

HS2

HS2 Project Rescoping: Interim Policy Update

HS2 Streamlined Residential Blight (SRB) Scheme

July 2025

Version 3.0

Introduction

The advice and guidance within the attached document have not yet been updated to reflect the decision not to proceed with Phase Two of HS2 published in [‘Network North: Transforming British Transport’](#) on 4 October 2023.

In January 2024, HS2 safeguarding was removed across the majority of the former Phase 2a route (West Midlands to Crewe). Safeguarding was retained close to Handsacre to allow Phase One of HS2 to connect to the West Coast Main Line so that HS2 trains can reach cities in the north of England and Scotland on the existing West Coast Main Line.

In July 2025, HS2 safeguarding was removed across the majority of the former Phase 2b Eastern Leg route (West Midlands to Leeds). A short section of safeguarding was retained in Central Leeds to allow for potential enhancements to the existing station. The Government will set out more detailed plans in due course, including further details of a disposal programme for land and property acquired for HS2 that is no longer required.

Any land acquired for Phase 2 that is no longer required will be sold in line with Treasury rules.

High Speed Two (HS2) Ltd is working with the Department for Transport and we will update our policies and procedures when further information is available.

Update of HS2 Streamlined Residential Blight (SRB) Scheme

The Streamlined Residential Blight (SRB) scheme is a discretionary property scheme available to owner-occupiers living in homes on the former Phase 2 route whose Blight Notice has been accepted by the Government.

Where safeguarding remains in place on the former Phase 2 route, a qualifying owner-occupier of a property in the surface safeguarding limits can serve a Blight Notice and apply to the Government to purchase their property.

Any new Blight Notices served will be considered under the statutory framework. The Secretary of State for Transport has the right to counter Blight Notices where land is not required. The SRB scheme remains available to claimants who have had a Blight Notice accepted.

SRB will not be available where Safeguarding has been retained to allow for enhancements to Leeds Station.

When will this document be updated?

HS2 Ltd will update this guidance document as soon as possible.

Need more information?

We regularly update our ‘Frequently Asked Questions’ webpage. It includes questions about our land and property programme and provides the most up to date information. These can be viewed here: <https://www.hs2.org.uk/in-your-area/assistance-for-property-owners/project-rescoping-phase-two-cancellation/>

If you have further queries, the easiest way to contact us is via the HS2 Helpdesk. The HS2 Helpdesk is open all day, every day on 08081 434 434 (freephone); Minicom: 08081 456 472; or email us at HS2enquiries@hs2.org.uk.

Selling your home using the Streamlined Residential Blight scheme



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Introduction

This guidance is for property owners affected by High Speed Two (HS2). It gives information about selling your home using the Streamlined Residential Blight (SRB scheme) and the compensation you can claim. We expect the SRB scheme to reduce timescales and minimise disruption for you when compared with the existing Statutory Blight and Express Purchase scheme.

This guide applies to eligible properties in the area of Phase 2 (2a and 2b) of the HS2 project. Phase 2a will connect the West Midlands and Crewe. Phase 2b will complete the HS2 network: the proposed western leg will extend the railway from Crewe to Manchester, and the proposed eastern leg will connect the West Midlands and Leeds.

The SRB scheme does not replace the existing Statutory Blight and Express Purchase scheme, but runs alongside it. Once the Government has accepted your blight notice, you can choose to sell your home using either the SRB scheme or the Statutory Blight and Express Purchase scheme.

The guidance for selling your home using the Statutory Blight and Express Purchase scheme is available at: www.hs2.org.uk/documents/selling-your-home-or-small-business-using-the-statutory-blight-or-express-purchase-process

The link above adds to our general guidance on safeguarding and serving a blight notice. This guidance is available at: www.hs2.org.uk/documents/hs2-statutory-blight-and-express-purchase-guidance-and-frequently-asked-questions

Disclaimer

The information in this booklet is for guidance only and does not replace professional advice. Using this information is voluntary, and we do not accept any liability for any false, incorrect or missing information.

