



Update on utility works on Ickenham Road

August 2022 | www.hs2.org.uk

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

As we reintroduce face to face contact with communities, 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 questions relating to our response to the Covid-19 pandemic.

You can sign up for regular updates in your local area at www.hs2inHillingdon.co.uk

HS2 & SCSJV Information Hub

Our Community Information Hub is open for drop-ins every **Monday** and **Wednesday** from **2pm to 4pm**.

Our Community Engagement team will be available to answer your questions about the project and the works in Hillingdon and Northolt. You can find us in the portacabin on the right of West Ruislip Portal entrance on Ickenham Road.

Extension of utility works on Ickenham Road

Further to our notification of 24 June we will be extending the utility works on Ickenham Road. We wanted to complete these works by 12 August, however, we will need to overrun until 2 September 2022, and the current traffic management will remain in place. Access to businesses will be maintained.

During the final phase of reinstating the central reservation the team have had to slow down for safety reasons and concrete works have had to be postponed to avoid material failure due to the extreme weather.

We apologise for the inconvenience caused by these works and for the extension to them. We are doing what we can to keep disruption to a minimum.

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

From 12 August until 2 September 2022

Monday to Friday 8am to 6pm and Saturday 8am to 1pm, if required

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

What to expect

Footpath diversion, cycle lane closure and Bus Stop M suspended

Operatives in the work area, concrete equipment and large machinery

What we will do

Maintain access to West Ruislip railway station and local businesses

Provide updates at HS2inHillingdon.co.uk

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Notification



www.hs2.org.uk

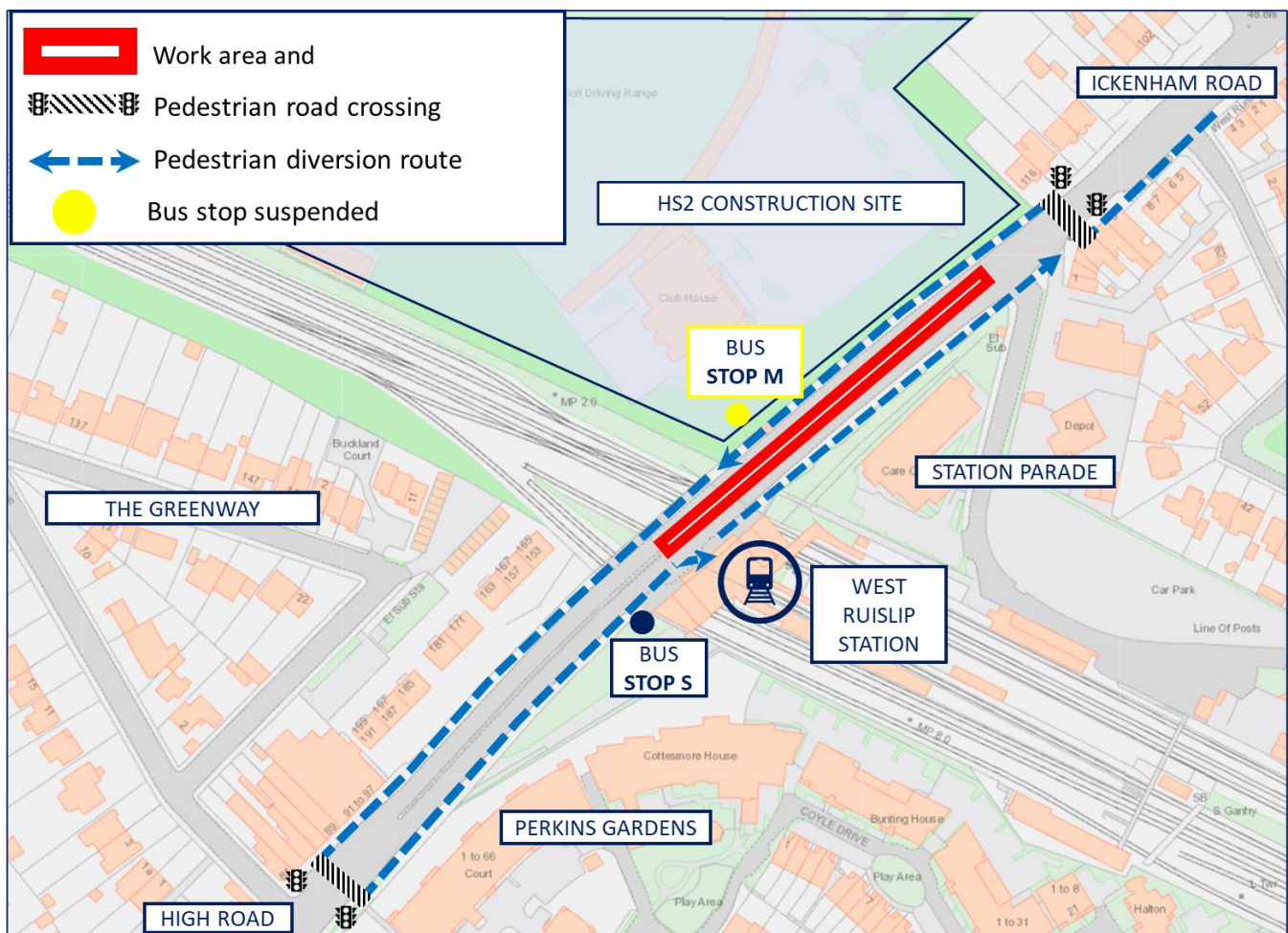
How these works might affect you

In order to carry out these utility works safely:

- a footpath diversion will be in place including a temporary pedestrian crossing either side of the work area
- the cycle path will be closed for the duration of these works
- the West Ruislip bus **Stop M** will be suspended and temporarily moved to a safe location.
- the West Ruislip bus **Stop S** will remain open at all times.

Your utility services will not be affected.

Approximate location of works



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

What else is happening in your area?

www.hs2.org.uk

Contact our new HS2 Helpdesk team

Our new Helpdesk team is based in our Head Office in Birmingham. This is so that we can provide you with the best service possible. 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.

Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route.
www.gov.uk/government/publications/hs2-residents-charter

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at:
www.gov.uk/government/collections/hs2-ltd-residents-commissioner

You can contact the Commissioner at:
residentscommissioner@hs2.org.uk

Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner by emailing:
complaints@hs2-cc.org.uk

Property and compensation

You can find out all about HS2 and properties along the line of route by visiting:
www.gov.uk/government/collections/hs2-property
Find out if you're eligible for 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 our HS2 Helpdesk team. For more details on our complaints process, please visit our website:
www.hs2.org.uk/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. 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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