

# Update: bridge surveys in your local area

July 2021 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

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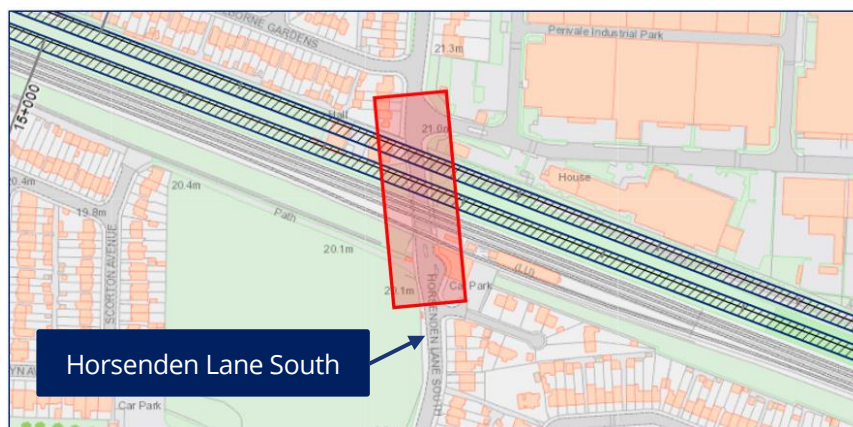
## Bridge surveys in August 2021

We wrote to you in July about bridge surveys on Horsenden Lane South. Due to unforeseen circumstances, the surveys will now take place overnight on 18 and 19 August. Our surveying team will be visiting the railway bridge on Horsenden Lane South near Selbourne Gardens. The surveys will help to inform our design decisions.

We will take pictures and investigate the condition of the bridges using a mobile tower and ladders. The surveys should not cause any disruption.

Due to the location of the surveys, a lane closure with temporary traffic lights and bus stop suspension will be in place overnight to ensure the surveys can be carried out safely.

You can view the location of these works shown on the map below



**If you have a question about HS2 or our works, please contact our HS2 Helpdesk team on 08081 434 434 or email [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)**

## Notification



### Duration of works

18 and 19 August  
between 9pm and 6am

We may be on site for an hour before the start and/or end of each shift

### What to expect

A small group of surveyors will be visible in these areas

We will use ladders and mobile towers

A temporary lane closure and traffic lights may be required to maintain traffic flow

There should be no noise

### What we will do

Provide updates at [hs2.org.uk](http://hs2.org.uk)

# 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](http://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](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at:  
[residentscommissioner@hs2.org.uk](mailto: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](mailto: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](http://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](http://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](http://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](http://www.hs2.org.uk)**

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

**[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk)**

**Please contact us if you'd like a free copy of this document in large print, Braille, audio or easy read. You can also contact us for help and information in a different language.**

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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

Merci de nous contacter si vous désirez une copie de cette brochure en grands caractères, en braille, en version audio, ou en lecture simplifiée. Nous pouvons également vous fournir des informations dans différentes langues. Vous pouvez demander d'être représenté(e) par un tiers pour tout échange avec HS2 Ltd.

### 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।