

Notice of utility surveys in your local area

April 2022 | www.hs2.org.uk

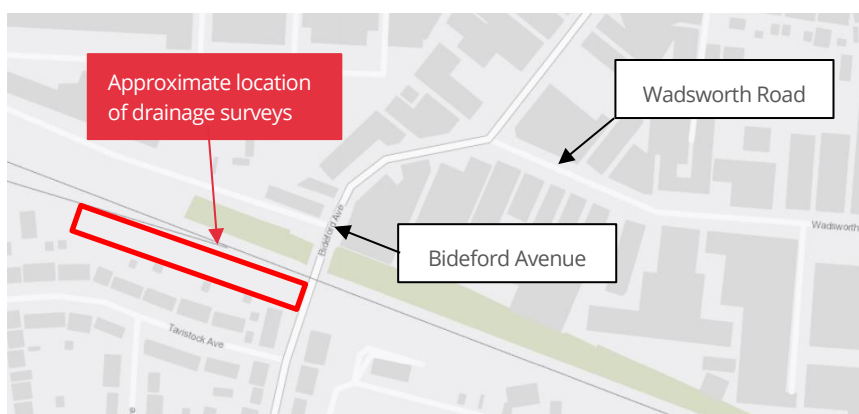
High Speed Two (HS2) is the new high speed railway for Britain.

We are following Government and Public Health England (PHE) advice on working safely during the pandemic. As we increase face to face engagement, in addition to virtual engagement, we will ensure all events and meetings adhere to the guidelines. The health and safety of our workforce and the communities we work within is our priority. If you have any questions about this, please contact our Helpdesk.

Surveys planned on Bideford Avenue

From 25 to 27 April between 9pm and 6am, we will be carrying out overnight drainage surveys on the Transport for London (TfL) embankment adjacent to Bideford Avenue. The surveys need to take place when fewer train are running, which has been agreed with TfL. We apologise for the late notice to you about these surveys.

The surveys will help us to understand the condition of the drainage system in the area and how best to protect them during the construction of the railway. We will investigate the condition of the sewer system using a camera and may need to flush the system if any blockages are found. Your utility surveys will not be affected during these works. You can view the location of the surveys on the map below.



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

Overnight from Monday 25 to Wednesday 27 April between 9pm and 6am

We may be on site for an hour before and/or end of the shift

What to expect

We will be carrying out utility surveys in your local area to investigate the condition of the drainage system

A water tanker will be located on Bideford Avenue during the surveys should we need to flush the system

What we will do

Use noise reducing barriers throughout our works to minimise disruption

Advise our staff to be mindful of our neighbours

Dates mentioned in this notification may change. We will provide updates about our works at HS2.org.uk/in-your-area/map/

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 you.

The Residents' Commissioner

The independent Residents' Commissioner oversees and monitors our commitments to you.

The commissioner's reports and our responses can be found at www.gov.uk/government/collections/hs2-ltd-residents-commissioner

The Residents' Commissioner makes sure we fulfil the commitments in the HS2 Community Engagement Strategy (<https://bit.ly/3oOA25j>).

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 on: complaints@hs2-cc.org.uk

Property and compensation

You can find out about HS2 and properties along the route by visiting:

www.gov.uk/government/collections/hs2-property

Find out if you can claim 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 the HS2 Helpdesk. For more details on our complaints process, please visit:

www.hs2.org.uk/in-your-area/contact-us/how-to-complain/

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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: 888 8512 56

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>