

# Notice of utility surveys in your local area

April 2022 | [www.hs2.org.uk](http://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 Horsenden Lane South

From 9 to 13 May between 9pm and 6am, we will be carrying out overnight drainage surveys on Horsenden Lane South and at the junction with Selbourne Gardens. These 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.

## How this might affect you

Temporary traffic management will be in place on Horsenden Lane South, at the junction with Selbourne Gardens and opposite Chilham Close. Our utilities team will be carrying out the surveys in phases and you can view more information about the location of these works on the following pages.

## Speak with your local engagement team

If you have any questions about these works, our local engagement team are happy to arrange a time to speak with you. Please contact the HS2 Helpdesk to request a one-to-one with the local engagement team.

You can also keep up to date with what is happening in your local area by visiting the HS2 interactive map at [www.hs2inyourarea.co.uk](http://www.hs2inyourarea.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](mailto:hs2enquiries@hs2.org.uk)**

## Notification



### Duration of works

Overnight from 9 to 13 May between 9pm and 6am, Monday to Friday

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 present during the surveys should we need to flush the system

Temporary traffic management will be in place on Horsenden Lane South and at the junction with Selbourne Gardens

### What we will do

Use noise reducing barriers throughout our works to minimise disruption

Provide updates at [HS2.org.uk/in-your-area/map/](http://HS2.org.uk/in-your-area/map/)

# Notice of utility surveys in your local area

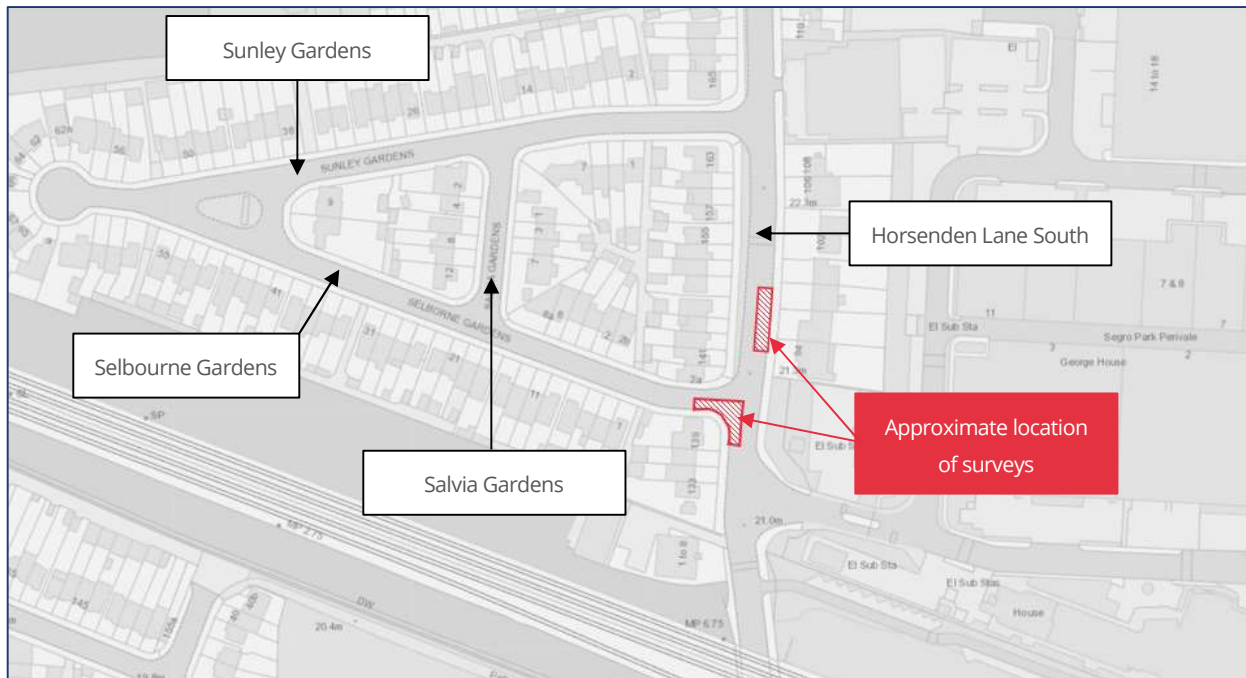
Notification



[www.hs2.org.uk](http://www.hs2.org.uk)

