

HS2 Ltd

Track my Property Case portal (TmPC)

A how to guide for **claimants**

Contents

Overview	2
1 How to log into the TmPC portal for the first time	3
2 How to navigate the TmPC Landing Page	7
3 How to view a notice served on your land and property	9
4 How to view your claim	11
5 How to submit a claim (for Compulsory Purchase and Statutory Blight Compensation)	14
6 How to contact your Case Officer or HS2-Appointed Agent	18
7 How to view your messages	21
8 How to view your correspondence	23
9 How to sign out of the TmPC portal	24

Overview

Track my Property Case (TmPC) is an online portal that allows you to view your Notices, Claims, Applications and Payment records online. The portal displays the different stages of the processes so you can see the current and future activities. The portal also allows you to find your dedicated point of contact and contact relevant HS2 teams.

This guide is to help you use the Track my Property Case online portal.

It shows how to:

- log in to the portal;
- navigate the TmPC landing page;
- view notices served on your land and property;
- view your existing claims;
- submit a claim;
- contact a Case Officer/HS2-Appointed Agent;
- view your messages; and
- view your correspondence with HS2.

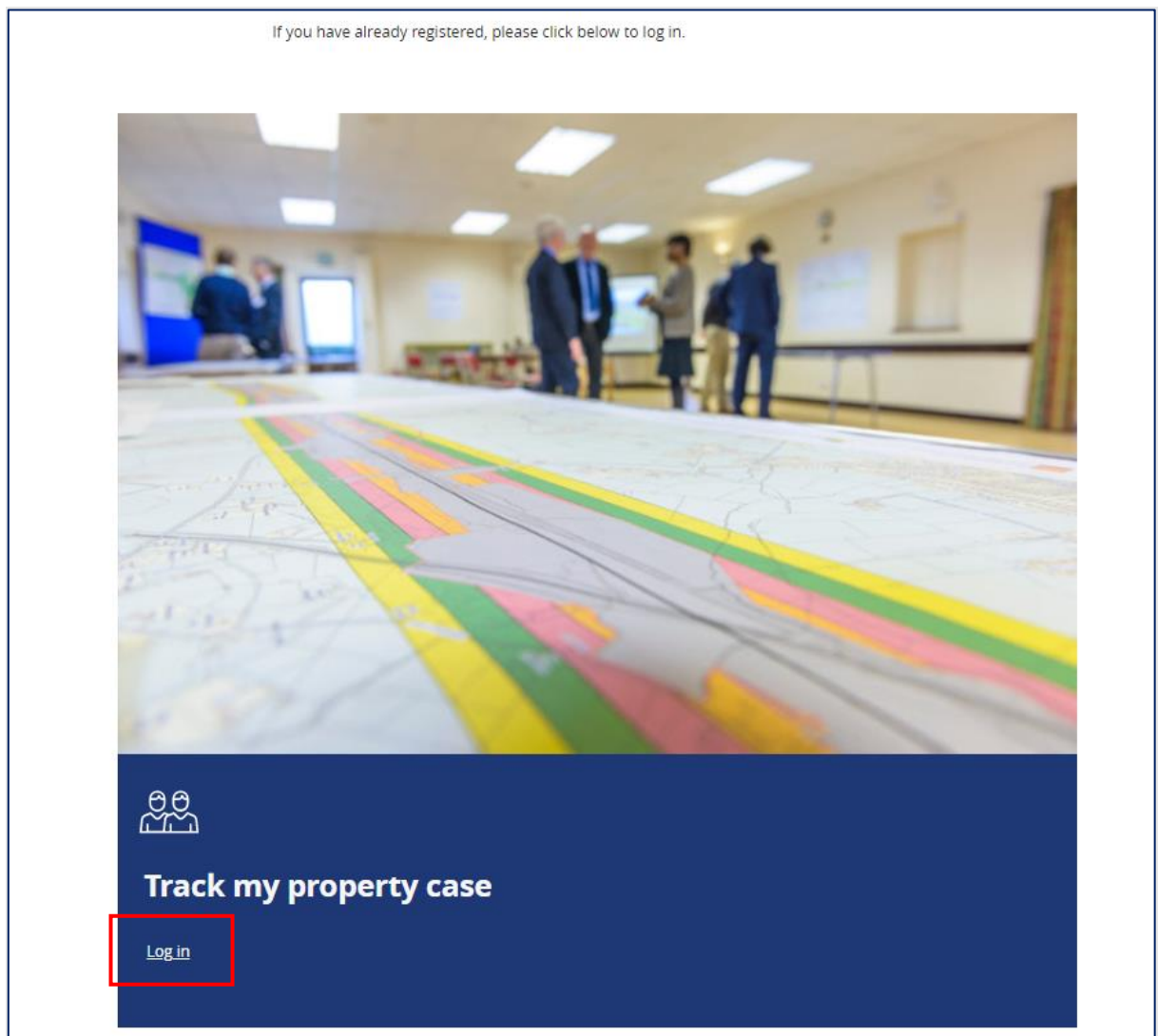
1 How to log into the TmPC portal for the first time

Before you log in for the first time, you should have received an invitation from HS2 with your TmPC portal username and a temporary password. The invitation sent to you will contain a 'Register' link (if you have received an email) or a URL address (if you have received it by post).

The following steps below shows you how to log in to the portal for the first time.

Step 1

Click on the '**Register**' link in your invitation email or enter the URL address (hs2.org.uk/track-my-property-case) in your browser. This will take you to the 'Track my property case' home page. Click on **Log in** to open the Login page.

