



Working on  
behalf of

# HS2

## Notice of Thames Water work

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

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

### Thames Water update

We are sorry for the delay in completing our work in the manhole on The Greenway. Our final piece of work outside no 43 will now start on **Saturday 13 May**, when we will put traffic management in place. The vehicle carrying concrete will again need to reverse up part of the road and will have two banksmen directing it at all times, it will give way to other vehicles. We will also be using a pump and be pouring more concrete into the manhole, the same as we did in March.

On **Monday 15 and Tuesday 16 May**, we will be carrying out the reinstatement of the area.

The road will remain open at all times, but as before it will be reduced to one lane for a short distance– give way signs will be in place. On road parking will be restricted in the immediate area but residents will be able to access their driveways at all times. Footpaths on both sides of the road will remain open.

We will complete our work on **Wednesday 17 May**.

Thank you for your patience and understanding throughout the duration of 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](mailto: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](mailto:hs2enquiries@hs2.org.uk)

## Notification



### Work on The Greenway

We will be onsite between **Saturday 13 May to Wednesday 17 May**

### Working hours

Saturday 8am – 1pm

Monday to Wednesday, 8am to 5.30pm

### How you are affected

The Greenway will remain open at all times

A vehicle carrying the concrete will reverse up The Greenway from where the two roads merge to one up to the manhole

There will be traffic management in place

Footpaths will be unaffected

We will keep noise to a minimum

# 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](http://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](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at:  
[residentscommissioner@hs2.org.uk](mailto: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](mailto: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](http://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](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 our HS2 Helpdesk team. For more details on our complaints process, please visit our website:  
[www.hs2.org.uk/how-to-complain](http://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](mailto: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. 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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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: 181 4312 30.