



Working on
behalf of

HS2

Notice of Thames Water work

October 2021 | 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 will be starting our main work on the Ruislip Golf Course **w/c Monday 18 October**

The Golf Course main works

Our work will first involve us creating a new small section of temporary access track branching off the existing (unclassified) construction access to Ruislip Public Golf Course.

Once we have set up our work site, we will start tunnelling under the railway line. This work will be carried out under permitted development.

We will write to you again when we cross the railway line and enter the southern section of our work.

Enabling work by The Green

We plan to start enabling works on **Monday 18 October**, subject to planning permission being granted by London Borough of Hillingdon on **Thursday 14 October**, with no planning conditions that would restrict work starting on that date. We will write to you again about our work programme if we get planning permission.

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

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

Notification



Duration of works

We will start our main work at Ruislip Golf Course w/c Monday 18 October

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

What to expect

Our worksite will be within our current compound which is within the Ruislip Golf Course

We will be tunnelling underground from the golf course under the railway line to the Ickenham Green allotments

Our work will be taking place under permitted development

We will update you after the planning application for the haul road off High Road has been heard by the London Borough of Hillingdon

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 is happening in your local area, visit:
www.hs2inyourarea.co.uk

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<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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High Speed Two (HS2) Limited, registered in England and Wales.
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