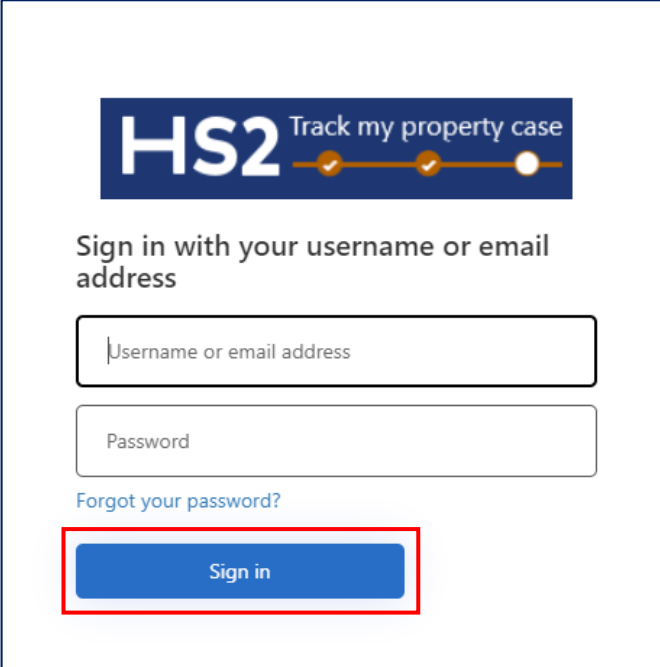


Track my Property Case portal (TmPC)

A how to guide for claimants

Step 2

When the Login page is displayed, enter the username/email address and the temporary password provided and click '**Sign in**'.



HS2 Track my property case

Sign in with your username or email address

Username or email address

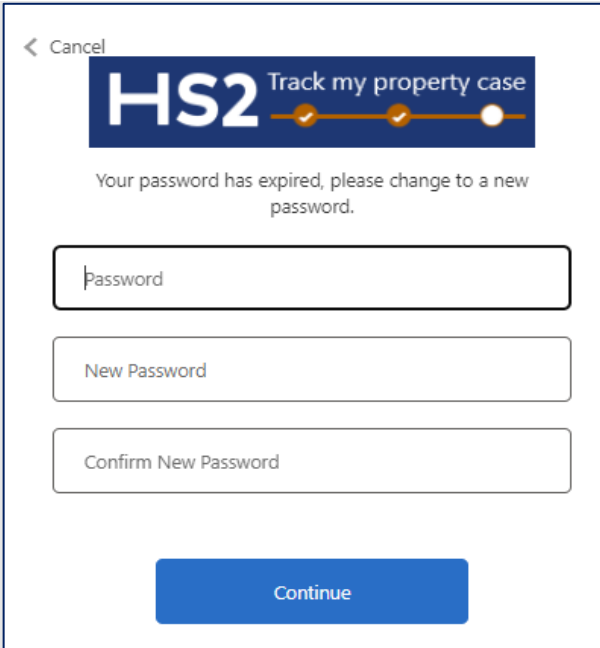
Password

[Forgot your password?](#)

Sign in

Step 3

The Set New Password page will be displayed. Enter the temporary password provided in your invitation and enter a new password twice in the boxes provided. Click on **Continue**. (Note that the new password must be between 8 and 64 characters and must have at least three of the following: a lowercase letter, an uppercase letter, a number or a symbol.)



< Cancel

HS2 Track my property case

Your password has expired, please change to a new password.

password

New Password

Confirm New Password

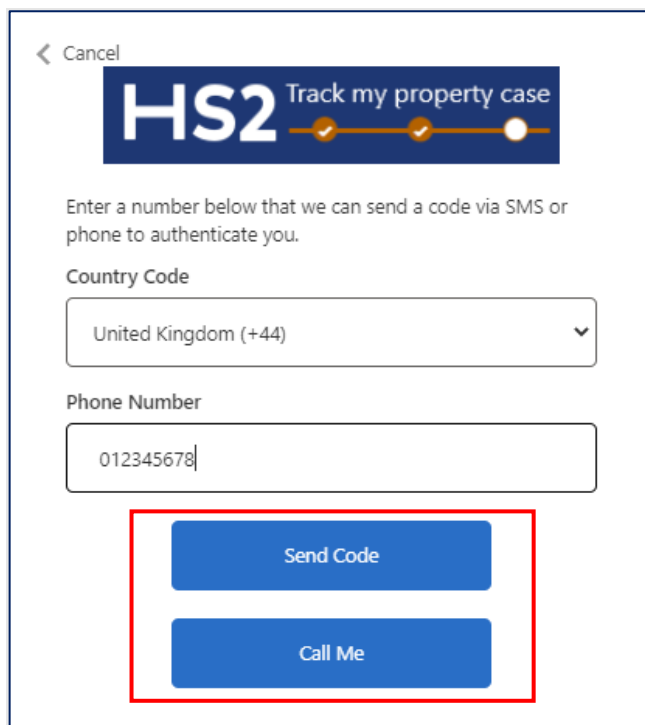
Continue

Track my Property Case portal (TmPC)

A how to guide for claimants

Step 4

Your new password will be saved and an authentication screen will be displayed. You are required to enter your phone number so that an authentication code can be sent to you in an SMS message, or a phone call can be made to you, to verify that it is you trying to log in.



