



Hoarding improvements along Carlton House boundary

August 2024 | www.hs2.org.uk

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

Hoarding improvements along site boundary

As part of our works to make sure the site is safe and secure during the pause to works from autumn 2024, we will be making some improvements to a section of hoarding next to Carlton House. See image below.

Works will take place between 8am to 6pm Monday to Friday and 8am to 1pm on Saturday. Work will begin on **Tuesday 27 August**, and last approximately a week.

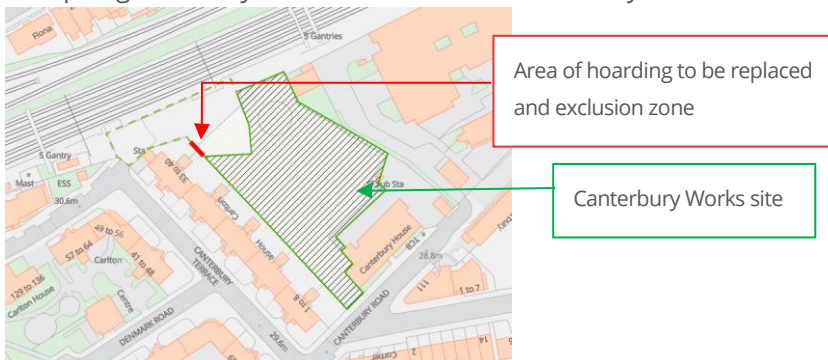
What to expect

We will be using handheld tools to install the hoarding fixings and new panels as well as a crane to lift the panels into place. You may hear additional noise from equipment during these works, but we will use acoustic barriers to minimise noise production as much as possible.

To keep everyone safe during the works, we will set up a small exclusion zone around the work area. We will ensure this does not obstruct residential access to the back area.

You may also see our operatives accessing the work area from the back of Carlton House

We apologise for any inconvenience these works may cause.



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

27 August to 2 September 2024

8am to 6pm Monday to Friday and 8am to 1pm on Saturdays

What to expect

The removal and replacement of hoarding using handheld equipment and crane

You may notice additional noise from the equipment during works

What we will do

Continue to monitor our working methods to ensure works are carried out safely and any disruption is kept to a minimum

Advise workers to be mindful of residents during the works

Use noise barriers where possible

Provide updates at www.hs2.org.uk/in-yourarea/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

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>

Reference number: HS2-EW-SCS-Ph1-Ar-So-S2-Prog-Works-1-09/08/2024

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