Our commitment

Our Residents' Charter sets the standards that we aim to meet when communicating with property owners. You can find out more at: www.gov.uk/government/publications/hs2-residents-charter

1 Glossary of terms

Acquisition agent: The acquisition agent manages the purchase of your property on our behalf. They will be the person who has the most contact with you, our solicitor, the building surveyors and the managing agent. The acquisition agent will also arrange to hand over your property to the managing agent on the completion date, unless you are entering into a 'rent back' arrangement (see 'Can I ask to rent my property from the Government?' on page 15).

Blight notice: This is the statutory notice that, if you are eligible, you can serve on the Secretary of State for Transport (SoS), through us, asking the Government to buy your property.

Building survey: This is the same type of survey that is done for private properties. The survey will identify any issues with the condition of the property that we should know about before contracts are exchanged and which may affect the value of your property.

Completion day: The date when the sale of the property is completed (when you leave and no longer own the property).

Compulsory purchase compensation: Compensation will be made up of the unblighted market value of your home, and a fixed disturbance payment of £7,000 for costs and losses you have as a result of being disturbed from living in your property. There are also certain other payments you may be able to claim (see section 2.1).

Conveyancing: The legal process that transfers ownership of the property from you to the Government. It is also known as the 'transfer'.

Exchange of contracts: When you and we are ready to legally commit to the sale, the two contracts are signed and exchanged, meaning we are both legally bound to the sale and purchase.

Express purchase: A discretionary scheme introduced by the SoS, which relaxes two conditions that apply to statutory blight (see Statutory Blight and Express Purchase applications - Guidance and frequently asked questions for full details).

Fixed disturbance compensation: This is usually only available if you live in the property. It is compensation for reasonable further costs and losses you have as a result of having to move, such as removal expenses. (See section 4 'What you will receive under the scheme' on page 10.)

Form of claim: Another term for the claim form you submit to us for compensation for selling your property to the Government under the existing statutory blight process.

Home loss payment: This payment is available to owners (freeholders or leaseholders with at least three years left on their lease) who have lived in their property as their main home for at least a year. The payment is equal to 10% of the property's unblighted market value, and within minimum and maximum values set by law apply. The current maximum of £78,000 is set out in The Home Loss Payments (Prescribed Amounts) (England) Regulations 2022 (see www.legislation.gov.uk/uksi/2022/739/contents/made)

Managing agent: The managing agent is responsible for providing us with a pre-completion report, which will set out what we need to do on completion day. They will also be present on completion day to receive the keys and to inspect your property to make sure that there have been no changes to it since the initial valuation inspections. If the property is in the same condition as it was and is vacant (if this applies), our solicitor will release the funds to allow completion to take place.

Notice to treat: This is a notice served on an owner, leaseholder or mortgage provider by an authority with compulsory purchase powers. The notice states that the authority is willing to agree a price to buy the property.

Professional advisor: This will be a representative you appoint to give you advice. We would normally expect you to appoint a suitably experienced RICS surveyor, who may also be referred to as 'your agent' or 'your surveyor'. The SRB scheme is designed so that once your blight notice has been accepted you do not need anyone to act on your behalf.

Red Book valuation: A formal property valuation carried out according to the 'Red Book' issued by RICS (see below), which sets out the valuation standards RICS members must meet.

Report on title: A report outlining the results of the investigation into your property's title (ownership). It explains the findings of the searches, and highlights any legal issues (for example, if there is anything which may affect how the property is used) which will need to be dealt with before contracts can be exchanged.

RICS: This stands for the Royal Institution of Chartered Surveyors. RICS is a worldwide professional body that promotes and enforces the highest international standards in valuing, managing and developing land, properties, construction and infrastructure.

Safeguarding: This is part of the planning process, designed to help the Government and us to make sure that land needed to build and operate the railway is protected from conflicting development that might otherwise take place. As well as helping to protect land, issuing safeguarding directions also triggers statutory blight. This means that property owners living in the areas safeguarding applies to (safeguarded areas) may be able to serve a blight notice asking the SoS to buy their property before we need it for building the railway.

Statutory blight: The term used to describe a situation where a property is blighted in a legal sense, such as if it is in a development plan or land safeguarded for a specific purpose (for example HS2) or is included within a compulsory purchase order.