< Cancel

HS2 Track my property case

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

United Kingdom (+44) ▼

Phone Number

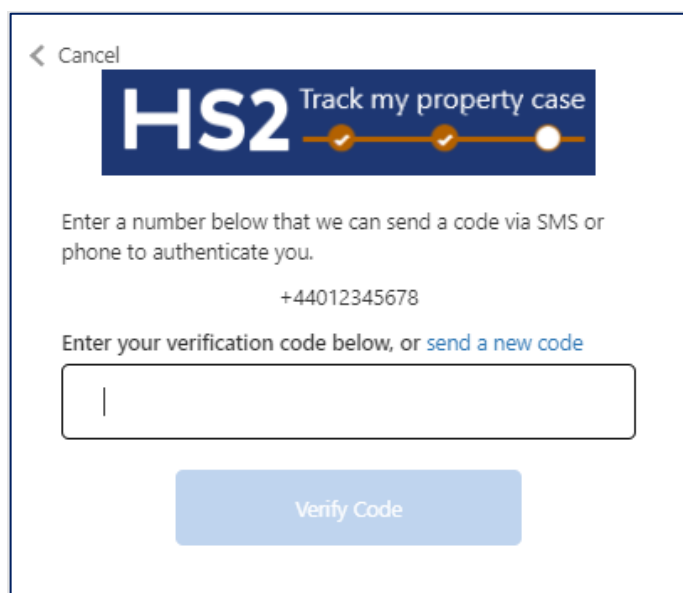
012345678

Send Code

Call Me

Step 5a

If you have selected the **Send Code** option in the previous screen, you will be sent an SMS message to the mobile number you provided. Enter that code and click on **Verify Code**. (Note: If you do not receive a code, or you entered the wrong code, you can request a new one by clicking on **Send a new code**.)



< Cancel

HS2 Track my property case

Enter a number below that we can send a code via SMS or phone to authenticate you.

+44012345678

Enter your verification code below, or [send a new code](#)

|

Verify Code

Track my Property Case portal (TmPC)

A how to guide for claimants

Step 5b

If you have selected the **Call Me** option on the authentication screen, you will receive an automated call from the Microsoft Authentication Service that will require you to press the '#' key on your telephone keypad to verify that it is you trying to log into the portal.

Once the verification process is completed, you will be logged into the Track My Property Case portal and the portal landing page will be displayed.

2 How to navigate the TmPC Landing Page

Once you have successfully logged onto the TmPC portal, you will be taken to a landing page with an overview of your application. Please note that the landing page may look different to the image below, as it is dependent on your case with HS2.

The screenshot shows the HS2 'Track my Property Case' landing page. At the top is a dark blue header with the HS2 logo, a home icon, and links for 'Message centre', 'Submit a claim', and 'Jane Bloggs'. Below the header is a light blue banner with 'BETA' and a message about feedback. The main content area is white and includes a greeting 'Hello Miss Jane Bloggs', the title 'Track my property case', and a description of the service. There are two main sections: 'Notices served on my land and property' and 'My claims', each with a table of data and a 'View details' chevron. To the right is a sidebar with 'Useful links' and 'Feedback' sections.

Notices served on my land and property

Click the link in the list below to view the legal notice served on your land and property.

Reference ↓	Type	Name	Served	Status
N08642	GVD (Previous S16) Notice of Making	Jane Bloggs	01-Nov-2021	Served View details

My claims

Click the link in the list below to track your claim for compensation from HS2.

Reference ↓	Type	Name	Created	Status
CLM-C-000016	Statutory Blight	Jane Bloggs	01-May-2022	Claim Approved View details

Useful links

- Navigation tips
- Route map
- Assistance for property owners
- Residents' Charter
- What's happening near you

Contacts

For general enquiries:

HS2 Helpdesk

[Please use our online contact form](#)

Feedback

We welcome your [feedback](#) on how we can improve this digital service.

The following explains the different sections on the TmPC landing page for applicants:

Notices served on my land and property: This section displays all legal notices that have been served on your land and property. It details the notice reference number, the type of notice served, the name on the notice, the date that the notice was served and the current status of the notice. To view the notice in detail, click on the notice reference number or click on the chevron and then select **View details**.

Reference ↓	Type	Name	Served	Status	
N04567	GVD Blight Notice of Making	Elijah Mann	04-Mar-2021	Served	View details

Track my Property Case portal (TmPC)

A how to guide for claimants

My claims: This section displays all the claims that have been submitted for compensation by you. It details the claim reference number, the type of claim submitted, your name, the date the claim was created, and the status of the claim. To view the claim and associated payments (if any) in detail, click on the claim reference number or click on the chevron and then select **View details**.

Message centre: This opens the messaging centre where you can view messages sent to and received from your assigned HS2 Case Officers. You can send messages using the 'Contact my Case Officer' link.

Submit a claim: This opens the **submit a claim form** where you can start the claim submission process by providing information and uploading supporting documents.

Profile (name and surname): This displays your contact details and shows all documents related to your claim.

Useful links: This section consists of links to HS2 information and resources that are accessible to you. This section is context-driven and dynamic, which means that the links in the section will change dependent on the portal page being viewed i.e. when viewing a type of claim e.g. Temporary Possession claim, the useful links section will consist of links to specific information and resources on Temporary Claims.

Contacts: The contacts section contains a link to a contact form that can be used to contact the HS2 Helpdesk Team. It consists of fields that capture a subject, a question and your contact details. To contact your Case Officer please see the **How to contact your assigned Case Officer** section.

Feedback: The feedback section contains the HS2 feedback survey form. You can use this form to provide feedback on the portal.

3 How to view a notice served on your land and property

Step 1

On the portal landing page, under the **Notices served on my land and property** section, click on the required reference number to view the notice information.

HS2 [Home](#) | [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#)

BETA This is a new service - your [feedback](#) will help us to improve it.

