



# Update: Road closure on Chase Road for utility works

January 2023 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

## Road closure on Chase Road

We wrote you in December 2022 about carrying out works to protect the utility services under Chase Road from 3 January to 6 February 2023. Due to other works in the area, these works will now be completed by 11 February 2023.

## How this might affect you

Due to the location of the works, Chase Road will continue be closed to vehicles in both directions until 11 February 2023 between Sunbeam Road and the junction with Victoria Road. A diversion route will be in place and pedestrian access on Chase Road will be maintained during these works. You can view our previous notification about these works at [hs2.org.uk/in-your-area/map](http://hs2.org.uk/in-your-area/map)

We will be working during normal hours which are Monday to Friday 8am to 6pm and Saturdays 8am to 1pm, if required.

## Bus stop suspensions on Chase Road

The 440 bus route will continue to be on diversion and bus stops W, PJ and PD which support this route will still be temporarily suspended on Chase Road. Please allow more time for journeys during this period. You can also check your journey using the journey planner on the TfL Website at <https://tfl.gov.uk/plan-a-journey>.

**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

Ongoing until 11 February 2023

## Working hours

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

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

## What to expect

Temporary road closure will remain in place on Chase Road between Sunbeam Road and the junction with Victoria Road

Traffic diversion route will be clearly signposted and pedestrian access will be maintained

TfL bus route 440 will be affected, you can check for updates on [TfL.gov.uk](http://TfL.gov.uk)

Your utility services will not be affected during these works.

## What we will do

Monitor our working methods to ensure we reduce disruption, where possible

# 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**

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' format. You can also contact us for help and information in a different language.**

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice: <https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

**Reference number:** *HS2-EW-SCS-Ph1-Ar-So-S2-UT-1-18/01/2023*

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

Registered office: Two Snowhill, Snow Hill Queensway, Birmingham B4 6GA.

Company registration number: 06791686. VAT registration number: 888 8512 56