

# HS2

## Hillingdon

March 2022

3-month construction look ahead



# Hillingdon

## March 2022

This forward look covers HS2 associated work in the London Borough of Hillingdon.

The document includes:

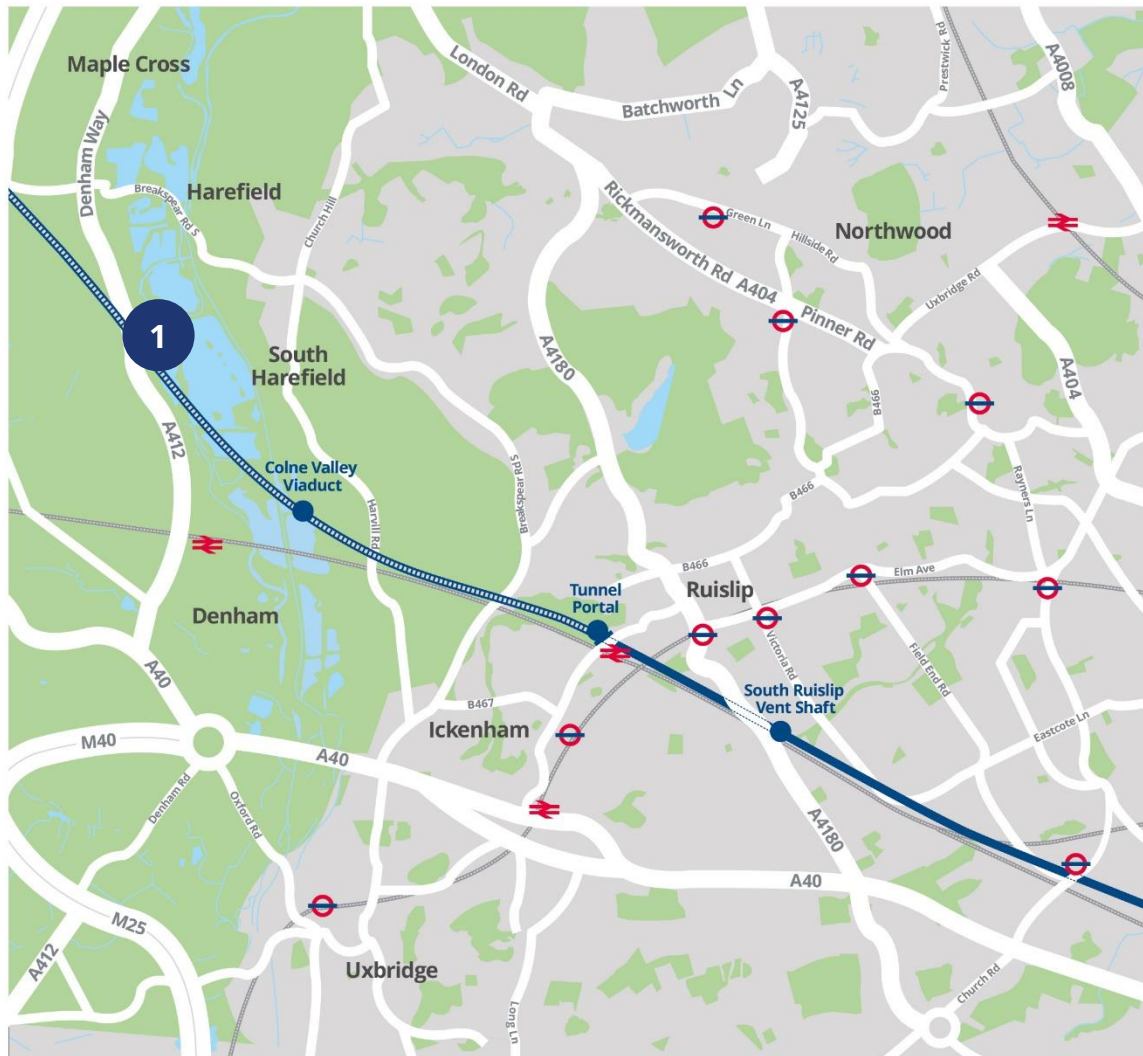
- A forward look of construction activities planned in the next three months
- Works to be aware of that will take place in the next 12 months, but may not yet have been confirmed

The dates and information included in the forward look are subject to change as programme develops. These will be updated in the next edition of the forward look.