Hello Miss Jane Bloggs

Track my property case

Our new case tracking service allows you to view the status and progress of your case with HS2.

Notices served on my land and property

Click the link in the list below to view the legal notice served on your land and property.

Reference ↓	Type	Name	Served	Status
N08642	GVD (Previous S16) Notice of Making	Jane Bloggs	01-Nov-2021	Served

Useful links

- [Navigation tips](#)
- [Route map](#)
- [Assistance for property owners](#)
- [Residents' Charter](#)
- [What's happening near you](#)

My claims

Click the link in the list below to track your claim for compensation from HS2.

Reference ↓	Type	Name	Created	Status
CLM-C-000016	Statutory Blight	Jane Bloggs	01-May-2022	Claim Approved

Contacts

For general enquiries:

HS2 Helpdesk

[Please use our online contact form](#)

Feedback

We welcome your [feedback](#) on how we can improve this digital service.

Track my Property Case portal (TmPC)

A how to guide for claimants

Step 2

The **Notice Summary** section shows summary information about the notice served. The **Documents** section displays a copy of the notice sent to you. Click on the document name to view a copy of the notice.

HS2

| [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#)

BETA This is a new service - your [feedback](#) will help us to improve it.

> N08642

Your notice N08642

Your summary of a legal notice served on your land and property by the Secretary of State for Transport. You should refer to the full legal notice you received in the post for more detail.

Notice Summary

GVD (Previous S16) Notice of Making

This legal notice informs affected parties where their interest is already under HS2 temporary possession, that a General Vesting Declaration (GVD) has been made and provides a proposed vesting date.

Notice Number *	Notice Type *
N08642	GVD (Previous S16) Notice of Making
Interested Party *	Phase
Jane Bloggs	—
Case	Actual Date of Vesting
Portal Training Acquisition Case	16-Jun-2022
Date Notice Served	
01-Nov-2021	

Useful links

- [Getting Started](#)
- [Claiming compensation if you receive a Notice](#)
- [How to claim compensation if you receive a compulsory purchase notice \(Phase 2a\)](#)
- [How we make decisions on claims for compensation \(Phase 2a\)](#)

Contacts

HS2 Helpdesk

[Please use our online contact form](#)

Feedback

We welcome your [feedback](#) on how we can improve this digital service.

Documents

Name ↑	Modified
Test file.pdf (32 KB)	8 days ago

4 How to view your claim

Step 1

On the portal landing page, under the **My claims** section, click on the required claim reference number to view the information on the claim.

HS2 | [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#)

BETA This is a new service - your [feedback](#) will help us to improve it.

Hello Miss Jane Bloggs

Track my property case

Our new case tracking service allows you to view the status and progress of your case with HS2.

Notices served on my land and property

Click the link in the list below to view the legal notice served on your land and property.

Reference ↓	Type	Name	Served	Status
N08642	GVD (Previous S16) Notice of Making	Jane Bloggs	01-Nov-2021	Served

My claims

Click the link in the list below to track your claim for compensation from HS2.

Reference ↓	Type	Name	Created	Status
CLM-C-000016	Statutory Blight	Jane Bloggs	01-May-2022	Claim Approved

Useful links

- [Navigation tips](#)
- [Route map](#)
- [Assistance for property owners](#)
- [Residents' Charter](#)
- [What's happening near you](#)

Contacts

For general enquiries:

HS2 Helpdesk

[Please use our online contact form](#)

Feedback

We welcome your [feedback](#) on how we can improve this digital service.

Track my Property Case portal (TmPC)

A how to guide for claimants

Step 2

The claim page is displayed showing the progress bar, Current Activity and the Claim Summary information. The **Contacts** section displays the details of key contacts associated with the Claim (Case officers, Agents, Solicitors).

HS2

[Home](#) | [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#)

BETA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > [CLM-C-000016](#)

Your claim CLM-C-000016

Your claim for compensation from HS2 for your property, as described in the Blight Notice you served.

✓

Blight Notice Received

✓

DfT Decision

✓

Claim Received

✓

Negotiation(s) Complete

✓

Claim Approved

Contracts Exchanged

Property Completion

Full and final settlement

Current Activity

We have reviewed the settlement you reached with our [advisors](#). We are pleased to provide you with a [firm offer](#) to purchase your property. You have agreed to complete on either an [interim settlement](#) or a [full and final settlement](#).

If you have agreed an [interim settlement](#), you will have an outstanding disturbance claim. We will need your full and final [disturbance costs](#) submitted to us by your [agent](#) which will then be reviewed by our [advisors](#). Once your [agent](#) and our [advisors](#) have agreed the claim, this will then be [subject to approval](#).

If you have agreed a [full and final settlement](#), all costs associated with the claim have been settled.

Our Property Management team will contact you to undertake a Pre-Completion Report.

If you have not already done so, please confirm the details of your [solicitors](#) to your [agent](#).

