

Visit our new Visitor's Centre on Old Oak Common Lane

May 2022 | 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. Please contact the Helpdesk if you have any further questions relating to our response to the Covid-19 pandemic.

Community pop-up at our new Visitor's Centre

BBVS's local engagement team are inviting residents to their new visitor's centre in their site office on Old Oak Common Lane. Residents are welcomed to join the team on 1 June 2022, between 12pm and 2pm, for some refreshments whilst having a chance to speak to the team about works taking place and any queries they may have. We have included a map on the next page showing where the office is located.

To confirm your attendance please visit <https://hs2-ooc-visitors-centre-popup.eventbrite.co.uk> or call Helpdesk on 08081 434 434. Visitors will be asked to wear a hi-vis jacket whilst onsite for safety, which will be provided by security.

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

Speak with our 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. 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 fourth 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

Call our HS2 Helpdesk

Notification



Visitor's Centre Opening

Our local engagement team will be available to speak with you in person from 12pm to 2pm on 1 June 2022 at their site office on Old Oak Common Lane.

You will need to RSVP to attend site.

What to expect

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

What we will do

Our local engagement team will be available to speak with you in person at our visitor's centre.

Refreshments will be available.

We will also continue to run virtual 1:1s for those who do not feel comfortable engaging with us in person

Speak with our local engagement team

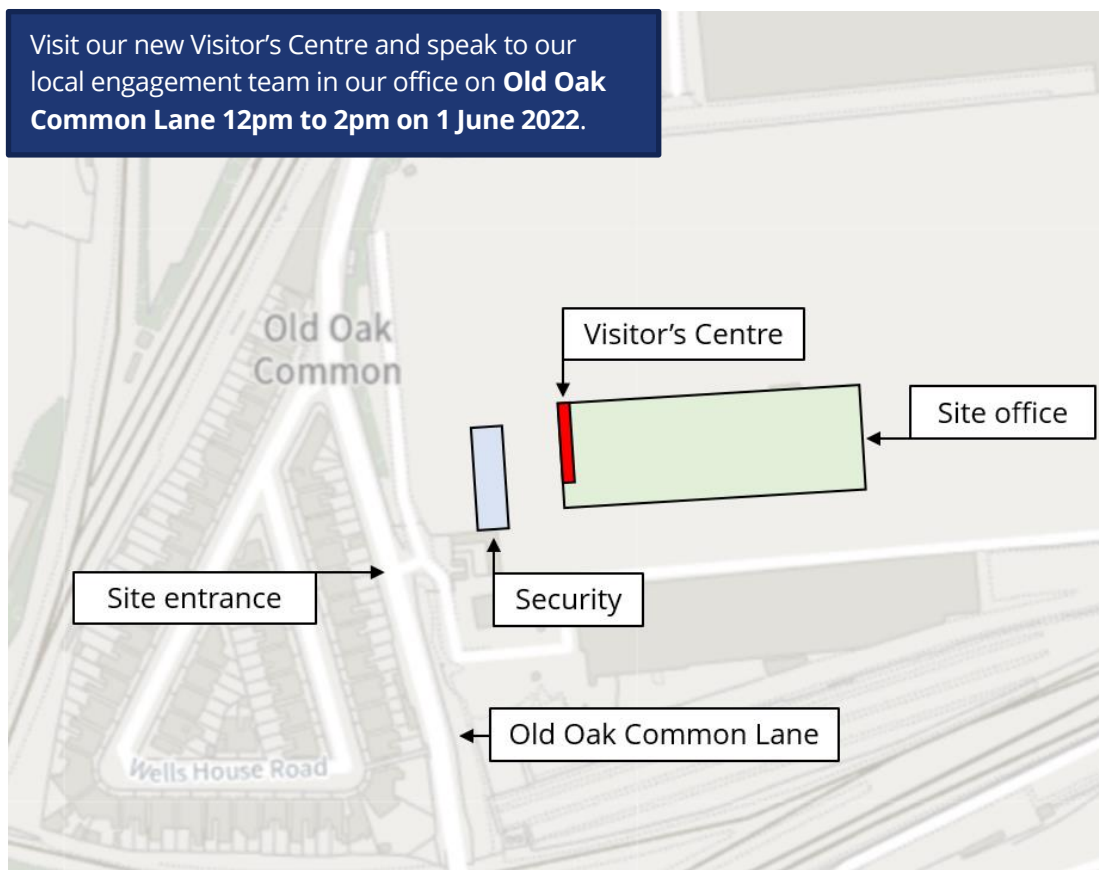
www.hs2.org.uk

Notification



Map showing where you can enter site to speak to the team

Visit our new Visitor's Centre and speak to our local engagement team in our office on **Old Oak Common Lane 12pm to 2pm on 1 June 2022.**



Please note residents will need to confirm their attendance to site by either visiting <https://hs2-ooc-visitors-centre-popup.eventbrite.co.uk> or calling Helpdesk on 08081 434 434, or they may be turned away by security.

What else is happening in your area?

www.hs2.org.uk

Contact our HS2 Helpdesk team

Our team is here to listen and respond to your enquiry, complaint or feedback to help us be a good neighbour.

You can contact our Helpdesk team all day, every day of the year on:

Freephone: **08081 434 434**

Minicom: **08081 456 472**

Email: hs2enquiries@hs2.org.uk

Keep up-to-date with your local community website

To find out more about what's happening in your area and receive regular email updates, you can sign up to our local community websites at: www.hs2inyourarea.co.uk.

About our Community and Business Funds

We are offering two funds that are available to local communities and businesses between the West Midlands and London, to help with the disruption caused by our construction work. These are the Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF).

The CEF is designed to give communities the opportunity to share in the benefits of HS2. It is an allocated fund that communities are able to apply for, to help to support local projects that aim to improve their local area.

The BLEF is designed to support local economies that may be disrupted by the construction of HS2. BLEF grants are for local business support organisations and local authorities to help maintain business activity in local communities.

For more information about each of these funds, including how to apply, please visit: <https://www.groundwork.org.uk/hs2funds>



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.

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice: <https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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