



## Update: Drainage works on Canterbury Terrace and retaining wall works

October 2022 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

We notified you in September 2022 regarding drainage works on Canterbury Terrace at the Junction with Albert Road and works to replace the existing wall along the north-western boundary between our site and Carlton House. These works were planned to be completed by the end of October 2022. Due to unforeseen circumstances these works will now need to be extended. Please find further details below.

### Drainage works extension on Canterbury Terrace / Albert Road

We are continuing works to install new ducts and sewer connections below ground on Canterbury Terrace / Albert Road in preparation for the new train line. Due to unforeseen delays these works have been extended and will now be completed by 14 November 2022.

Works will take place between the hours of 8am to 6pm Monday to Friday and 8am to 1pm on Saturdays.

Once we have completed the underground works, we will backfill the trench and relay the tarmac and reopen the section of road.

Your utilities will not be affected during these works.

To help reduce noise during these works, where possible we will erect acoustic barriers and continue to monitor our working methods to ensure good practices are adhered to and any disruption is kept to a minimum.

We apologise for any inconvenience you may experience 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](mailto:hs2enquiries@hs2.org.uk)**

### Duration of works

Drainage works – ongoing until 14 November 2022

Retaining wall works – ongoing until 30 November 2022

Our core working hours are 8am to 6pm, Monday to Friday, and 8am to 1pm Saturdays if required

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

Extended hours for Ventilation shaft work – 7am to 11pm Monday to Friday

### What to expect

Full road closure on Canterbury Terrace at the junction of Albert Road

Suspension of parking bays

Clearly signed vehicle diversion route and surface relaying works

### What we will do

Continue to monitor our working methods to ensure they are safe and keep disruption to a minimum

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Notification



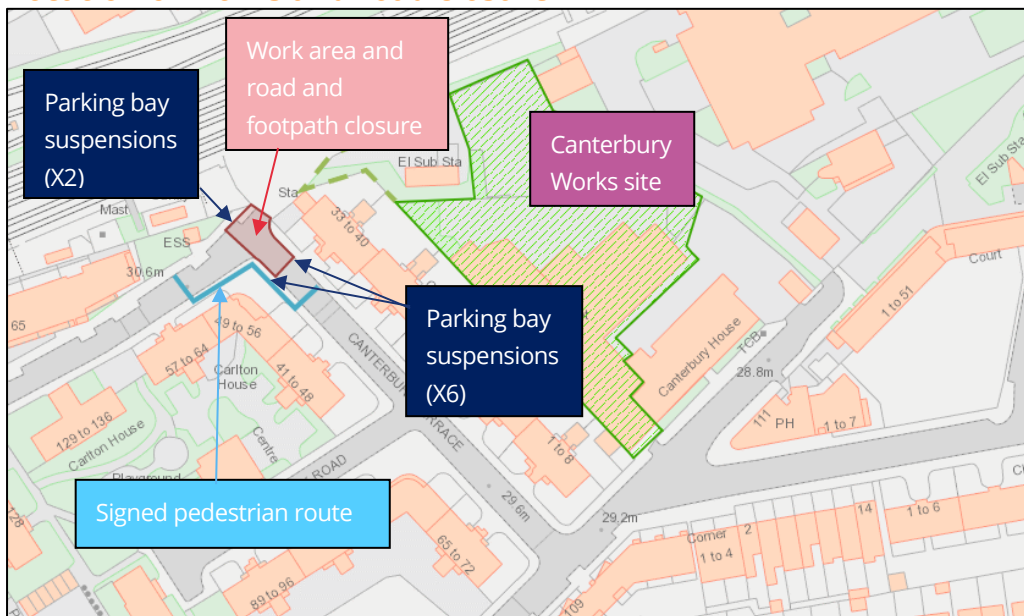
[www.hs2.org.uk](http://www.hs2.org.uk)

## Temporary road changes during the drainage works

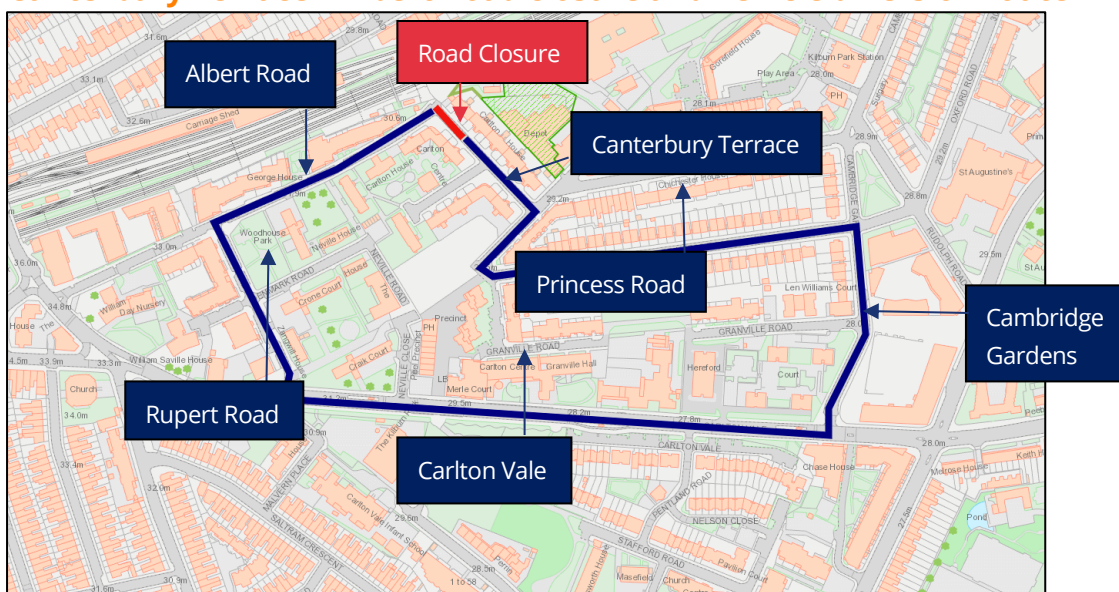
Throughout these works a vehicle diversion will be in place and clearly signed. A map showing the diversion can be found below. We will continue to temporarily suspend eight parking bays at the northwest end of Canterbury Terrace and two parking bays at the eastern end of Albert Road. We will evaluate the suspended bays to see if some can be reinstated sooner during the works.