Useful links

- [Getting Started](#)
- [Assistance for property owners](#)
- [Statutory Blight and Express Purchase collection](#)
- [Statutory Blight and Express Purchase guidance and FAQs](#)
- [Selling your home or small business using the Statutory Blight or Express Purchase process](#)
- [Alternative Dispute Resolution](#)

Claim Summary

Interested Party Jane Bloggs	Claim Received 01-May-2022
Case Reference CAS-01030-G8L8B0	Acquisition Scheme Statutory Blight
Case * Portal Training Acquisition Case	Date of Exchange —
Claim Reference CLM-C-000016	Date of Completion —
Blight Notice Served Date 18-Apr-2022	
Blight Notice Expiry Date 18-Jun-2025	

Contacts

HS2 Case Officer

- [Elijah Adesunloye](#)
- LPClaims@hs2.org.uk
- [Contact your Case Officer using our \[online form\]\(#\)](#)

Your Agent

- [Perfecto Agency](#)
- [James Smith](#)
- [01912345678](tel:01912345678)
- James.Smith@agentcompany.com
- [Your Agent has online access to this Claim](#)

Your Solicitor


- [John Smith](#)
- [01617744552](tel:01617744552)
- john.smith@SmithSolicitors.com

Feedback

Track my Property Case portal (TmPC)

A how to guide for claimants

Tip

- Hover your cursor over the milestones in the progress bar to view more information.
- In the Current Activity section, hover your cursor over words or phrases with the icon  to view more information on the highlighted word/phrase.

5 How to submit a claim (for Compulsory Purchase and Statutory Blight Compensation)

This may usually be carried out by the Agent acting on your behalf who will also have access to this function if they are a portal user.

Step 1

On the header of the page, click on **Submit a claim** to open the **Submit a claim** page.



Step 2

When the **Submit a claim** page is displayed, read the guidance text for the claim type you wish to make and click on the 'Submit a...' button.

A screenshot of the 'Submit a claim' page in the HS2 portal. The page has a white background with a blue header. The header includes the HS2 logo, a 'BETA' badge, and a message: 'This is a new service - your feedback will help us to improve it.' Below the header, there's a breadcrumb trail: 'Home > Submit a claim'. The main heading is 'Submit a claim', followed by a sub-heading: 'Please read the information below and relevant guidance documents before submitting a claim'. The page is divided into three main sections for different claim types: 'Permanent acquisition', 'Temporary possession', and 'Survey access'. Each section contains detailed guidance text and a blue button to submit the claim. The 'Submit a permanent acquisition claim' button is highlighted with a red box and a red arrow. To the right of the main content, there are three sidebars: 'Useful links' (with links like 'Getting Started', 'Claiming compensation if you receive a Notice', and 'Compulsory purchase process and the Criche Down Rules'), 'Contacts' (with 'HS2 Helpdesk' and 'Please use our online contact form'), and 'Feedback' (with a message: 'We welcome your feedback on how we can improve this digital service.').

Track my Property Case portal (TmPC)

A how to guide for claimants

Step 3

On the **Claim Details** page, enter your **Notice reference** number (this is the reference on the notice letter sent to you). Enter the details of your claim in the **Message** box and click on **Next**.

HS2 | [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#) -

BETA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > [Submit a claim](#)

Submit a claim

Here you can submit a claim and supporting evidence

Claim Details | Upload Claim Form | Key Documents

Portal user

Jane Bloggs

Type

Temporary Possession

Notice reference(s) *

Your notice number can be found on the first page of your notice. It will begin with 'N-' and will be followed by six numbers.
If you have not yet received the Notice, please enter 'Not yet received'.

Message *

Please enter details of your claim.

Next

Track my Property Case portal (TmPC)

A how to guide for claimants

Step 4

On the **Upload Claim Form** page, click on **Choose files** to select and upload your completed claim form. Click on **Next** when the form is uploaded. You can view previous pages by clicking on **Previous**.

The screenshot shows the 'Submit a claim' page with a dark blue header containing the HS2 logo and navigation links: Home, Message centre, Submit a claim, and Jane Bloggs. A 'BETA' badge and a message about feedback are also present. The breadcrumb trail is 'Home > Submit a claim'. The main heading is 'Submit a claim' with a subtext 'Here you can submit a claim and supporting evidence'. Below this is a progress bar with three tabs: 'Claim Details' (checked), 'Upload Claim Form' (active), and 'Key Documents'. The 'Upload Claim Form' section contains a message: 'Please upload your Claim Form in one of these supported file formats: pdf, doc, docx, xls, xlsx, txt, jpg, png'. Below this is a 'Choose files' button, which is highlighted with a red box. To the right of the button is the text 'No file chosen'. At the bottom of the section are 'Previous' and 'Next' buttons. A red arrow points from the 'Next' button towards the right.

Step 5

The **Key Documents** page allows you to add supporting documents to your submission. Click on **Add a Key Document** to begin the process.

The screenshot shows the 'Submit a claim' page with the same header and breadcrumb trail as Step 4. The progress bar now shows 'Claim Details' (checked), 'Upload Claim Form' (checked), and 'Key Documents' (active). The 'Key Documents' section contains a message: 'There are no records to display.' Below this is a table with two columns: 'Document Name' (with an upward arrow) and 'Created On'. The table is currently empty. At the bottom of the section are 'Previous' and 'Submit' buttons. A red box highlights the 'Add a Key Document' button in the top right corner of the 'Key Documents' section.

Step 6

On the **Add Key Document** page, enter a **Document Name** for the document you wish to upload and click on **Choose files** to select and upload the document. Click on **Save** when the document is uploaded.

Note: You can add multiple key documents by repeating this process.

Add Key Document [X]

Document Name *

Please upload your Key Document in one of these supported file formats: pdf, doc, docx, xls, xlsx, txt, jpg, png

Choose files No file chosen

Save

Step 7

Once all documents are uploaded, click on **Submit** to send your submission to HS2. You can view previous pages by clicking on **Previous**.

HS2 [Home] [Message centre] [Submit a claim] [Jane Bloggs]

BETA This is a new service - your feedback will help us to improve it.