Statutory Blight and Express Purchase scheme: A scheme you can use to sell your home once the Government has accepted your blight notice. It can be more complicated than selling your home privately. This is because a price has to be negotiated, and compensation covers more than just the market value of your property. The principles of compensation are complicated as they are made up of Acts of Parliament, previous court cases ('case law') and government guidance.

Title pack: Official documents relating to your property.

Unblighted market value: The value of the property in current market conditions, as if there were no plans for HS2.

2 Streamlined Residential Blight (SRB) scheme

2.1 What is the Streamlined Residential Blight (SRB) scheme?

The SRB scheme is for owner-occupiers living in homes in the area of Phase 2 (2a and 2b) of the HS2 project whose blight notice has been accepted by the Government.

The SRB scheme requires two independent Red Book valuations (a third valuation will be needed if the two valuations are more than 10% apart), to find the unblighted market value of your home. It also offers a fixed disturbance payment of £7,000.

- A Red Book valuation is a formal report that meets RICS' professional standards (these standards are also known as the Red Book). You will choose the first valuer, either from our pool of valuers or a valuer of your choosing (who must be registered with RICS) and we will choose the second from our pool of valuers.
- Under the SRB scheme we will award you a fixed disturbance payment of £7,000 to cover disturbance costs (the costs of being 'disturbed' from living in your property). We will not pay any further disturbance costs.

You are entitled to other costs and payments as well as the disturbance payment. We explain these in detail in section 4 – 'What you will receive under the scheme'. They include:

- a statutory home loss payment;
- stamp duty for your new property;
- legal fees (including VAT); and
- professional advisor fees (including VAT).

2.2 How is selling my home under the SRB scheme different to selling my home under the Statutory Blight and Express Purchase scheme?

If you were to sell your home under the Statutory Blight and Express Purchase scheme, both you and we would need to get initial valuations. Following the valuations, we would enter into negotiations with your professional advisor to agree on the unblighted market value of your home. Your disturbance costs would also be agreed through negotiation.

As no negotiations are needed when selling your home under the SRB scheme (because the disturbance payment is fixed), we expect the SRB process to be shorter and any disruption to you to be kept to a minimum.

3 The step-by-step process once your blight notice has been accepted

3.1 Valuation and building survey

We will arrange for the valuations to take place once:

- your blight notice has been accepted;
- you have told us you would like to use the SRB scheme; and
- you have confirmed your choice of valuer.

At the same time, we will arrange a building survey. We need the information from this survey to help set the unblighted market value for your property, as it will take into account anything that may affect its value, such as its general condition. This would take place for a normal house sale.

3.2 Appointing agents

Once you have accepted our offer, your case officer will appoint an acquisition agent to manage the purchase on our behalf. The acquisition agent will be the person who has most contact with you, our solicitor, the building surveyors and the property management agent. The acquisition agent will also discuss your preferred exchange date with you.

3.3 Process to sell your home

By accepting your blight notice, the SoS are considered to be authorised to compulsorily purchase your property and to serve a 'notice to treat' (which says they are willing to agree a price to buy it). The notice to treat is valid for three years and two months from the date that you served the blight notice.

The diagram opposite gives a brief overview of the steps in selling your property, using the SRB scheme, once your blight notice has been accepted.

These are rough timescales only and will depend on how fast and how accurately your solicitor responds to queries. If there are legal complications, queries may take longer to deal with. If this happens, the acquisition agent will discuss it with you and agree a new target date for completion.

Valuations

Once we have received your signed terms and conditions and choice of valuer, we will instruct both your valuer and ours. At the same time, we will also instruct a building survey.

As long as the valuation reports are within 10% of each other and a third valuation is not required, we will aim to give you your offer within six weeks of receiving your signed terms and conditions and choice of valuer. If a third valuation is needed, we will contact you to discuss timescales.

The flowchart below shows the key steps in the SRB scheme following your acceptance of our offer and when approximately they will take place.

