

Update: utility surveys in your local area

July 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.

Update on Ground investigations in your area

We recently wrote to you in June 2022 about carrying out a series of ground investigations on West Gate Road.

The works have now been extended and we will be carrying out additional utility surveys until 5 August 2022 between 8am to 6pm Monday to Friday and 8am to 1pm, Saturdays. We will use noise reducing barriers where possible to help minimise any noise disruption to the local community, working as efficiently as possible whilst keeping our work areas safe and tidy.

The ground investigations will consist of digging a temporary trench to confirm the location of utilities under the surface of the footpath. The surveys will help us to understand and aid the design of the new railway and the best ways to protect or divert any utilities during construction.

How this might affect you

To ensure the safety of the public and our staff, temporary changes will remain in place on West Gate during these works. A single lane and footpath closures will be in place with two-way traffic lights and temporary pedestrian crossings to help traffic and pedestrian flow.

Parking on West Gate within our work area will be temporarily suspended during these works.

You can view our previous notification about these works [here](#)

Dates mentioned in this notification may change. We will provide updates at 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

Extended until 5 August 2022

Working hours

8am to 6pm Monday to Friday

8am to 1pm Saturdays if required

We may be on site for an hour before the start and/or end of the shift

What to expect

Lane and footpath closures on West Gate near the Junction of West Gate and Hanger Lane

Ground excavations and surface relaying

Two-way traffic light system and a pedestrian diversion route

What we will do

Continue to monitor our working methods to ensure they are safe and reduce disruption to the local community

Provide updates at www.hs2.org.uk

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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