



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

To make way to the new HS2 railway line we need to carry out some laser surveys and monitor our sewer via manholes on **Oval Road, Plender Street** and **St Mark's Square**.

Our work

During the week commencing Monday 22 November until Saturday 27 November, we will be at each location for three consecutive nights.

Oval Road

We will be working in the section of Oval Road, opposite the southern entrance to Gloucester Crescent. We will need to suspend two parking bays and there will be temporary traffic lights in place.

Plender Street

We will be working in the section of Plender Street, by the junction with Camden Street. We will need to suspend up to three parking bays and there will be traffic lights in place on the junction to keep the road open

St Marks Square

We will be working in the section of St. Mark's Square by the junction with Prince Albert Road and there will traffic lights in place to keep the road open

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: **BB975757**.

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 working in the area during the week commencing Monday 22 November.

Our working hours will be Monday to Saturday 8pm to 5am

What to expect

There will be traffic management in place at all locations, this will allow us to keep the roads open for the duration of our works

Some parking bays will be suspended

Our work will not be noisy

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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