Week 1

The purchase process begins when we receive your written acceptance of our offer and you have instructed your solicitor. We will instruct the acquisition agent to manage the purchase on our behalf, and our solicitors to start the conveyancing. The acquisition agent will introduce themselves to you and agree a target date for completion. They will also arrange any specialist surveys, if necessary.



Weeks 2 to 4

Once our solicitors have received the title pack (official documents relating to the property) and the search results, they will raise any necessary enquiries with your solicitor. You will need to answer these enquiries as far as you can.



Weeks 5 to 6

The pre-completion report is arranged and completed. This report will set out what we need to do on completion day, including making your property safe and assessing whether we need to do any maintenance or repair work.



Week 8

If there are no complications, the 'Report on Title' is finalised and sent to the acquisition agent.



Week 9

The acquisition agent provides the final documents for us to approve within HS2.



Weeks 10-11

Our solicitors will send the Contract and Transfer documents to the Department for Transport to be signed.

The Department for Transport needs at least 10 working days from receiving the Contract and Transfer documents to returning the signed documents. The funds will also be transferred to our solicitors within this timeframe.



Week 12

A date for completion is agreed, giving the managing agent at least 10 working days' notice to make the necessary arrangements. Contracts can be exchanged.

3.4 Pre-completion report

This is a survey or assessment of your property before the conveyancing is completed. Our managing agent is responsible for providing us with this report. The report will set out what we need to do on completion day, including making your property safe and assessing whether we need to do any immediate maintenance or repair work.

The managing agent will also use the pre-completion report to see whether we need to carry out any health and safety tests and if the property needs certain certificates (for example, a gas safety certificate) before we can let it, if this applies.

3.5 Conveyancing process

Choose your solicitor carefully. Their performance will really affect your experience of selling your property. As with normal house sales, a solicitor will need to act on your behalf, so it is important you find an experienced and good-quality solicitor who has time to focus on your case.

Completing the sale is normally the 'full and final settlement', which means that your claim under the SRB scheme is settled.

This final stage in the process usually takes at least three months, as we need to:

- investigate a property title (to check what rights, if any, apply to the property);
- issue and receive property information forms (a set of enquiries or questions about the property);
- carry out property searches, reach agreement on the legal documents and transfer funds to the solicitor;
- complete the necessary assurance and approval process (along with the Department for Transport); and
- exchange contracts and complete the sale.

You can also have some control over the timescales, such as asking for completion to be delayed until you have found a property to buy.

4. What you will receive under the scheme

The aim of compulsory purchase compensation is to put you in the same financial position as you were in before the Government bought your home, as far as can reasonably be done.

Compensation will be made up of the unblighted market value of your home, and a fixed disturbance payment of £7,000 for costs and losses you have as a result of being disturbed from living in your property. There are also certain other payments you may be able to claim (see section 2.1).

The following represents what you will receive if your blight notice is accepted and you choose to sell your property under the SRB scheme.

4.1 Market value

The valuations of your property will be based on its unblighted open-market value (that is, its value in current market conditions as if there were no plans for HS2). The valuations will be independent assessments of what the sale price (value) should be, and will be carried out by qualified chartered surveyors.

We establish the market value by having two valuations carried out by two independent valuers registered with RICS. One of the valuers will be chosen by us from a pool of chartered surveyors approved by us who are familiar with your area and have appropriate experience.

- You can choose another surveyor from our pool, or any valuer registered with RICS, who agrees to do the valuation (including agreeing conditions on the format of the valuation report and a maximum fee). The valuer must not have any conflicts of interest relating to you or your household (or anyone else connected to your application). For example, the valuer cannot represent you in your claim or be employed by or associated with the firm or the person who is representing you.
- We will arrange and pay for both valuations.
- If the valuations are within 10% of each other (we calculate this by taking the difference between the two values as a percentage of the higher value), your offer will be the average of the two.

If the valuations differ by more than 10%, we will arrange and pay for another valuation. This will be carried out by a valuer from our pool, chosen by you. We will give this third valuer the two previous valuation reports, with the valuation figures removed. Your offer will be the average of the two closest valuations. If three valuations have been done and there are no two closest figures (that is, the highest and lowest figures are of equal distance from the middle figure), we will use the middle valuation figure as the offer price.

