

# Update – Utility works on Victoria Road, North Acton

November 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

We wrote to you in October about planned utility works on Victoria Road. These works were due to start on the 13 November but did not go ahead as planned. These works will now happen from **20 November to 9 December 2023**.

We will be carrying out utility works to protect existing Thames Water pipes underneath Victoria Road from ground settlement. During the day, working hours will be **8am to 6pm, Monday to Friday** and **8am to 1pm on Saturdays**. **Overnight** works will be required for three nights over the three-week period, working hours will be from **7pm to 5am**. These works will not be noisy.

The works will include excavations and road resurfacing works. 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.

## How might this affect you

To ensure the safety of our operatives and the public, we will have temporary traffic management in place on **Victoria Road**.

The bus stop A and 'School Road' bus stop will be suspended for the duration of works. The section of the road in front of Boden will be closed with a temporary pedestrian crossing available in the corner with School Road.

We will close section of the road on School Road during overnight works. Please refer to the detailed maps which are outlined on the following page.

## Speak with our local engagement team

Our local engagement team is happy to arrange a time to speak with you over the phone if you have any questions about the works.

**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

20 November to 9  
December 2023

### Working Hours

Day: 8am to 6pm Monday  
to Friday and 8am to 1pm  
Saturdays

Night: 7pm to 5am for three  
nights per week

We may be on site for an  
hour before the start and/or  
end of each shift

### What to expect

Temporary parking bay  
suspensions and bus  
stops A and School Road  
bus stop will be  
suspended on Victoria  
Road

Noisier works during  
excavations and road  
resurfacing works

### 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  
HS2 works in Old Oak  
Common and North Acton

# Notice of utility works on Victoria Road

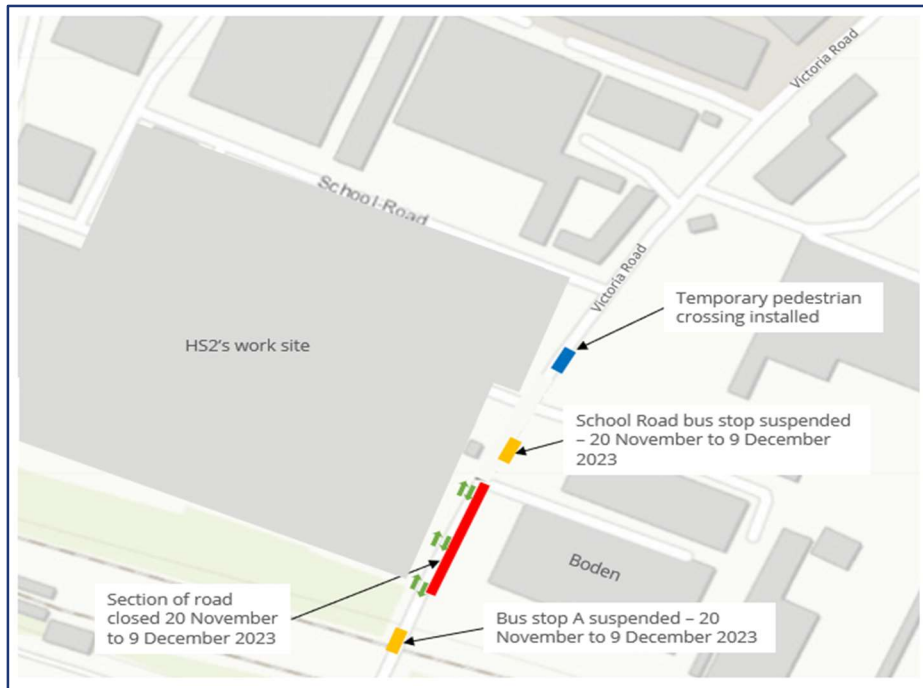
[www.hs2.org.uk](http://www.hs2.org.uk)

Notification

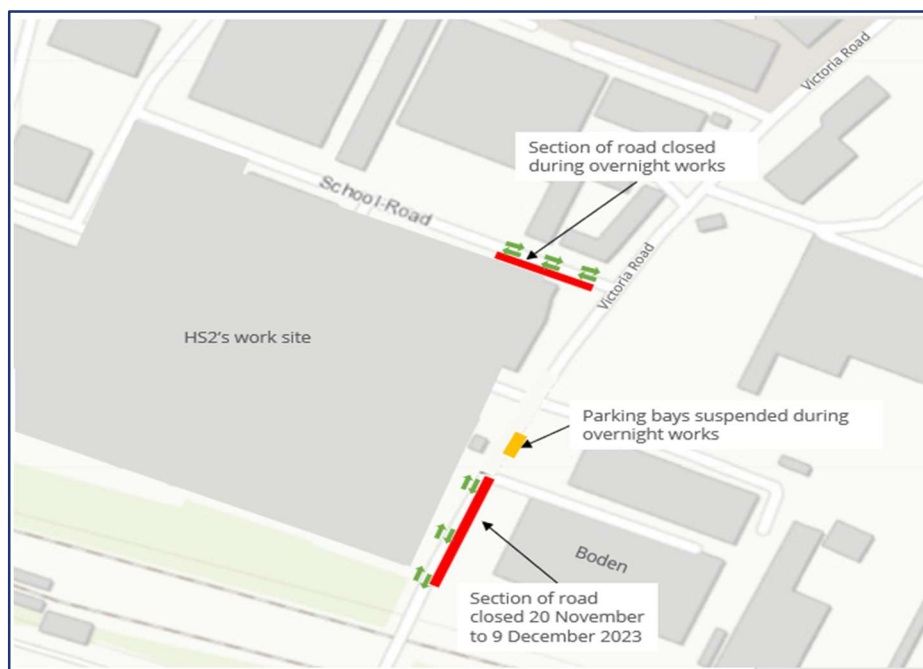


## Traffic management location

The first map is the traffic management plan that will be in place from 20 November to 9 December 2023. The second map shows the overnight traffic management plan which will take place over three nights during the duration of the works.



Map 1. Traffic management will be in place on Victoria Road



Map 2. Overnight traffic management will be in place on Victoria Road outside Boden and on School Road.

Contact our HS2 Helpdesk team on **08081 434 434**

# What else is happening in your area?

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

## Contact our HS2 Helpdesk team

Our team is here to listen and respond to your enquiry, complaint or feedback to help us be a good neighbour.

You can contact our 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)

## Keep up to date with your local community website

To find out more about what's happening in your area and receive regular email updates, you can sign up to our local community websites at:

[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk).

## About our Community and Business Funds

We are offering two funds that are available to local communities and businesses between the West Midlands and London, to help with the disruption caused by our construction work. These are the Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF).

The CEF is designed to give communities the opportunity to share in the benefits of HS2. It is an allocated fund that communities are able to apply for, to help to support local projects that aim to improve their local area.

The BLEF is designed to support local economies that may be disrupted by the construction of HS2. BLEF grants are for local business support organisations and local authorities to help maintain business activity in local communities.



Contact our HS2 Helpdesk team on **08081 434 434**

# 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](https://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](https://www.gov.uk/government/collections/hs2-property)

Find out if you can claim compensation at:

[www.gov.uk/claim-compensation-if-affected-by-hs2](https://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/](https://www.hs2.org.uk/in-your-area/contact-us/how-to-complain/)

**Reference number: HS2-EW-SCS-Ph1-Ar-So-S2-UT-1-25/10/2023**

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

## 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](https://www.hs2.org.uk)**

To keep up to date with what is happening in your local area, visit: **[www.HS2inyourarea.co.uk](https://www.HS2inyourarea.co.uk)**

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