning to the matter of property damage, which some residents believe has been caused by HS2 construction, I understand that HS2 Ltd is planning to put in place a new repairs claim process. Currently, residents need to go through the HS2 small claims process where their claim is reviewed by an independent loss adjuster. I am advised that HS2 Ltd has informed residents about the development of a new process, designed specifically for Wells House Road residents and has told them that they will be kept updated on its development.

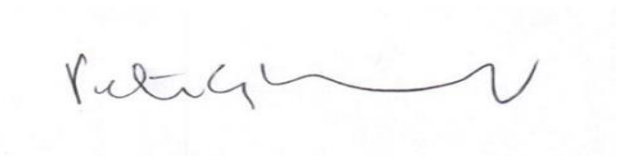
Regarding the HS2 Prolonged Disruption Compensation Scheme (PDCS), this was, as you say, reviewed last year. Following this review, the Government agreed that the ‘exceptional circumstances’ element of the Scheme would be expanded to enable reasonable adjustments - such as physical adaptations to properties - to be offered, to reduce the impacts from HS2 construction in a meaningful way. These changes were introduced to the scheme in 2025. Since then, additional noise insulation has been provided to one property on Wells House Road that would not have been eligible for noise insulation through the previous PDCS exceptional circumstances route.

I hope this provides you with some reassurance that there are a range of route-wide and bespoke assistance schemes available to Wells House Road residents and I would encourage those who are eligible to apply for this support.

The Government also recognises that there may be some residents and businesses near the HS2 route who need assistance despite not meeting the strict eligibility requirements of our compensation schemes. This assistance could include the Government buying their property, making a payment, or providing some other form of support that they would not normally offer. The Government considers these cases, which involve ‘atypical’ or special circumstances, on their individual merits. Residents who want to discuss making an application based on atypical or special circumstances should contact the HS2 Helpdesk on 08081 434 434 or emailing them at HS2Enquiries@hs2.org.uk and ask to speak to someone from HS2 Ltd’s land and property team. There is also a Freephone minicom number (08081 456 472) for callers with hearing and speech difficulties.

Thank you again for writing on this important matter. I do appreciate the challenges faced by your residents and hope that this response demonstrates the seriousness with which my Department and HS2 Ltd are seeking to address them. I welcome the Council's continuing engagement as this work progresses. I would also encourage you to get in touch with Rob Gray, External Affairs Director at HS2 Ltd, to discuss your concerns further.

Yours sincerely,



Peter, Lord Hendy of Richmond Hill

MINISTER OF STATE FOR RAIL