Our workforce has also been briefed and reminded as to not park in the available residential bays and to ensure available bays are kept clear of work equipment.

## Location of works and road closure



## Canterbury Terrace / Albert Road closure and vehicle diversion route



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

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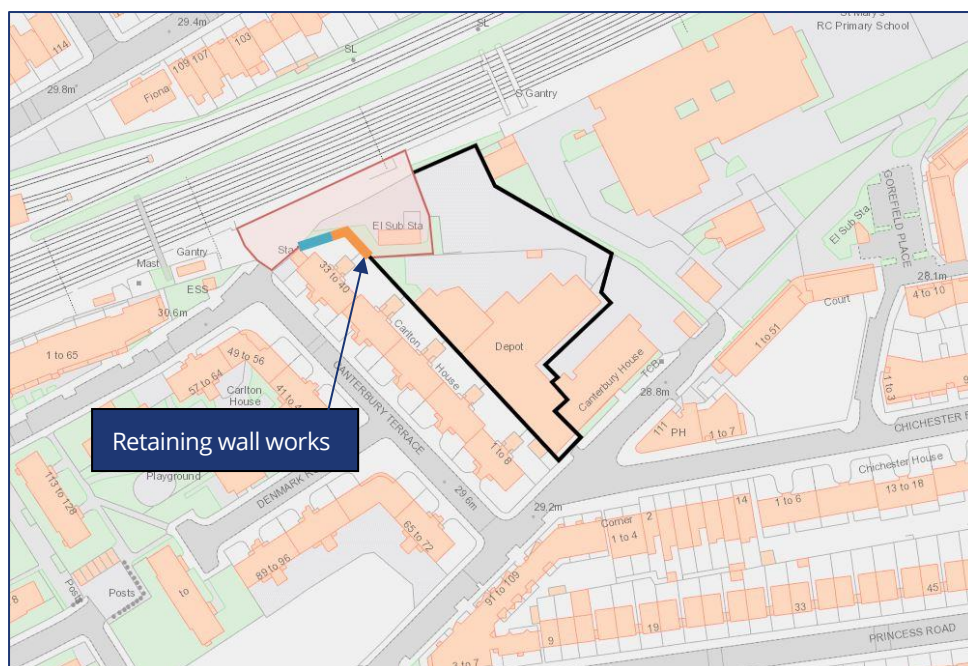
[www.hs2.org.uk](http://www.hs2.org.uk)

## Extension to retaining wall works along the Carlton House Gardens

Work is ongoing to replace the retaining wall between the north-west section of our site and garden area along Carlton House as show in the map below. This work is needed to ensure the structural integrity of the wall why we build the new railway. We have now completed the initial works of replacing the main structure of the wall and will continue to lay the brick façade and complete the remedial ground works.

Due to unanticipated design changes and delayed delivery of supplies, these works have been extended to be completed by the end of November 2022.

## Map showing location of retaining wall works on site



## Speak to our local engagement team

We understand that construction can be frustrating for residents nearby our sites. Your local engagement team are happy to speak with you in person or virtually about any questions or concerns you have about our works in your local area.

We hold virtual drop-ins on the third Wednesday of each month – Our next virtual drop-in is on Wednesday the 16 November 2022. For more information regarding our drop-ins, please visit [www.hs2.org.uk/events/](http://www.hs2.org.uk/events/).

Please contact the HS2 Helpdesk If you are not able to attend a drop-in and would like to speak with us at another time.

Contact 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](http://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](mailto: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](mailto: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](http://www.gov.uk/government/collections/hs2-property)

Find out if you can claim compensation at:

[www.gov.uk/claim-compensation-if-affected-by-hs2](http://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/](http://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](mailto:HS2enquiries@hs2.org.uk)**

Write to:

**FREEPOST**

**HS2 Community Engagement**

Website **[www.hs2.org.uk](http://www.hs2.org.uk)**

To keep up to date with what is happening in your local area, visit: **[www.HS2inyourarea.co.uk](http://www.HS2inyourarea.co.uk)**

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

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