

Update: Utility surveys on Wells House Road

August 2024 | www.hs2.org.uk

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

Ground investigations on Wells House Road

We previously informed you that our utility surveys on Wells House Road were due to take place between 27 August and 9 September 2024. These works have been delayed a week, and will now take place between **2 and 16 September 2024**. During this period we will carry out a series of ground investigations between **8am and 6pm Monday to Friday, and 8am to 1pm Saturdays**, if required.

We will need to dig a temporary trench to confirm the location of gas and water pipes under the pavement. This will help us understand what protective measures are needed for connections to individual properties. Gas and water supplies will not be affected by the works.

We will use noise reducing barriers to help minimise noise, and work as efficiently as possible while keeping our work areas safe and tidy.

How will this affect you?

To ensure the safety of the public and our staff, we will need a temporary partial footpath closure and to suspend some parking bays. Access will be maintained to all properties. The footpath closure will alternate between location A and B on the map. We do not expect these utility works to affect the community garden but will let you know in advance if this changes.



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

Notification



Duration of works

2 to 16 September 2024

Working Hours

8am to 6pm Monday to Friday and 8am to 1pm Saturdays, if required

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

What to expect

Partial footpath closure on Wells House Road

What we will do

Monitor our working methods to reduce disruption.

Notify you of any changes to the dates shown here

Provide updates at hs2.org.uk/in-your-area/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>

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Registered office: Two Snowhill, Snow Hill Queensway, Birmingham B4 6GA.

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