



Notice of building surveys in your area

November 2023 | www.hs2.org.uk

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

As part of our preparation work to build the new railway, we will be carrying out external surveys on buildings that are close to the proposed HS2 route.

When we will complete building surveys

We plan to carry out internal communal area and external building surveys in your area from Monday 20 to Saturday 25 November, between 8am and 4pm. We will be using a contractor to carry out these works. The surveying staff will be wearing high visibility clothing and displaying identification at all times.

How we will carry out the surveys

We will look at the external features and internal communal areas of specific buildings in your area. This will include taking photos and visually recording key features.

The type of information we need to collect includes construction materials, presence of basements, evidence of redevelopment (for example façade retention), particularly sensitive façades or finishes and an overall assessment of the building's condition.

We won't need access to any properties for the surveys. Residents' privacy will be respected at all times.

The dates may move due to unexpected changes to our survey programme and coordination with other construction works happening in your area.

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

Duration of works

From 8am to 4pm

From Monday 20 to
Saturday 25 November

What to expect

Our staff may be outside local properties during the times above.

They will wear high visibility clothing and identification badges at all times.

Photographic equipment will be used to carry out the surveys.

What we will do

Resident privacy will be respected 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 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

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

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

Property and compensation

You can find out about HS2 and properties along the route by visiting:

www.gov.uk/government/collections/hs2-property

Find out if you can claim 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 the HS2 Helpdesk. For more details on our complaints process, please visit: 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**

To keep up to date with what is 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.

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