If you have any queries about the information in this forward look, the HS2 Helpdesk is available all day, every day on **08081 434 434** or by emailing **[HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)**

# Hillingdon

## Map 1 – Hillingdon overview



### Key

|                                                                                     |                     |                                                                                     |                                 |                                                                                      |                                |
|-------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------|--------------------------------|
|  | Parkland            |  | Rail station                    |  | HS2 route Phase One overground |
|  | Water/river         |  | Existing train line             |  | HS2 route indication           |
|  | Underground station |  | HS2 route Phase One underground |                                                                                      |                                |

## Construction look ahead

| Location of works                                         | Proposed duration  | Description of works                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Location 1</b><br><b>A412 North Orbital Way, Bucks</b> | Ongoing until 2024 | <p><b>Colne Valley Viaduct, A412 North Orbital Way</b></p> <p>A programme of rotary piling has commenced on land adjacent to Denham Water Ski Club. These works are progressing southwards along the line of the viaduct.</p> <p>Cranes and piling rigs are being used and concrete for the bored piles is being delivered using our internal haul road to reduce HGVs on local roads.</p> <p>For pier locations above the lakes, we are building jetties - temporary bridge structures – across the lakes. To do this, we will drive and vibrate piles into the ground and place decking on top to form a working platform. This platform is used to support cranes and rigs which bore permanent piles for the piers into the ground under the lake.</p> <p>These piling works will create some noise and are likely to be noticeable in the local area throughout the year. We will be carrying out targeted engagement with local residents to keep them updated on our progress.</p> |
| <b>Multiple locations</b>                                 | Ongoing activity   | <p>Continuing with water quality sampling from River Colne, River Pinn, Newyears Green Bourne and The Greenway.</p> <p>Small samples of water are taken from streams in the area each month. This is done by staff on foot taking a jam-jar sized sample for analysis.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## Map 2 – Colne Valley lakes and Harvil Road



### Key

|  |             |  |                     |  |                                |
|--|-------------|--|---------------------|--|--------------------------------|
|  | Parkland    |  | Rail station        |  | HS2 route Phase One overground |
|  | Water/river |  | Existing train line |  |                                |

## Construction look-ahead

| Location of works                         | Proposed duration               | Description of works                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Location 1</b><br><b>Moorhall Road</b> | September 2021 until March 2023 | <p>The northern construction site off Moorhall Road is now complete and fully operational. The jetties and haul road linking the Moorhall Road compound with the North Embankment, Denham and South Portal in West Hyde are now open. Construction vehicles are using the internal haul road to access the pier locations.</p> <p>To the south of Moorhall Road, the haul road and jetty that will be used by construction vehicles to</p> |

