



Update: extended working hours at Canterbury Works site

June 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

Network Rail enhancement works extended hours

We wrote to you in early June 2022, regarding overnight works at the northern end of the site next to the railway tracks. These works were due to take place overnight on the 11 to 12 June and 18 to 19 June 2022.

Due to emergency Network Rail works over the weekend of the 11 and 12 of June 2022, we were unable to carry out our programmed works.

These works have now been rescheduled and will take place on the following dates and times during a Network Rail possession whilst the train line is not in use:

- 9pm on 18 June to 8am on 19 June 2022 (completed)
- 8pm on 25 June to 12pm on 26 June 2022

We do not anticipate these works to be noisy, but you may hear additional noise from vehicle movements.

For more information about these works, please see the previous notification at <https://assets.hs2.org.uk/wp-content/uploads/2022/04/1904-Update-extended-working-hours-at-Canterbury-Works-site.pdf>

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 hours from 18 to 19 June and 25 to 26 June 2022 – more details can be found on pg. 1

There are also some works on site that are carried out between 7am and 7pm. Please look at notification for the Canterbury Works site at <https://www.hs2.org.uk/in-your-area/map/>

What to expect

Various construction activities

You may notice additional noise during the overnight works from vehicle movements

What we will do

Continue to monitor our working methods to keep disruption to a minimum

Advise staff to be respectful of neighbours

Keep you updates at <https://www.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.

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>

Reference number: HS2-EW-SCS-Ph1-Ar-So-S1-Prog works-1-20/06/2022

High Speed Two (HS2) Limited, registered in England and Wales.

Registered office: Two Snowhill, Snow Hill Queensway, Birmingham B4 6GA.

Company registration number: 06791686. VAT registration number: 888 8512 56