Home > Submit a claim

Submit a claim

Here you can submit a claim and supporting evidence

Claim Details ✓ Upload Claim Form ✓ Key Documents

Add a Key Document

Document Name ↑	Created On	
Proof of Identity	08-Jun-2022 2:11 PM	▼
Support Document 1	08-Jun-2022 2:10 PM	▼

Previous Submit

6 How to contact your Case Officer or HS2-Appointed Agent

Step 1

Open the required claim that you wish to contact your assigned Case Officer about and click on the **online form** link in the **Contacts** section.

Current Activity

We have reviewed the settlement you reached with our **advisors**. We are pleased to provide you with a **firm offer** to purchase your property. You have agreed to complete on either an **interim settlement** or a **full and final settlement**.

If you have agreed an **interim settlement**, you will have an outstanding disturbance claim. We will need your full and final **disturbance costs** submitted to us by your **agent** which will then be reviewed by our **advisors**. Once your **agent** and our **advisors** have agreed the claim, this will then be **subject to approval**.

If you have agreed a **full and final settlement**, all costs associated with the claim have been settled.

Our Property Management team will contact you to undertake a Pre-Completion Report.

If you have not already done so, please confirm the details of your **solicitors** to your **agent**.

Useful links

- Getting Started
- Assistance for property owners
- Statutory Blight and Express Purchase collection
- Statutory Blight and Express Purchase guidance and FAQs
- Selling your home or small business using the Statutory Blight or Express Purchase process
- Alternative Dispute Resolution

Claim Summary

Interested Party Jane Bloggs	Claim Received 01-May-2022
Case Reference CAS-01030-G8L8B0	Acquisition Scheme Statutory Blight
Case * Portal Training Acquisition Case	Date of Exchange —
Claim Reference CLM-C-000016	Date of Completion —

Contacts

HS2 Case Officer

- Elijah Ades
- LPClaims@hs2.org.uk
- Contact your Case Officer using our [online form](#)

Your Agent

- Perfecto Agency
- James Smith
- 01912345678
- James.Smith@agentcompany.com
- Your Agent has online access to this Claim

Alternatively, open the Message centre by clicking on **Message centre** in the header of the page, then click on **Contact your Case Officer** when the Message centre page is displayed.

HS2 **Message centre** | [Submit a claim](#) | [Jane Bloggs](#)

BETA This is a new service - your [feedback](#) will help us to improve it.

> Message Centre

Message centre

Here you can view all requests made to HS2 through this tracking service and correspondence with your HS2 Case Officer.

My messages

All

[Contact your Case Officer](#)

Subject	Direction	Date message sent ↓	Unread
---------	-----------	---------------------	--------

Track my Property Case portal (TmPC)

A how to guide for claimants

Step 2

On the **Contact your Case Officer** page, complete the following:



To: Ensure the required recipient is selected.

Claim: Check that the claim you are writing about is selected.

Request type: Select the required request type.

Message: Enter the details of your message to the Case Officer/Appointed Agent.

Notification email: Confirm your email address so you can receive reply notifications.

HS2[Home](#) | [Message centre](#)  | [Submit a claim](#) | [Jane Bloggs](#) 

BETA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > [Contact your Case Officer](#)

Contact your Case Officer

Please select an option below to contact your Case Officer.

From *

Jane Bloggs

To *


This allows you to contact the person at High Speed Two Limited who is working on your case.

☒ HS2 Case Officer

☐ HS2 Appointed Agent

Claim *

Please select the claim you are contacting us about.

CLM-C-000016 

Request type *

☐ Reply to my Case Officer

☐ Request a call back from my Case Officer

☐ Upload additional evidence to support my claim

☐ Update my personal information

☐ Reset my login details

☐ Put my claim on hold

☐ Withdraw my claim

Message *

Please select an option from the list of request types above.

Notification email *

To receive a notification when your Case Officer replies, please confirm your current email address.

[Jane.Bloggs@gmail.com](#)

Track my Property Case portal (TmPC)

A how to guide for claimants

Step 3

To add a document to your message, click on **Choose files** to select and upload a document.

Add documents (Supported file formats: pdf, doc, docx, xls, xlsx, txt, jpg, png)

Choose files

No file chosen

Step 4

When you are ready to send the message, click **Submit**.

Notification email *
To receive a notification when your Case Officer replies, please confirm your current email address.


Jane.Bloggs@gmail.com

Add documents (Supported file formats: pdf, doc, docx, xls, xlsx, txt, jpg, png)

Choose files

No file chosen

Submit



7 How to view your messages

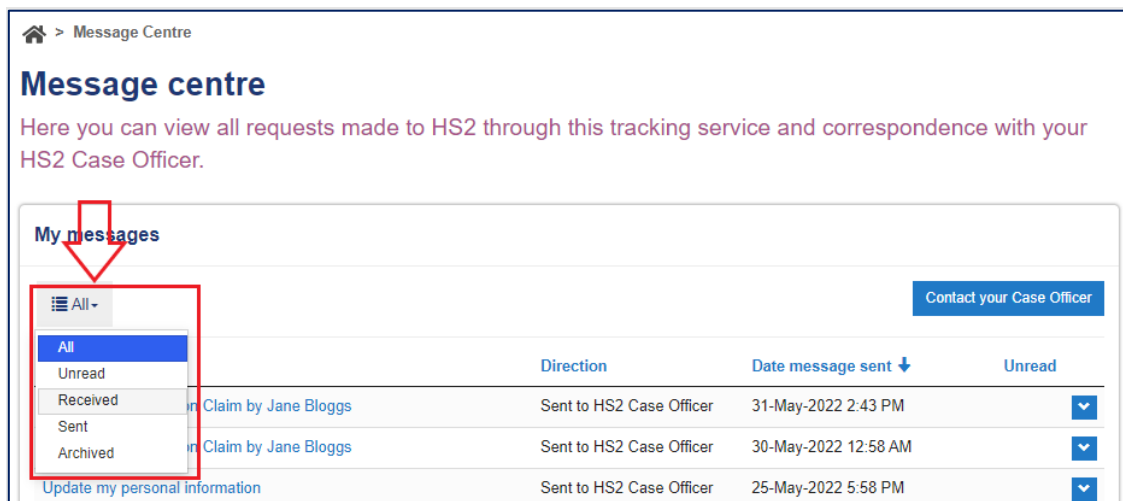
Step 1

On the header of the page, click **Message centre** to open the Message centre page.



