



Working on
behalf of

HS2

Notice of Thames Water work

December 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. We are due to complete the entrance for the new haul road off High Road, Ickenham before Christmas. When we return to site in the new year, we will be starting phase two.

Phase two

We will commence phase two of the haul road from **Tuesday 4 January** for up to three weeks. Phase two will go from the edge of the new entrance point, to the edge of the green area opposite The Green.

The footpath from the road up to the allotments will remain open. The footpath across the entrance point to the road will be closed, but the footpath on the other side of the road will remain open.

Future work

We will write to you again before we start phase three of the haul road.

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 phase two of the temporary haul road, from Tuesday 4 January for up to three weeks

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

What to expect

The footpath to the allotments 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

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>

Reference number: HS2-MW-UT-Ph1-OOC-St-S4-UT-15-14/12/2021

High Speed Two (HS2) Limited, registered in England and Wales.
Registered office: Two Snowhill, Snow Hill Queensway, Birmingham B4 6GA.
Company registration number: 06791686. VAT registration number: 181 4312 30.