

# Speak with your local engagement team

May 2022 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

As we reintroduce face to face engagement, which is in addition to the ongoing virtual engagement, we will continue to follow government guidance on reducing the spread of Covid-19. The health and safety of our workforce and the communities we work within is our priority.

## Outdoor community pop ups near our site entrances

As part of our gradual return to face-to-face engagement, the SCSJV local engagement team will be running a series of community pop-ups in the Old Oak area during the rest of this year

We will be available to speak with local residents in person on the **third Thursday of each month** between **5pm and 6pm**. The location of the community pop-ups will alternate between the community noticeboard at the corner of Midland Terrace and Victoria Road and near our Willesden Euroterminal site entrance. Please see the following pages for details including dates and directions to both locations.

Our local engagement team will be observing social distancing and may choose to wear facemasks during this outdoors engagement. We kindly ask that you do not attend the pop-ups if you have tested positive or have COVID-19 symptoms.

Please note, dates mentioned in this notification may be postponed at the last minute due to adverse weather and as we keep the ongoing covid-19 situation under review.

## Speak with your local engagement team virtually

If you have any concerns about speaking with our local engagement team in person, we are happy to arrange a time to speak with you virtually. We hold virtual drop-ins on the fourth Wednesday of each month – you can register to attend at [www.hs2.org.uk/events/](http://www.hs2.org.uk/events/). Please contact the HS2 Helpdesk via the contact details below If you are not able to attend the virtual drop-in and would like to speak with us at another time.

**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

Your local engagement team will be available to speak to you in person on the third Thursday of each month at various locations – **See pages 2 & 3 for specific details**

### What to expect

Our staff will be observing social distancing and may choose to wear facemask

The pop-ups may be postponed last minute due to adverse weather conditions and as we continue to review the COVID-19 situation

### What we will do

We will keep the community updated regarding and changes to the mentioned schedule

We will also continue to provide the opportunity for virtual meetings for those who do not feel comfortable engaging with us in person

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Notification



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

Map showing location and dates of pop-up near Willesden Euroterminal site



Please note, we may ask you to pop back at a later time if we are already busy speaking with another community member. If this does not suit you, we are happy to arrange another time to speak with you.

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

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Notification



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

## Map showing location and dates of pop-up near Midland Terrace and Victoria Road

Pop by to speak to your local engagement team next to the community noticeboard at the corner of Midland Terrace and Victoria Road.



### pop-up dates and times next to the community noticeboard on Midland Terrace and Victoria Road

- Thursday 21 July 2022 between 5pm and 6pm
- Thursday 15 September 2022 between 5pm and 6pm
- Thursday 17 November 2022 between 5pm and 6pm

## Notifications about works in your area



Scan the QR code to the left to take you to the latest notifications about works in your area. To scan the code, open the camera or QR code reader on your phone then hold your phone in front of the QR code so it is clearly visible on your phone screen. Your phone will automatically scan the code, but you may need to click the link to open the webpage. You will need to enter your postcode on the map to view the latest notifications.

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/)

## 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](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)**

**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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<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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