

Replacement of site Hoarding along Carlton House

September 2022 | www.hs2.org.uk

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

Hoarding refresh along boundary with Carlton House

During a recent inspection of the hoarding line between the Canterbury Works site and Carlton House, it was noted that the hoarding sections are in need of an upgrade to ensure it is fit for purpose.

We will need to remove the current hoardings along the rear of Carlton House and then replace these with like for like new panels. Hoarding removal will take approximately 6 days followed by the installation of the new hoarding which will take approximately 8 days. These works will start on the 26 September 2022.

During the removal of the hoarding, we will replace gaps with Heras fencing covered with acoustic blankets to minimise disruption.

Request for temporary communal garden clearance

To carry out these works we do require residents to remove any items temporarily that are attached to or against the hoarding. These can be returned once the new installation is complete.

Our team also plan to pressure wash the external grounds of the communal garden behind Carlton House once the hoarding installation is complete.

We apologise for any inconvenience during these works.



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

26 September to 9 October 2022

Working hours

8am to 6pm Monday to Friday and 8am to 1pm on Saturdays

What to expect

The removal and replacement of hoarding using a crane and handheld equipment

What we will do

Continue to monitor our working methods to ensure works are carried out safely and any disruption is kept to a minimum

Advise workers to be mindful of residents of Carlton House during these works

Pressure wash communal grounds post installation

Keep community updated at hs2.org.uk

Call 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

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

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