

# Notice of utility works on Victoria Road

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

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

## Utility works on Victoria Road

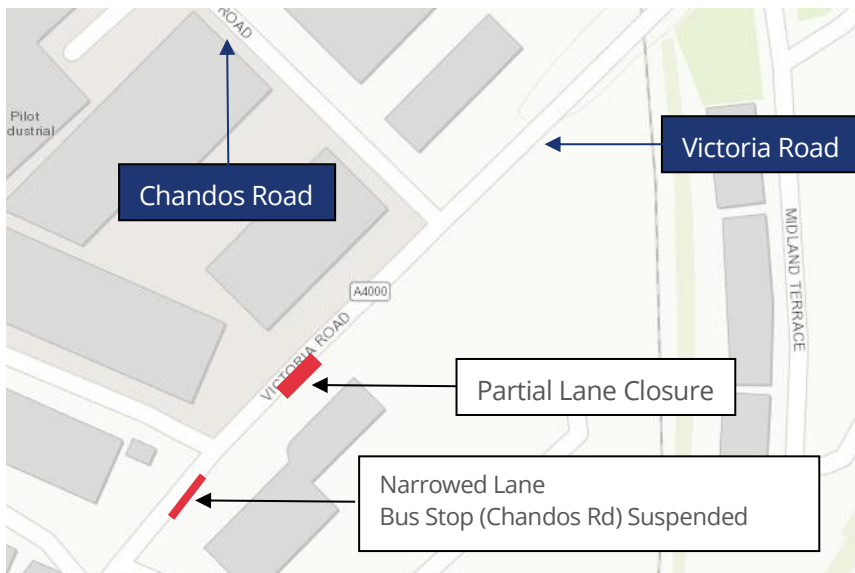
From **18 to 20 August 2023** we will be carrying out works to protect the utility services below Victoria Road and the surrounding areas ahead of future tunnelling works.

The works 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.

**Your utility services will not be affected during these works.**

## What to expect

To ensure the safety of the public and our staff, temporary changes will be in place on Victoria Road. This will include temporary traffic lights and pedestrian crossing, a narrowed lane and bus stop suspension.



**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



### Duration of works

18 to 20 August 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 each shift

### What to expect

Temporary traffic lights, pedestrian crossing, a narrowed lane and bus stop suspension on Victoria Road

### 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/)

## 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)**

**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.**

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<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.

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