



Working on
behalf of

HS2

Notice of Thames Water work

April 2023 | www.hs2.org.uk

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

Thames Water update

We are nearing the completion of our work at the Ickenham Green allotments and the surrounding area. We are now in the process of reinstating our work areas.

Removing the temporary road

For a period of time, between **17 April – 19 May** we will remove the bell mouth of the temporary road off High Road leading to the allotment site.

Traffic management and footpaths

The road will remain open at all times, but there will be traffic management in place to keep the traffic flowing, as some parts of the road will be narrowed.

The footpath by the old pub will be closed but footpath on the other side of the road will remain open at all times. Access to the Ickenham Trail and allotments will also be maintained at all times.

Thank you for your understanding and patience while we are carrying out our work.

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



Duration of works

We will be removing the entrance point of the temporary haul road, for a period of time between **17 April – 19 May**

Our working hours will be **Monday to Friday 8am to 6pm** and **Saturday 8am – 1pm**

What to expect

There will be some traffic management in place but the road will remain open at all times

The footpath by the old pub will be closed but the one opposite will remain open at all times

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

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

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