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|                                          |                             | <p>work on the Colne Valley Viaduct piers is being constructed.</p> <p>Works in Moorhall Road to install permanent traffic signals are underway and these traffic controls are expected to be commissioned in late March 2022, reducing waiting times for traffic in Moorhall Road.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Location 2<br/>Colne Valley lakes</b> | Ongoing until November 2024 | <p>An existing works access point on Moorhall Road/Dellside is in use for limited works traffic. Public access to the Colne Valley Trail is not affected, however, part of the Public Right of Way U34 has been diverted.</p> <p>Compound fencing has been extended on Harefield Moor to accommodate earthworks and the permissive path between the Colne Valley Trail and Harvil Road around the fence line has been diverted. This is in preparation for temporary stockpiling of soil on land between Dews Lane and the Babcock works access.</p> <p>Stockpiling will take place from late March 2022, with the materials being used to create the south embankment of the Colne Valley Viaduct, next to Harvil Road.</p> |
| <b>Location 3<br/>Dews Lane</b>          | Ongoing until November 2024 | <p>A works compound and offices are operational at the former Hillingdon Outdoor Activity Centre (HOAC) site at the end of Dews Lane. This compound is the operation centre for the construction of the temporary jetties and the permanent viaduct structure between HOAC and the Grand Union Canal south bank.</p> <p>Dews Lane is operating as a temporary haul road with secure access at the junction with Harvil Road.</p> <p>Access is permitted for local business (RAC Garages) and other community groups that require access from Harvil Road.</p>                                                                                                                                                                |
| <b>Location 4<br/>Harvil Road</b>        | Ongoing until 2025          | Permanent lights are installed to control construction traffic.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Location 5,7 and 3</b>                | Ongoing until 2022          | <b>National Grid pylon diversion:</b> National Grid has re-routed and raised the height of a line of electricity pylons in Colne Valley to achieve safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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| <b>Denham Country Park to Harvil Road</b>                                |                              | <p>clearance for HS2 Ltd. Our remaining work focuses on the reinstatement of our working areas in consultation with stakeholders.</p> <p>To meet the requirements of London Borough of Hillingdon Council's reinstatement plan we'll work around the base of the old pylon tower near the Grand Union Canal. We'll remove the foundations and a stone crane pad. We'll also import topsoil to aid with replanting the area.</p> <p>This work involves use of the Dellside access gate during w/c 31 January, Monday to Friday between 7.30am and 5pm. We expect to have 30 lorry movements over the five days.</p> <p>Replanting will be done when the weather is warmer, hopefully late next month.</p> <p>Remaining activities:</p> <ul style="list-style-type: none"> <li>• Further reinstatement of work areas (including removal of haul road and bridges) following consultation with stakeholders</li> <li>• Lifting of footpath closures – currently in place until April</li> </ul> |
| <b>Location 6<br/>Dews Lane / Newyears Green Bourne</b>                  | September 2021 to May 2022   | Works are underway to excavate a temporary flood storage pond at a small section of Newyears Green Bourne to divert the stream in advance of the construction of the viaduct piers south of Harvil Road.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Location 7<br/>Savay Lake to Grand Union Canal / Harefield Marina</b> | September 2021 to March 2023 | <p>Sheet piling, cofferdams and jetty building will be followed by rotary piling for the ground and lake piers progressing south from Moorhall Road across Savay Lake and crossing the Grand Union Canal.</p> <p>This work will create the permanent structures for the Colne Valley Viaduct.</p> <p>Towpath access along the Grand Union Canal will remain open throughout these works.</p> <p>From early 2023, the viaduct decking (the sections of decking which link the piers and form the surface of the viaduct) will be installed in this section by a large segment erection girder.</p>                                                                                                                                                                                                                                                                                                                                                                                            |

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|------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                        |                                   | The deck construction started in winter 2021 from the North Embankment near Denham Water Ski Club, Bucks, progressing from north to south along the viaduct.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Location 8<br/>Harefield<br/>Lake No2</b>                           | October 2021 to<br>March 2024     | <p>Sheet piling, cofferdams and jetty building are underway across Harefield Lake No2 from the works compound at the former Hillingdon Outdoor Activities Centre (HOAC).</p> <p>This will be followed by rotary piling for the ground and lake piers from HOAC to the southern bank of the Grand Union Canal.</p> <p>From March 2022 – 2024 a short section of the access track/National Cycle Route 6 on the southern side of Harefield Marina will be diverted to enable access to build the pier foundations on the southside of the Grand Union Canal. In the first phase, the path will be diverted around the edge of the worksite whilst a temporary pontoon is built in the canal to carry light vehicles, pedestrians, and cyclists around the worksite. For a short period, a small worker welfare cabin will be located at this site.</p> <p>From early 2023, the viaduct decking (the sections of decking that link the piers and form the surface of the viaduct) will be installed in this section by a large segment erection girder, completing the permanent structure of the viaduct by early 2024.</p> |
| <b>Location 9<br/>Grand Union<br/>Canal /<br/>Harefield<br/>Marina</b> | February 2022 to<br>December 2023 | <p>The existing bridleway leading from U34 to Harvil Road is diverted to allow for soil stockpiling north of HOAC. Access to the fishing locations and Dellside track are not affected, however users of the path are diverted around a perimeter fence.</p> <p>Material stockpiled in this location will be moved to site via the existing site entrance and access road at Harvil Road.</p> <p>The stockpile will be used to build the Colne Valley Viaduct South Embankment.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Location 10<br/>Colne Valley<br/>Viaduct</b>                        | February 2022 to<br>December 2023 | <p>To build the embankment that will carry trains over the Harvil Road we will be working in three phases:</p> <p><b>Phase 1 - February 2022 to late March 2022:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |



