



Working on
behalf of

HS2

Notice of Thames Water work

November 2021 | www.hs2.org.uk

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

Thames Water update

We are working to divert our sewer to make way for the new HS2 railway. Following the London Borough of Hillingdon's planning approval with planning conditions, we have received sign off, of some of the conditions. This means we can plan to build the entrance point of the temporary haul road off High Road, Ickenham.

New road entrance

Subject to approval from the London Borough of Hillingdon, we will carry out work from **Monday 13 December until Friday 24 December**. This will be to construct a new road entrance off High Road, next to the entrance of The Soldiers Return.

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.

Future work

We will not be working over the Christmas period and the site will close from 24 December until 4 January 2022.

When we restart our work, we will continue to construct the temporary road from the new access point to the Ickenham Green allotments.

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 be constructing the new entrance point of the temporary haul road, from 13 to 24 December

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

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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