



Working on
behalf of

HS2

Notice of Thames Water work

November 2022 | 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 bring the new sewer into use. To ensure this work is completed by Christmas, we need to work weekends from 3 – 18 December 2022.

The weekend work, we will be carrying out will be mainly done by hand and below ground. At times, we will need to use the crane, which will have lights on it after dark. We will ensure the lights do not affect residents and noise is always kept to a minimum.

By completing the work, it will allow us to close the site down for Christmas and have no staff carrying out maintenance work on the old sewer.

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: **00093663**.

Phone: 0800 316 9800 (our lines are always open) Email: 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

Notification



New working hours

We will be working
Saturday 8am – 6pm
and **Sunday 10am – 4pm**
from Saturday 3
December for the next
three weeks

Our Monday to Friday
working hours continue
to be 8am – 6pm

What to expect

There will be an increase
of activity on site on
Saturday and Sundays
until Sunday 18
December.

We will ensure weekend
noise is kept to an
absolute minimum and
the crane light does not
affect residents

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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High Speed Two (HS2) Limited, registered in England and Wales.
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