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| <b>South Embankment</b> |  | <p>We will be sheet piling to create retaining walls and working platforms on land to the western side of Harvil Road.</p> <p><b>Phase 2 - Late March 2022 to late April 2022:</b></p> <p>We will be carrying out rotary piling in the SCS compound on the eastern side of Harvil Road. During this time there will be an increase in site traffic entering the HS2 compound as concrete deliveries are required to complete the pile structures.</p> <p><b>Phase 3 - May 2022 to August 2022:</b></p> <p>We will resume piling at the compound to the western side of Harvil Road. This driven piling will provide the foundations for the South Embankment.</p> <p>In October 2023 – December 2023, once Harvil Road has been permanently realigned by SCS, Align will complete piling and platform works in the sections next to the new road, closing the gap on the new railway bridge over the Harvil Road.</p> |
|-------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Map 3 – Harvil Road and Newyears Green Lane



### Key

|                     |                                 |                                |
|---------------------|---------------------------------|--------------------------------|
| Parkland            | Rail station                    | HS2 route Phase One overground |
| Water/river         | Existing train line             | HS2 route indication           |
| Underground station | HS2 route Phase One underground |                                |

## Construction look ahead

| Location of works                          | Proposed duration      | Description of works                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Location 1</b><br><b>Copthall North</b> | Ongoing until May 2022 | <b>Copthall tunnel:</b> <ul style="list-style-type: none"> <li>We have started the construction of the structure for the Western Portal of the Copthall tunnel which includes drainage, walls and soffit installation.</li> <li>We will continue with Copthall tunnel excavation and will provide material to Harvil Road realignment and the Northern Sustainable Placement Area via conveyor</li> </ul> |

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|-----------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                 |                            | <b>Harvil Road North</b> <ul style="list-style-type: none"> <li>• Construction of the embankment for the road realignment using the material excavated from the Copthall cut and cover tunnel</li> <li>• Excavation and removal of redundant utility services</li> <li>• Newyears Green Bourne diversion, including excavation and crane platform construction to enable the installation of the new culvert.</li> </ul>                                                                    |
| <b>Locations 2</b><br><b>Harvil Road</b>                        | Ongoing until May 2022     | <b>Chiltern Line Bridge</b> <ul style="list-style-type: none"> <li>• Construction of bridge wingwalls</li> <li>• Installation of bridge deck</li> </ul> <b>Harvil Road South</b> <ul style="list-style-type: none"> <li>• Skip Lane junction site mobilisation including fencing installation, vegetation clearance and ground preparation</li> <li>• Installation of new site compound access</li> <li>• Construction of new Skip Lane junction earthworks and highway build up</li> </ul> |
| <b>Location 3</b><br><b>Copthall South</b>                      | Ongoing until May 2022     | <b>Treatment area</b> <ul style="list-style-type: none"> <li>• Reinforced concrete works for the construction of the TBM material storage</li> <li>• Preparation works for the conveyor installation</li> <li>• Roof installation over the TBM material storage bins</li> </ul> <b>Southern sustainable area</b> <ul style="list-style-type: none"> <li>• Haul road construction</li> <li>• Drainage and fencing installation</li> </ul>                                                    |
| <b>Location 4</b><br><b>Northern Sustainable Placement area</b> | Ongoing until October 2023 | <ul style="list-style-type: none"> <li>• Construction of earthwork mounds using the material excavated from the Copthall cut and cover tunnel</li> <li>• Material being transported using a conveyor belt over Newyears Green Lane</li> <li>• Watercourse diversion</li> <li>• Temporary diversion of U38 Footpath</li> </ul>                                                                                                                                                               |