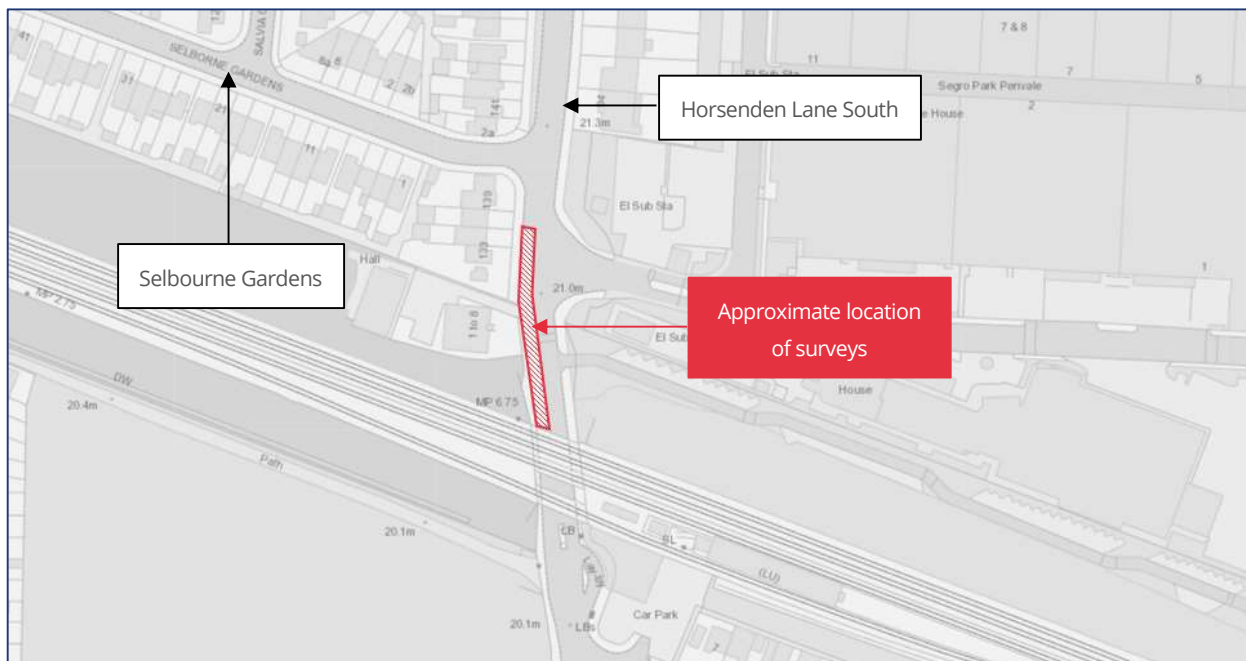
## Phase one

The surveys will take place on Horsenden Lane South and at the junction with Selbourne Gardens.



## Phase two

The surveys will take place on Horsenden Lane South, near the junction with Selbourne Gardens.



Contact our HS2 Helpdesk team on **08081 434 434**

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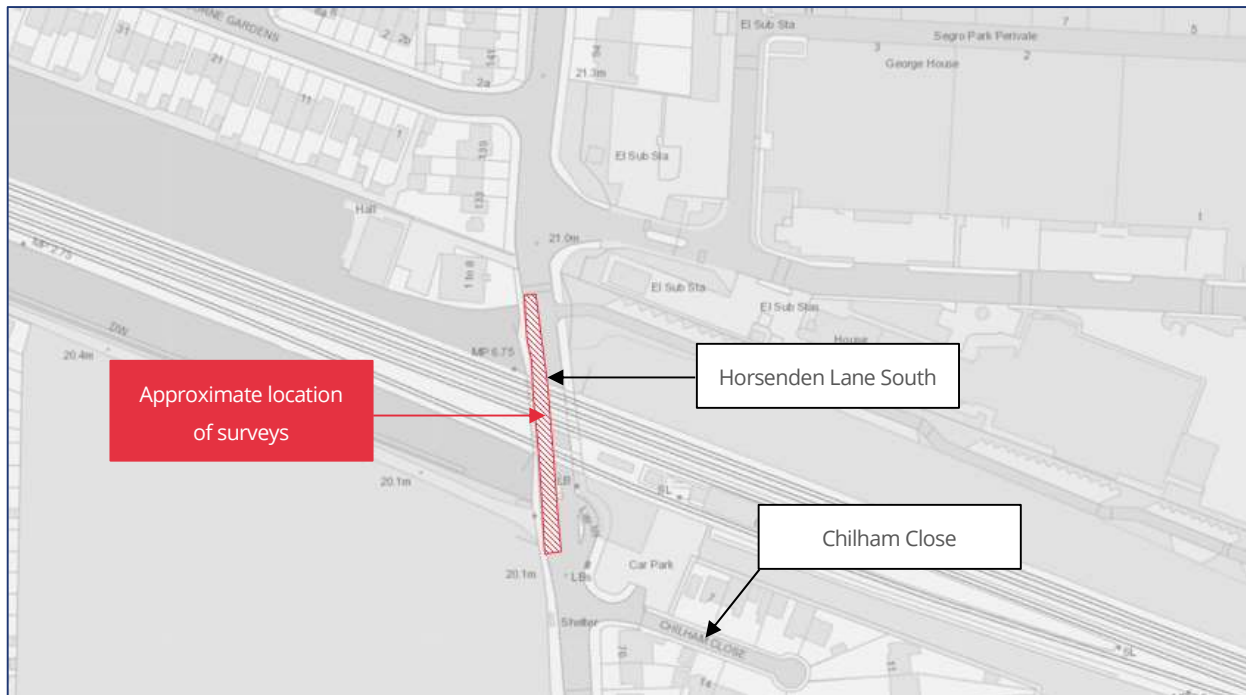
Notification



