



Update: works on the Network Rail Embankment

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.

Works on the Network Rail embankment

We wrote to you last month about us carrying out low level vegetation clearance on the Network Rail embankment area next to our Greenpark Way site in Greenford. The works were due to be completed on Sunday 3 and Sunday 17 April 2022.

We need to carry out additional low level vegetation clearance on Sunday 8 and Sunday 15 May 2022. The works will take place during a planned rail possession between 8am to 5pm.

You can view our previous notification and a map showing the location of these works at 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 Greenpark Way site in Greenford. Please contact the HS2 Helpdesk via the contact details below to arrange this.

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

Sunday 8 and Sunday 15 May 2022 between 8am to 5pm

What to expect

We will remove low level vegetation on the Network Rail embankment area

What we will do

Monitor our working methods to minimise disruption to our neighbours

Dates mentioned in this notification may change. We will continue to 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**

Please contact us if you'd like a free copy of this document in large print, Braille, audio or 'easy read' format. You can also contact us for help and information in a different language.

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