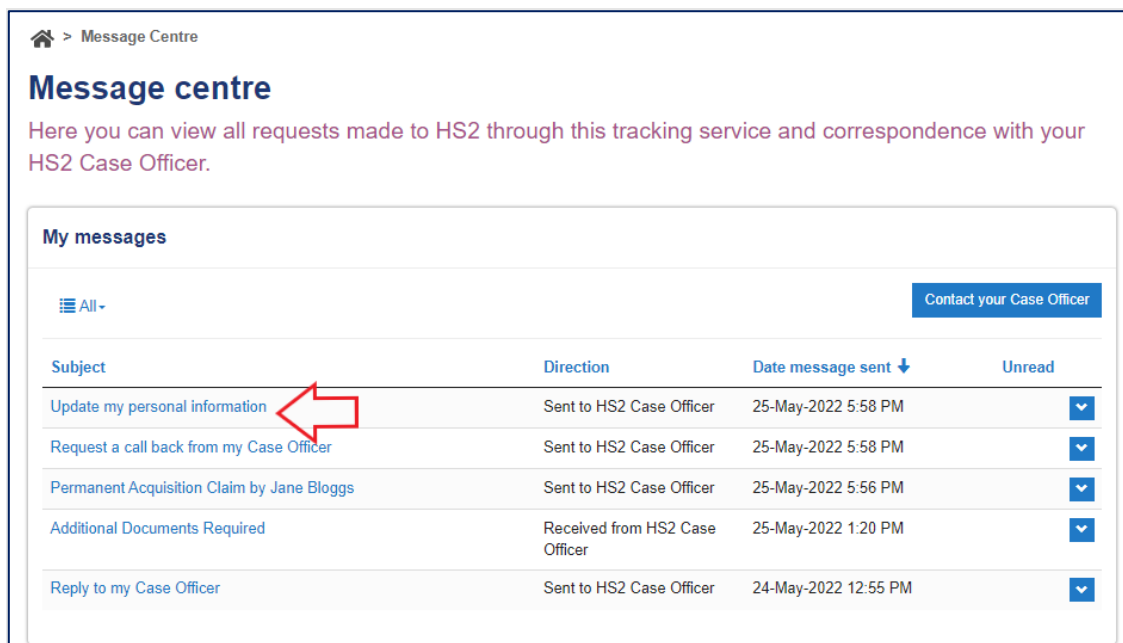
Step 2

On the **Message centre** page, click on the '**All**' filter option and choose the filter that will display the messages you want to see.



Step 3

Click on the **Subject** of the message you wish to view.

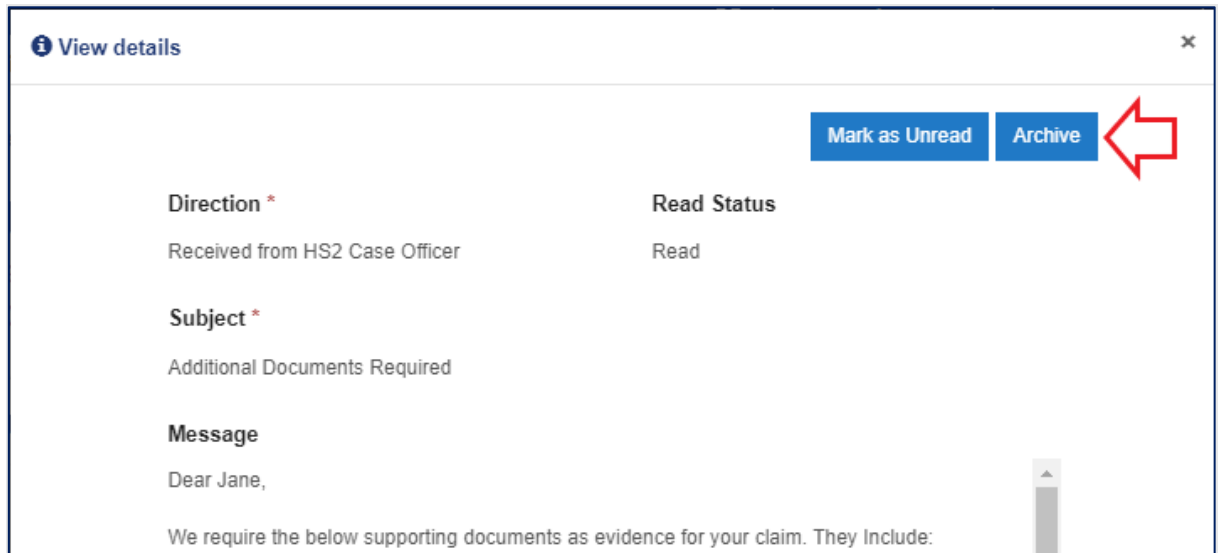


Track my Property Case portal (TmPC)

A how to guide for claimants

Step 4

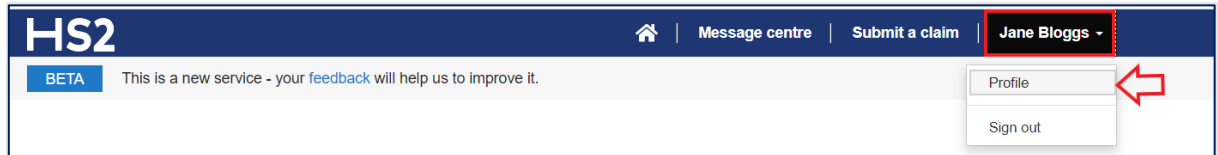
You can archive a message by clicking on **Archive** at the top of the screen. The message will not be deleted.



