



Working on  
behalf of

# HS2

## Notice of overnight Thames Water works on Gloucester Avenue and Oval Road

July 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 need to access our sewer at various locations to divert the sewer, we are lining on Gloucester Avenue. We will need to access sewer via a manhole on **Oval Road**. We will also be working in our site compound on **Gloucester Avenue**.

### Our work

From Monday 7 August to Friday 18 August, between 8pm and 5am, we will visit the manhole twice for approximately one hour each time. Our work will not be noisy.

### Oval Road

We will be working in the section of Oval Road, opposite the southern entrance to Gloucester Crescent. We will need to suspend two parking bays.

### Gloucester Avenue

We will be working here to access the sewer (Monday to Friday only).

### 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: **00346914**.

**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



### Duration of works

7 to 18 August

Working hours:

Monday to Saturday  
8pm to 5am

### What to expect

Two parking bays on  
Oval Road will be  
suspended

### What we will do

Our work will not be  
noisy

Provide updates at  
[HS2inCamden.co.uk](http://HS2inCamden.co.uk)

# 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/)

**TW Reference number: 00346914**

### 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>

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