



Update: utility works in your local area

May 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.

Utility surveys in your local area

We wrote to you last month about us carrying out ground investigation works at the junction of May Gardens and Alperton Lane from 19 to 29 April 2022. These works have now been extended to dig additional temporary trenches to gather information about the utilities below the road surface and will now be completed by Friday 6 May 2022. The surveys will take place between 8am and 6pm.

Due to the location of the trial holes in the road surface, the current road closure at the junction of May Gardens and Alperton Lane will remain in place for the duration of these surveys.

You can view our previous notification about these works at www.hs2.org.uk/in-your-area/map

Speak with our local engagement team

Our local engagement team is happy to arrange a time to speak with you via phone if you have any questions about the surveys. Please contact the HS2 Helpdesk via the contact details below to arrange this.

Our local engagement team is also available at virtual 1:1s for local residents on the third Wednesday of each month between 3pm and 6pm. Visit www.hs2.org.uk/events/ to register for a 20-minute 1:1 with our local engagement team.

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

Duration of works

Extended until Friday 6 May 2022 between 8am to 6pm

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

What to expect

Road closure will in place at the junction of May Gardens and Alperton Lane

Clearly signed diversion route for vehicles will be in place

What we will do

Monitor our working methods to minimise disruption to our neighbours

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/

Reference number: HS2-EW-SCS-Ph1-Ar-So-S2-UT-1-03/05/22

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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