



Working on
behalf of

HS2

Notice of Thames Water work

December 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 to install the new sewer.

We will be closing the site down for the Christmas period, with our last working day being **Friday 23 December**. Our work will restart in the New Year on **Tuesday 3 January**.

During the Christmas period, we will continue to have security onsite. You may see a member of the project team visiting the site, but no work will take place.

When we return to site, we will complete the installation of the new sewer and then start our work to reinstate the allotment area. We are currently on track to complete our work in the allotments in **March 2023** and **May 2023** for the surrounding area.

Thank you for your patience and understanding throughout the duration of our work.

We hope you have a lovely Christmas and a Happy New Year.

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

Thank you for your patience and understanding through 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



Christmas working

We will stop work on **Friday 23 December** and restart in the new year on **Tuesday 3 January**

New year working hours

Monday to Friday, 8am – 6pm

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.

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>

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