## Map 4 – Breakspear Road to West Ruislip



### Key

|                                                                                                 |                                                                                                         |                                                                                                                     |
|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
|  Parkland    |  Rail station        |  HS2 route Phase One underground |
|  Water/river |  Existing train line |  HS2 route Phase One overground  |

## Construction look ahead

| Location of works                                                                                       | Proposed duration         | Description of works                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Location 1</b><br><b>Ruislip Golf Course (and west along the northern side of the Chiltern Line)</b> | Ongoing until August 2022 | <ul style="list-style-type: none"> <li>• Excavation of portal and launch chamber area</li> <li>• Temporary placement of soil on the golf course driving range area</li> <li>• Preparation of the cages ahead of the assembly of the TBM's</li> <li>• Concrete pours to create the base slab and walls of the TBM launch area</li> <li>• Steel fixing to the base and the walls of the TBM launch area</li> <li>• Continued assembly of the TBM cutterheads</li> <li>• Preparation of areas for storage of TBM materials</li> <li>• Lift cutterheads into position</li> <li>• Commence the lifting of component parts into position within the launch chamber</li> </ul> |

|                                                                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                       |                               | <ul style="list-style-type: none"> <li>• Building various sections of both TBM's in line behind the cutterheads</li> <li>• Preparation of area for the storage of concrete sections of the tunnel</li> <li>• Extension of the Railway cutting</li> <li>• Creation of the bases for the gantry cranes (that will unload segments from the train and then load the delivery vehicles)</li> <li>• Installation of electrical and mechanical services that will supply the TBM</li> <li>• Build the temporary rail siding</li> <li>• Begin construction of the bases for tower lights</li> </ul>                                                                                                                                                                                                                          |
| <b>Location 2<br/>Breakspear Road South<br/>(Both sides of Breakspear Road South)</b> | Ongoing until end August 2022 | <ul style="list-style-type: none"> <li>• Completion and opening of internal haul road</li> <li>• Complete removal of the old footbridge</li> <li>• Complete the sheet piling either side of Breakspear Road South</li> <li>• Carry out bored piling either side of the River Pinn</li> <li>• Temporary realignment of the northern bank of the River Pinn</li> <li>• Abutments work on either side of Breakspear Road South</li> <li>• Begin works on building the bridge abutments to either side of the River Pinn</li> <li>• Complete excavation of West Ruislip retained embankment</li> <li>• Commence construction of the Gatesmead embankment earthworks</li> <li>• Insert culvert under Gatesmead embankment</li> <li>• Begin construction of the foundations for the tunnel spoil conveyor system</li> </ul> |
| <b>Location 3<br/>Golf Course area</b>                                                | March to December 2022        | <ul style="list-style-type: none"> <li>• Utility surveys and investigations</li> <li>• Installation of hoarding (gaps to be left in area for as long as is possible)</li> <li>• Archaeology (excavation by trenches)</li> <li>• Habitat mitigation works</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## Map 5 – South Ruislip



### Key

|             |                     |                                 |
|-------------|---------------------|---------------------------------|
| Parkland    | Rail station        | Existing train line             |
| Water/river | Underground station | HS2 route Phase One underground |
|             |                     | HS2 route Phase One overground  |

