



Working on  
behalf of

# HS2

## Notice of Thames Water work

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

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

### Thames Water update

As part of our work, to divert our sewer to make way for the new HS2 railway, we need to carry out some trial holes and a sewer survey.

### Trial Holes

From **Monday 27 September**, we will be carrying out trial holes off High Road – opposite the unused road next to the entrance of The Soldiers Return. Our work will take up to six days to complete.

The footpath will remain open for the duration of our works.

The road will remain open at all times, but we will need to close half of the northern lane. There will be traffic management in place to keep the traffic flowing.

### Sewer Survey

We will be carrying out a CCTV survey of our survey on the private road of The Green on **Tuesday 28 September**. Our survey area is expected to cover the public green area opposite the houses.

### Enabling work

We plan to start enabling works on **Monday 4 October**, subject to planning permission being granted by London Borough of Hillingdon with no planning conditions that would restrict such work commencing at that time.

### 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: **BB 972617**.

**Phone: 0800 316 9800 (our lines are always open) Email: [customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)**

**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

We will be carrying out trial holes on High Road from Monday 27 September to Saturday 2 October

A CCTV sewer survey will take place in and around The Green on Tuesday 28 September for one day

Our working hours will be Monday to Friday 8am to 6pm and Saturday 8am – 2pm

### What to expect

The northern lane on High Road will be narrowed but there will be no road closure in place.

The footpath will remain open at all times

Call our HS2 Helpdesk team on **08081 434 434**

# 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](mailto: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 is 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.**

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice  
<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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