



# Update: Utility Surveys in the Finchley Road Area

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

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

## Ground investigations in your area

We contacted you in January about a series of ground investigations on Finchley Road due to take place in two phases from 23 January to 4 February 2023 (Phase one), and 6 February to 24 February 2023 (Phase two).

Due to unforeseen circumstances phase one has now been extended and is now due to be completed on 11 February 2023 and phase two has been postponed. We will confirm the dates closer to the time when they become available.

To reduce the impact on residents some traffic management will be removed on 6 February 2023.

The ground investigations consist of digging a temporary trench to confirm the location of utilities under the surface of the road. The investigations will help us to understand and aid the design of the new railway and the best ways to protect or divert any utilities during construction. Your utility services will not be affected during these works.

The ground investigations will take place between 8am to 6pm Monday to Friday and 8am to 1pm Saturdays, if required. We will use noise reducing barriers where possible to help minimise any noise disruption to the local community, working as efficiently as possible whilst keeping our work areas safe and tidy.

You can view our previous notification and the traffic management layout for these works [here](#).

**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

**Phase one:** Extended to 11 February 2023

## Working hours

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 the shift

## What to expect

Temporary road and lane closures on Finchley Road, College Crescent, Avenue Road, and Harben Parade.

Temporary bus stop, parking and loading suspensions on Finchley Road, Harben Parade and College Crescent.

## What we will do

Continue to monitor our working methods to reduce disruption

Dates mentioned in this notification may change. We will provide updates at [www.hs2.org.uk/in-your-area/map/](http://www.hs2.org.uk/in-your-area/map/)

# 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/)

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


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

## 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)**

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