The payment we offer you will be valid for 12 months from the date of the offer letter. However, your blight notice is valid for three years and two months from the date that we received it. If our offer expires but your blight notice is still valid, you will not need to submit a new blight notice to continue selling your property to the SoS. However, if you want to continue with either the statutory blight or express purchase process or the Streamlined Residential Blight Scheme, you need to submit a form of claim (for statutory blight or express purchase) or new terms and conditions (for SRB). You will also have to pay HS2 Ltd £1,000 to cover the cost of new valuations. We will take this amount from the disturbance costs.

4.2 Fixed disturbance payments

You will have costs as a result of being disturbed from your property. Under the SRB scheme you will be awarded a fixed amount of £7,000 to cover these costs. These costs usually include, but are not limited to:

- removal expenses;
- special adaptations at your new property;

- removing fixtures and fittings;
- disconnecting and reconnecting services;
- forwarding post;
- related losses (such as fees for paying a mortgage off early and arrangement fees);
- personal time and mileage;
- other professional fees (such as a property finder, valuation fees or mortgage broker fees);
- a building survey for new property;
- other fees, for example cattery or kennel fees, overnight hotel accommodation and so on;
- skip hire;
- removing fish from ponds; and
- removing hot tubs.

4.3 Professional advisor fees

Because it is important to receive the right professional advice, you can also claim for professional advisor fees as well as the fixed disturbance payment of £7,000.

We have designed the SRB scheme so that once your blight notice has been accepted you do not need anyone to act on your behalf. If you would like a professional advisor to continue acting on your behalf after your blight notice has been accepted, you are welcome to do so. Your professional advisor will be able to claim reasonable fees. Fees for work completed after your blight notice has been accepted will be capped at £250. We consider this amount to be reasonable for professional advice when you are deciding whether the SRB scheme would be appropriate for you. The fees should not be affected by the value of the property.

4.4 Legal fees

As well as the fixed payment of £7,000, you will usually be able to claim reasonable solicitors' costs you have for selling your property and buying a new property. The fees and disbursements will need to be reasonable in relation to how complicated your claim is. Disbursements are the fees paid by your solicitor, on your behalf, to third parties while dealing with conveyancing.

4.5 Stamp duty

You can usually claim stamp duty you pay on your new home, though there will be an upper limit on this, based on the price the SoS pay for your current home, even if your new home has a higher value than your existing home. If your new home has a lower value than your existing home, the stamp duty you can claim will be the amount paid on your new home.

4.6 Home loss payment

If payment If you are selling your home using the SRB scheme, you may be entitled to a home loss payment. This payment, set by law, is equivalent to 10% of the value of your existing home, up to a maximum of £78,000. You would need to show that you had been living in the property for at least a year before we bought it. The Department for Levelling Up, Housing and Communities (formerly the Ministry for Housing, Communities and Local Government) is responsible for setting the maximum home loss payment, and this increases each year in line with inflation. The current maximum of £78,000 is set out in The Home Loss Payments (Prescribed Amounts) (England) Regulations 2022 (see www.legislation.gov.uk/uksi/2022/793/contents/made).

5 Help available to you

If you need help and want to get in touch with us, you can do this in various ways, as set out below.

5.1 Land and Property Case Officer

You will have a named case officer who works in our Land and Property team and will be overseeing your case. We will give you the details of your case officer once you have confirmed to us in writing that you would like to sell your home using the SRB scheme.

5.2 Helpdesk

You can contact our Helpdesk on **08081 434 434** or by emailing HS2enquiries@hs2.org.uk at any time. The textphone number, for people who have hearing or speech difficulties, is **08081 456 472**. Our Helpdesk will be able to answer any questions you have, or will put you in touch with a member of staff with the relevant expertise or a member of our stakeholder engagement team who can help with general HS2 matters.

5.3 The 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.

There is an independent Residents' Commissioner whose job is to make sure we keep the promises we make in the Charter and keep it under constant review.

You can contact the Residents' Commissioner by emailing residentscommissioner@hs2.org.uk

6 Frequently asked questions

I own a small business. Can I apply for the SRB scheme?