[www.hs2.org.uk](http://www.hs2.org.uk)

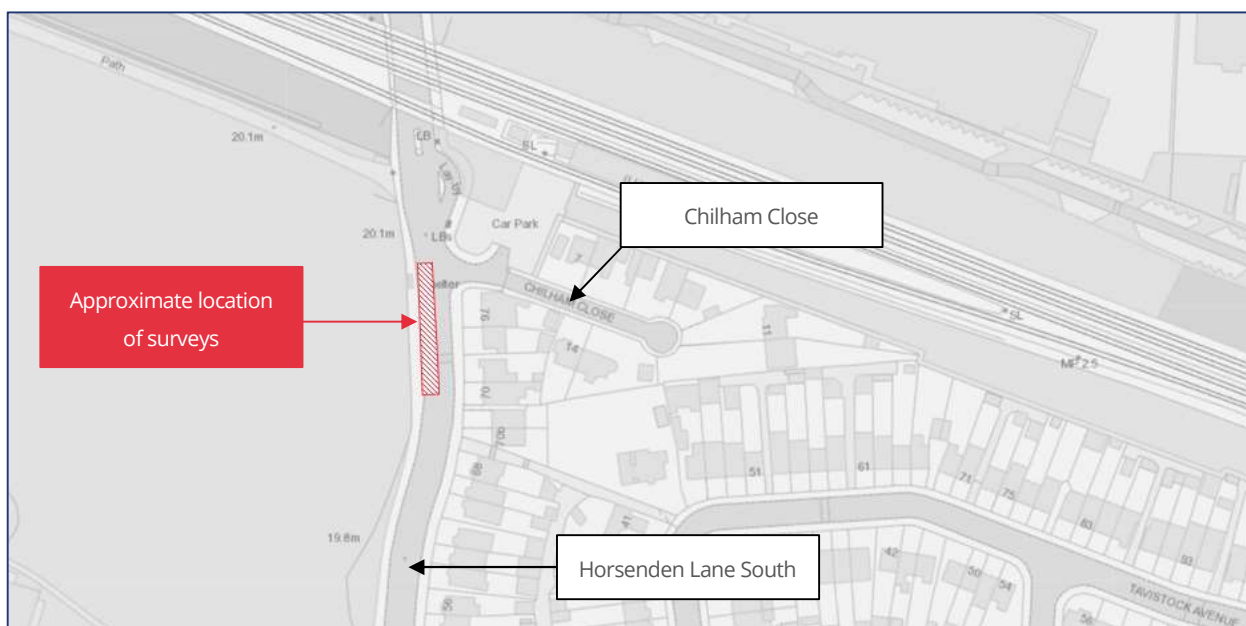
## Phase three

The surveys will take place on Horsenden Lane South, near the junction with Chilham Close.



## Phase four

The surveys will take place on Horsenden Lane South, opposite the junction with Chilham Close.



Contact our HS2 Helpdesk team on **08081 434 434**

# 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](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 (<https://bit.ly/3oOA25j>).

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 on: [complaints@hs2-cc.org.uk](mailto: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](http://www.gov.uk/government/collections/hs2-property)

Find out if you can claim 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 the HS2 Helpdesk. For more details on our complaints process, please visit: [www.hs2.org.uk/in-your-area/contact-us/how-to-complain/](http://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](mailto: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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