



Working on  
behalf of

# HS2

## Notice of Thames Water work

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

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

### Thames Water update

We are progressing well with our work on the allotments and now need to use a small tunnel boring machine (TBM), to tunnel underground between one manhole to another within our working site.

The TBM will start tunnelling on the south side of our work site. To ensure the work is carried out safely, we have installed three stacked site cabins. An example of the setup is shown in the image on the right.



Residents of The Greenway, whose gardens back on to the allotments, may see the cabins and an increase of activity but the cabin windows will not face residential properties.

As we move into the winter period, we will need to increase lighting onsite during our working hours. We will be using tower lights but will ensure there will be no light entering properties or areas outside our work site.

### Getting in touch

For all enquiries about the work Thames Water are doing on behalf of HS2, please use the below details and quote the reference number: **BB 972617**.

**Phone: 0800 316 9800 (our lines are always open) Email: [customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)**

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)

## Notification



### New working hours

The tunnelling work will begin **Monday 31 October** and will take three weeks to complete.

Our new working hours during this period will be 7am to 7pm. In exceptional circumstances, we may need to be onsite on Saturday mornings until 2pm.

### What to expect

There may be a noticeable increase in activity on site. There are additional container units on site.

We will ensure the cabins and additional lighting do not disturb residents

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.

## 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](http://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](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at:  
[residentscommissioner@hs2.org.uk](mailto: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](mailto: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](http://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](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 our HS2 Helpdesk team. For more details on our complaints process, please visit our website:  
[www.hs2.org.uk/how-to-complain](http://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](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)**

**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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