

Update: utility surveys in your local area

May 2022 | www.hs2.org.uk

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

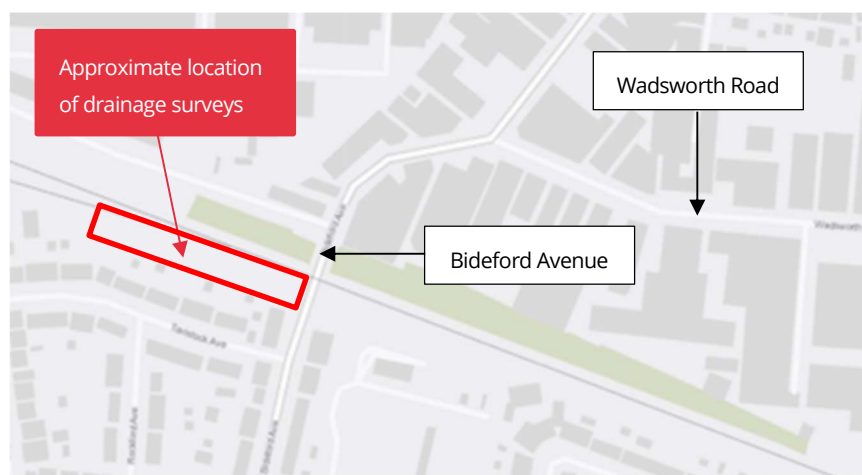
We are following Government and Public Health England (PHE) advice on working safely during the pandemic. As we increase face to face engagement, in addition to virtual engagement, we will ensure all events and meetings adhere to the guidelines. The health and safety of our workforce and the communities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

Surveys planned on Bideford Avenue

We wrote to you last month about us carrying out overnight drainage surveys on the TfL (Transport for London) embankment adjacent to Bideford Avenue. The surveys were planned to take place from 25 to 27 April 2022.

The surveys will now take place overnight from 17 to 19 May 2022 between 9pm to 6am. The surveys need to take place when fewer trains are running, which has been agreed with TfL.

You can view the location of these works on the map below. Alternatively, you can view our previous notification about these works at www.hs2.org.uk/in-your-area/map



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 Tuesday 17 to Thursday 19 May 2022 between 9pm and 6am (completed Friday morning 18 May)

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

Monitor our working methods to minimise disruption to our neighbours

Dates mentioned in this notification may change. We'll 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/

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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