No. The SRB scheme is only open to owners of residential properties because the disturbance costs for businesses and agricultural units are usually higher and would need to be negotiated.

Can I choose to accept the fixed disturbance payment of £7,000 and opt out of the Red Book valuation?

No. You must commit to both the Red Book valuation and the fixed payment.

I have chosen the SRB scheme but my disturbance costs are going to be higher than £7,000. Can I withdraw from the scheme?

Yes. You can withdraw from the SRB scheme and return to selling your property through the Statutory Blight and Express Purchase scheme (where disturbance compensation is negotiated).

If the Red Book valuations have been completed, the Government's formal offer for your home would remain fixed and could not be negotiated. However, we would negotiate with your professional advisor to reach an agreement on the value of your disturbance compensation.

If you do withdraw from the SRB scheme you will have to pay costs of £1,000. This is considered a reasonable amount for the time and expense involved in setting the unblighted market value through the SRB scheme.

I am unhappy with the offer for my property. Can I return to the Statutory Blight and Express Purchase scheme and negotiate the offer?

No. Although it is possible to opt out of the SRB scheme, if you have already had an offer for your property within 12 months of submitting your form of claim, the offer will stay as it is and you cannot negotiate it. If you choose to return to the Statutory Blight and Express Purchase scheme, you will have to pay fees of £1,000.

If you are unhappy with your offer under the SRB scheme, you are under no pressure to accept it. The offer will be valid for 12 months, after which time we will need new valuations if you want to continue with selling your property to the SoS. You will need to contribute £1,000 towards the cost of the new valuations (this will apply if you choose to continue with the SRB scheme or return to the Statutory Blight and Express Purchase scheme).

How did you appoint your pool of valuers?

We carried out competitive tendering (asking people to offer costs and conditions for contracts) to find valuers who have the resources to provide valuations across all phases of the HS2 route. Our valuers are independent chartered surveyors who are registered with RICS and who have the competence and professional knowledge to carry out valuations in line with the Red Book manual of valuation standards.

Are the valuers and valuations independent of HS2 Ltd?

Yes. We instruct the valuers to provide an open-market valuation of your home in line with RICS guidance. The full definition of open-market value is: 'the estimated amount for which an asset or liability should exchange on the valuation date between a willing buyer and a willing seller in an arm's-length transaction after proper marketing, and where parties had each acted knowledgeably, prudently and without compulsion'.

Do the valuers have local knowledge?

We have appointed our valuers because they are able to cover relevant sections of the HS2 route. It is important to recognise that many local estate agents are not RICS-registered valuers, and so are not considered to be qualified to provide open-market valuations for the SRB scheme.

Who can I pick as my choice of valuer?

You can use any valuer who is registered with RICS, as long as that valuer does not have any conflict of interest relating to your home or your household (or anyone else connected to your application). For example, the valuer cannot be employed or associated with the firm or person who is representing you in your application and must not be involved in any way in marketing your property.

RICS is the professional body for the valuers that you must use. You can contact RICS to confirm if a valuer or firm is registered and has the appropriate qualifications (www.rics.org).

If you like, you can choose a valuer from any of the firms in our pool of valuers. We would then pick a second firm from this list.

Why can't you give me a firmer timeline for how long it will take to sell my home?

It is difficult to predict exactly how long it will take as every purchase is different. While most purchases run fairly smoothly, some may take much longer if there are any complications (such as an issue with the title deeds, local searches or whether a septic tank meets regulations).

When would be an appropriate time for me to make an offer on a new home?

We would strongly suggest you delay committing to buying your new home until you have accepted our offer. This will give you a firm budget to work with and make sure that you are in the best possible position when making future offers. The process leading to completion can still take around three months and it may take longer if there are issues. The price you agree for a new home must remain 'subject to contract' (that is, not fixed until you exchange contracts) as the checks made during conveyancing occasionally result in the need to review or reduce the price.

I need adaptations to my new property. Can I claim for these as well as the fixed disturbance payment?

No. If you believe the cost of the adaptations and other disturbance costs are likely to be more than £7,000 you may want to consider selling your property using the Statutory Blight and Express Purchase scheme, where you can negotiate disturbance costs.