8 How to view your correspondence

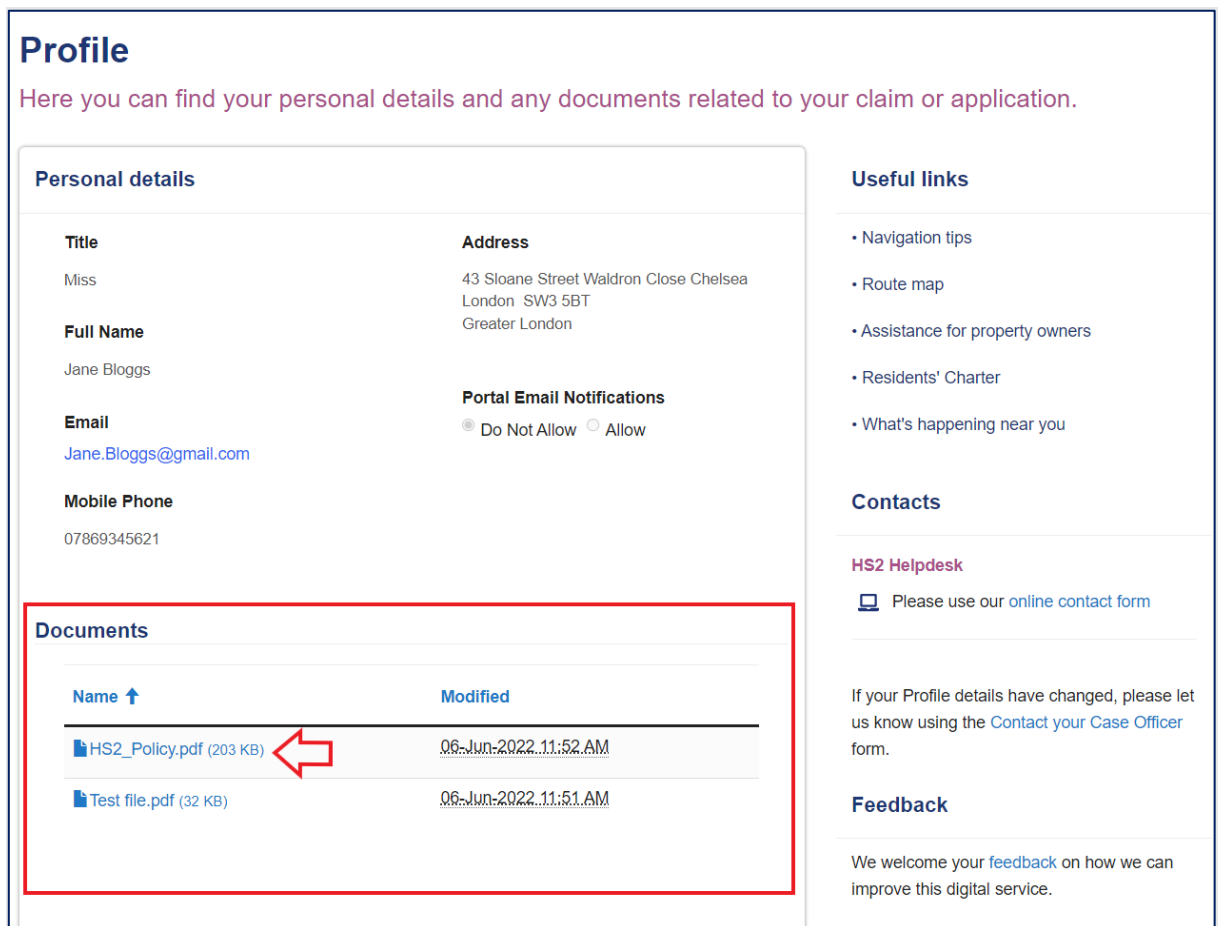
Step 1

Click on your name in the page header and select **Profile**.



Step 2

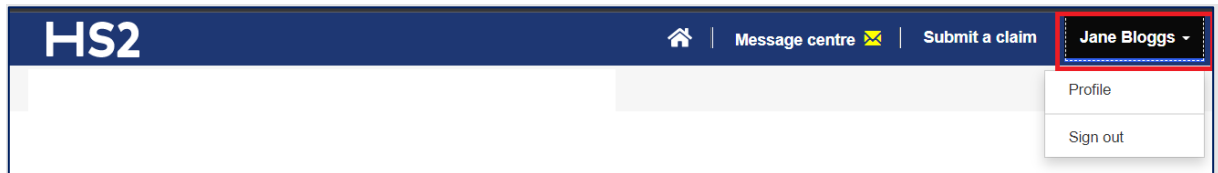
On the user profile page, the **Documents** section displays correspondence shared by HS2. Click on the document file name to view the document.



9 How to sign out of the TmPC portal

Step 1

Click on your name on the header of the page to display the **Sign out** option.



Step 2

Click on **Sign out** to leave the TmPC portal.

