

## HS2 Code of Conduct for home visits

During the course of delivering the new high speed railway, HS2 Ltd and its Contractors will be required to undertake visits to properties for a variety of reasons. This will include carrying out surveys to establish and mitigate against potential impacts faced by Project affected properties. Surveys to assess the eligibility of the noise insulation package and subsequent installation surveys will also take place.

## Expectations on HS2 and its Contractors

Residents can expect the following processes to be in place;

1. Appointments for surveys will be booked in advance with the resident and all named individuals will be identified.
2. Information about the purpose of the visit will be provided in advance.
3. HS2 and its Contractors' staff will carry identification at all times during visits.
4. The HS2 24-hour Community Freephone Helpline will be available to answer questions at any time.

When HS2 and its Contractors visit residents' homes, there is an expectation that those undertaking the visits should be professional, honest and respectful. Staff and contractors will;

1. Be respectful and considerate of residents' needs and their home.
  2. Be accountable for their actions at all times.
  3. Explain the reasons for visits and state how long it will take.
  4. Explain any information and any decisions clearly.
  5. Endeavour to answer questions clearly or explain the reasons why a question cannot be answered at that time.
  6. Make safety their first consideration and take responsibility for their own and others health, safety and wellbeing.
  7. Speak-up and intervene if something is unsafe.
  8. Use dust sheets if the work will cause a mess, and always try to avoid damaging homes or belongings.
  9. Take into account any additional needs of residents and make adjustments where necessary to meet their requirements.
  10. Not enter homes when the only person at home is a child under the age of 16 years old.
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## Home owners and tenants

During home visits HS2 and its Contractor's staff will not accept anti-social, abusive, aggressive or violent behaviour. Aggressive or abusive behaviours include: Language (verbal or written) that may cause staff to feel afraid, threatened, bullied or abused.

1. Personal verbal abuse.
2. Remarks of a discriminatory nature.


If such behaviour is encountered, staff will reserve the right to finish conversations and leave the property.


HS2 and its Contractor's staff retain the right not to be recorded during meetings or visits to properties.

## More information

**If you have any questions or would like to find out more on HS2 Ltd related matters, you can get in touch:**

 **HS2 Freephone Community Helpline on:** 08081 434 434

 **Minicom:** 08081 456 472

 **Email:** [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)

## Alternative Formats

Please contact us if you would like a free copy of this letter in:

- Large print
- Braille
- Audio

**If you would prefer to write, please do so to**

The Community Hub  
High Speed Two (HS2) Ltd  
2 Snowhill  
Queensway  
Birmingham, B4 6GA

## Complaints

Details of the HS2 complaints procedure is available at:

[government/organisations/high-speed-two-limited/about/complaints-procedure](https://www.gov.uk/government/organisations/high-speed-two-limited/about/complaints-procedure)

## The Construction Commissioner

The Independent Construction Commissioner's role has been developed to mediate and monitor the way in which HS2 manages and responds to construction complaints. The Construction Commissioner will mediate any unresolved construction related disputes between HS2 Ltd and individuals or bodies, and provides advice to members of the public about how to make a complaint about construction.

The Construction Commissioner regularly meets with HS2 Chief Executive Officer to raise any concerns or emerging trends across the project.

The Construction Commissioner can be contacted on [complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk) and you can visit the dedicated website at [www.hs2-cc.org.uk](http://www.hs2-cc.org.uk)