Will you rehouse me?

We have no duty to rehouse you, but we can offer a 'rent back' arrangement in certain situations.

Will you help me find a new property?

As buying a property is a very personal matter it is better for you to work with your local estate agents to search for a suitable new property. If your needs are unique, you may need to employ a property finder or property search agent.

Can I apply for my moving costs in advance?

No. It is normal practice for the Government to pay the costs of moving with the agreed value of the property once conveyancing is complete (that is, when the property transfers to the SoS and you hand over the keys).

Should I continue to make necessary repairs or improvements to my property, even when I have had my blight notice accepted?

You should carry out repairs to your property if it is necessary for it to remain suitable to live in. You are also free to improve your property, but we may not necessarily meet the costs of any improvements as they may not be equal to a similar increase in the market value of the property.

I have a Help to Buy arrangement on my existing home. Do I need a separate Help to Buy valuation?

No. If you are selling your home to the SoS, you do not need a Help to Buy valuation. Homes England will accept the final agreed valuation given for your property as part of the statutory blight process.

Can I ask to rent my property from the Government?

Yes. Once you have accepted the Government's offer to buy your property, you will be able to ask your case officer if you can rent your property back once it has been sold. You should ask your case officer about this in good time, ideally by the time you exchange solicitors' details. The process could take up to three months, as we need to assess the property to see if it could be made suitable for letting, in line with legal requirements and sound commercial principles, and prepare letting documents.

If I do choose to rent my property back from the Government, will I still receive the fixed disturbance payment and will I still be able to claim stamp duty?

Yes. You will still receive the £7,000 fixed disturbance payment once the SoS's purchase of your property has been completed.

If you buy a new home after the rental period has ended, you will generally be able to claim stamp duty. There will be an upper limit on this, based on the price the SoS pay for your current home, even if your new home has a higher value than your existing home. If your new home has a lower value than your existing home, the stamp duty you can claim will be the amount paid on your new home. However, you will not be able to claim any further disturbance costs.

How should I complain if I am unhappy with the service I receive?

If you are not happy with how we deal with your application, please follow our complaints procedure at: www.hs2.org.uk/how-to-complain

What is the difference between blight and statutory blight?

The term 'blight' describes something that spoils, harms or damages something. Property close to the route of HS2 may be considered blighted, and that means you cannot sell it on the open market other than at a greatly reduced price. The term 'statutory blight' means the same in this context but is protected by law. If your property is directly affected, that is, it is within a development plan or a safeguarded area for a specific purpose (for example, HS2), or is included within a compulsory purchase order, you may be able to serve a blight notice on the SoS to buy your property and pay you other costs as a result of being disturbed from your home.

What will happen to my property after you have bought it?

We can buy property that we may not need for the railway or which we will not need for some time. To make sure that we manage this property appropriately we will try to rent it out wherever possible.

In some circumstances, we may offer surplus land back (land that is no longer required) to former owners, anyone who has taken over their land or to sitting tenants. You can find more information in the HS2 Information Paper C6: Disposal of Surplus Land and Over-Site Development, which is available at the following link: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/672197/C6_-_Disposal_of_Surplus_Land_and_Over-Site_Development_v1.5.pdf

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' Commissioner

The Residents' Commissioner oversees and monitors our commitments to you. The Commissioner's reports and our responses can be found at <http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner>

The Residents' Commissioner makes sure we fulfil the commitments in the [HS2 Community Engagement Strategy](#). The Residents' Commissioner can be contacted on: residentscommissioner@hs2.org.uk

Construction Commissioner

The independent Construction Commissioner regularly meets our Chief Executive Officer to raise any concerns or emerging trends across HS2. The Construction Commissioner's role has been developed to monitor the way we manage and respond to construction complaints.

The Commissioner mediates on disputes about construction, involving individuals and organisations, that we can't resolve. The Commissioner advises members of the public about how to make a complaint about construction.

The Construction Commissioner can be contacted at: 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

Our HS2 Helpdesk team are available all day, every day. You can contact them via:

 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 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.

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