



Update – Crossing of Grand Union Canal by Colne Valley Viaduct

April 2024 | www.hs2.org.uk

High Speed Two (HS2) is the new high speed railway for Britain. This notification is to update you on the crossing of Grand Union Canal (GUC) and opening up of the London Loop in Hillingdon.

Information for canal boat users; pedestrians and cyclists

The Colne Valley Viaduct has now been constructed over the GUC. The London Loop reopened Tuesday 9 April and the canal towpath is also open.

We may need to close the London Loop again towards the end of this month (April 2024) for safety reasons to complete works over the footpath, and signage will be put in place to manage the diversion route, which will be via the canal towpath.

The GUC will need to close again later this year to allow us to install the parapets (walls) of the viaduct, and again in early 2025 to install the noise barriers.

We will inform local residents and users of the canal, towpath and London Loop nearer the time of these works, as dates are subject to change.

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

To end of April 2024

What to expect

Some temporary closures of the London Loop towards the end of April

What we will do

Managed diversion of the London Loop via GUC towpath when it is closed

Do all we can to minimise disruption

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

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<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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