



Working on
behalf of

HS2

Notice of the night time Thames Water work

July 2021 | www.hs2.org.uk

High Speed Two (HS2) is the new high speed railway for Britain.

Albany Street

Thames Waters work to carry out minor work on the manhole in the road opposite the Barracks on Albany Street has been delayed by a week. This work is being carried out on behalf of HS2.

Our work will now take place over two nights on Monday 12 July and Tuesday 13 July, completing in the morning of Wednesday 14 July.

A section of the northbound carriageway will be closed and there will be two-way traffic lights in place. The entrance to Park Village West will remain open.

We will not be digging in the road and the majority of our work will be carried out within the manhole.

The site team are likely to have a small generator to provide a power supply to the cement mixer.

The work should not cause any disruption. Once we have completed it, we have no immediate plans to return.

Getting in touch

For all enquiries about the work Thames Water are doing on behalf of HS2, please use the below details and quote the reference number: **BB231005**.

Phone: 0800 316 9800 (our lines are always open)

Email: customer.feedback@thameswater.co.uk.

If you have a question about HS2 or HS2 works, please contact the HS2 Helpdesk team on 08081 434 434 or email HS2enquiries@hs2.org.uk

Duration of works

Night time work on Monday 12 July and Tuesday 13 July

Working hours from 8pm to 7am.

What to expect

A section of the north bound lane on Albany Street will be closed. There will be traffic lights in place.

What we will do

We are carrying out minor work on our manhole.

Keeping you informed

We are committed to keeping you informed about work on HS2. This includes ensuring you know what to expect and when to expect it, as well as how we can help.

Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route.

www.gov.uk/government/publications/hs2-residents-charter

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at:

www.gov.uk/government/collections/hs2-ltd-residents-commissioner

You can contact the Commissioner at:
residentscommissioner@hs2.org.uk

Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner by emailing:
complaints@hs2-cc.org.uk

Property and compensation

You can find out all about HS2 and properties along the line of route by visiting:

www.gov.uk/government/collections/hs2-property

Find out if you're eligible for compensation at:

www.gov.uk/claim-compensation-if-affected-by-hs2

Holding us to account

If you are unhappy for any reason you can make a complaint by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website:
www.hs2.org.uk/how-to-complain

Contact Us

Contact our HS2 Helpdesk team all day, every day of the year on:

 Freephone **08081 434 434**

 Minicom **08081 456 472**

 Email **HS2enquiries@hs2.org.uk**

Write to:

FREEPOST

HS2 Community Engagement

Website: **www.hs2.org.uk**

To keep up to date with what's happening in your local area, visit:

www.hs2inyourarea.co.uk

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Somali

Fadlan nala soo xiriir haddii bug-yarahaan bilaashka ah ku rabtid daabacad far waa-wayn, qoraalka indhoolaha, hab maqal ah ama si fudud loo akhrin karo. Waxaan xittaa macluumaadka ku bixin karnaa luqado kala duwan. Qof ayaad ka codsan kartaa inuu wakiil ka noqdo markaad la hadlayso HS2 Ltd.

Español

Póngase en contacto con nosotros en caso de que desee recibir una copia gratuita de este folleto en caracteres grandes, braille, audio o en formato de lectura fácil. También podemos proporcionar la información en distintos idiomas. No dude en pedirle a alguien que le represente en cualquier conversación con HS2, Ltd.

Français

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Bengali

যদি আপনি এই প্রচারপত্রটির বড় অক্ষরে, ব্রেইলে, অডিও বা সহজ পাঠযোগ্য বিনামূল্যের প্রতিলিপি পেতে চান তবে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। এছাড়াও আমরা বিভিন্ন ভাষায় তথ্য প্রদান করতে পারি। এইচএস২ লিমিটেড (HS2 Ltd.)-এর সাথে কোন আলোচনায় আপনাকে প্রতিনিধিত্ব করার জন্য আপনি কাউকে জিজ্ঞাসা করায় আপনাকে স্বাগত জানাই।