

High Speed Two (HS2) Limited
Two Snowhill, Snow Hill Queensway
Birmingham
B4 6GA

Freephone: 08081 434 434
Minicom: 08081 456 472
Email: HS2enquiries@hs2.org.uk
www.hs2.org.uk

30 March 2023

Dear Resident,

Mandeville Road Ventilation Shaft – Easter Weekend Work

We have recently been speaking to residents about our work at the Mandeville Road Vent Shaft site. We are looking to use the Easter Weekend to carry out necessary works.

This work will be steel fixing within the main shaft which will take place from **8am to 6pm every day from Friday 7 April until Monday 10 April**. You may notice a crane operating at the lower level, and personnel working at the same level. We are carrying out as little work as possible and will ensure to have all mitigations in place to reduce disruption. We do not plan to have HGVs accessing the site on the Bank Holidays, there may be a small number of HGVs accessing the site on Saturday and Sunday.

If you have any questions, please do not hesitate to contact the **HS2 Helpdesk team on 08081 434 434 472** or email noiseinsulation@scsrailways.co.uk. If you have speech or hearing difficulties, we offer a **minicom service on 08081 456 472**.

Yours faithfully,

Ed Mallam - Community Engagement Strategic Lead – HS2 London Tunnels

Reference: **HS2-MW-SCS-Ph1-Ar-So-S1-Prog-works-1-30/03/2023**

HS2-HS2-CO-TEM-000-000080 P01

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

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

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

Property and compensation

You can find out about HS2 and properties along the route by visiting: www.gov.uk/government/collections/hs2-property

Find out if you can claim 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 the HS2 Helpdesk. For more details on our complaints process, please visit: www.hs2.org.uk/in-your-area/contact-us/how-to-complain/

Somali

Fadlan nala soo xiriir haddii bug-yarahaan bilaashka ah ku rabtid daabacad far waa-wayn, qoraalka indhoolaha, hab maqal ah ama si fudud loo akhrin karo. Waxaan xittaa macluumaadka ku bixin karnaa luqado kala duwan. Qof ayaad ka codsan kartaa inuu wakiil ka noqdo markaad la hadlayso HS2 Ltd.

Español

Póngase en contacto con nosotros en caso de que desee recibir una copia gratuita de este folleto en caracteres grandes, braille, audio o en formato de lectura fácil. También podemos proporcionar la información en distintos idiomas. No dude en pedirle a alguien que le represente en cualquier conversación con HS2, Ltd.

Français

Merci de nous contacter si vous désirez une copie de cette brochure en grands caractères, en braille, en version audio, ou en lecture simplifiée. Nous pouvons également vous fournir des informations dans différentes langues. Vous pouvez demander d'être représenté(e) par un tiers pour tout échange avec HS2 Ltd.

Bengali

যদি আপনি এই প্রচারপত্রটির বড় অক্ষরে, ব্রেইলে, অডিও বা সহজ পাঠযোগ্য বিনামূল্যের প্রতিলিপি পেতে চান তবে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। এছাড়াও আমরা বিভিন্ন ভাষায় তথ্য প্রদান করতে পারি। এইচএস২ লিমিটেড (HS2 Ltd.)-এর সাথে কোন আলোচনায় আপনাকে প্রতিনিধিত্ব করার জন্য আপনি কাউকে জিজ্ঞাসা করায় আপনাকে স্বাগত জানাই।

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's 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' 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>

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