## Construction look ahead

| Location of works                                                | Proposed duration       | Description of works                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Location 1</b><br><b>South Ruislip vent shaft</b>             | Ongoing until June 2022 | <p>Works are ongoing to set up the South Ruislip site for future construction of the ventilation shaft and headhouse:</p> <ul style="list-style-type: none"> <li>Continuation of construction of the Diaphragm wall for the vent shaft</li> <li>Pipeline being laid along Network Rail land to Yeading Brook for the purpose of discharge water from dewatering process</li> <li>Piling</li> </ul> |
| <b>Location 2</b><br><b>Various locations along the Northolt</b> | 2022 to early 2024      | <p>Tunnel boring machines will be launched one month apart from the West Ruislip portal to commence excavation of the five-mile twin bored tunnels between West Ruislip and Greenpark Way in Ealing. The tunnels broadly follow the alignment of the London Underground Central Line and Chiltern Mainline Railway. They will be constructed near the following residential roads:</p>             |



|                                                                 |                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Tunnels West route</b>                                       |                                         | <p>Ickenham Close, Blenheim Crescent, Herlwyn Avenue, Lawn Close, Almond Close, Cherry Close, Roundways and Bridgwater Road in the London Borough of Hillingdon and Rabournmead Drive, Mandeville Road and Greenpark Way in the London Borough of Ealing.</p> <p>The alignment of the Northolt Tunnels West means that a number of roads pass over the tunnel route. To mitigate the effects of tunnelling settlement (ground movement) on utilities, a programme of protection and diversion works will be carried out ahead of when the tunnel boring machines pass nearby.</p> <ul style="list-style-type: none"> <li>• Water and gas main diversions</li> <li>• Water and gas main replacement</li> <li>• Sewer lining</li> </ul> <p>Due to the location of utilities within the highways and footways, there will be a series of temporary traffic management in place whilst the protection and diversion works are being carried out.</p> |
| <b>Location 3<br/>Northolt Tunnels West – various locations</b> | <p>Spring/Summer 2022 to early 2024</p> | <p><b>Various locations near Ickenham Close, Blenheim Crescent, Herlwyn Avenue, Lawn Close, Almond Close, Cherry Close, Roundways, Bridgwater Road and Rabournmead Drive.</b></p> <p>Monitoring of ground movement before, during and after tunnelling will be carried out and protection put in place where necessary on structures and bridges.</p> <p>Ground movement from tunnelling is expected to have minimal or no impact on residential properties near the route.</p> <ul style="list-style-type: none"> <li>• Properties identified as experiencing 10mm or more ground movement (ground movement occurs naturally at anything up to 10mm a year) qualify for a pre-condition survey and homeowners will be contacted directly by letter.</li> <li>• Pre-condition surveys will be carried out 3 months ahead of tunnelling near properties</li> </ul>                                                                                |

# Respecting People, Respecting Places

Having listened to feedback from communities and stakeholders, we have refreshed our Community Engagement Strategy. **'Respecting People, Respecting Places'** highlights how we will always try to do the right thing and reduce disruption to the lives of local people as much as we can during the planning and building of the railway.

We will engage with you by:

- **Informing:** Keeping you updated on issues that affect your area
- **Involving:** Involving you in opportunities as we plan and build HS2
- **Responding:** Listening to you and helping with your questions and concerns
- **Consulting:** Formally consult with you while we seek permission to build Phase 2b (we now have permission to build Phase One and Phase 2a)

## Our commitments to you

### Informing

- We will tell you about HS2 works in your area.
- We have local community websites and newsletters with regular information and updates about our work in your area.
- We have local community teams who know your area. They will hold local events and run projects to keep you informed.

### Involving

- We will involve you in opportunities to benefit and learn as we build HS2 including jobs, skills, education, employment and funding.
- We will ask you about the design of specific parts of the railway.

### Responding

- Our dedicated HS2 Helpdesk is available 24 hours a day, every day of the year, to help with any questions or concerns you have about HS2 or our work.
- If things go wrong, we have a complaints process and a dedicated complaints team.
- An independent Construction Commissioner monitors how we manage and deal with complaints.

### Consulting

- We will hold formal consultations with you while we seek permission to build Phase 2b of HS2.
- We now have permission to build Phase One and Phase 2a. This means we will only formally consult on this part of HS2 when we need permission to do things that fall outside the terms of the legislation agreed by Parliament.



# 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' 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](mailto: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](mailto: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](http://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](http://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](http://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](http://www.hs2.org.uk)

To keep up to date with what is happening in your local area, visit: [www.HS2inyourarea.co.uk](http://www.HS2inyourarea.co.uk)

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