HS2

Track my property case

User guide

Version 2.0

June 2022

What is Track my property case?

The HS2 Track my property case portal is an online service where you can view, submit and track information about your HS2 property case. Using this portal, you can:

- View a summary of your existing Notices, Claims, Applications, and Payment records;
- Submit a new claim (for Acquisitions);
- Upload your claims forms and supporting documents (for Acquisitions and new Statutory Blight claims). Supporting evidence documents are currently not accepted for applications;
- Track the progress of your Claims, Application, and Payments;
- Contact and receive messages from your assigned HS2 Case Officer or HS2 Appointed Agent;
- View documents shared by your case officer with you; and
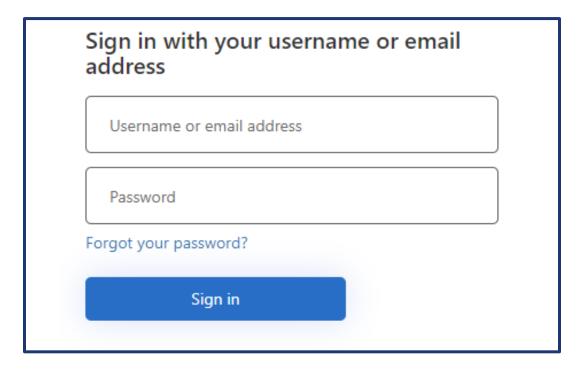- View useful information and resources on the acquisition and/or property assistance schemes.

What is covered in this guide?

In this guide you can find information about the following:

- Sign in and authentication
- Home Page
- View a Notice, Claim, Application or Payment record
- Submit a claim
- Message Centre
- Contact your Case Officer online form
- Additional guidance available

Sign in and authentication

To sign in, enter your username or email address and your password. These details would have been sent to you by your case officer.

If you have previously registered your phone number with us, you will see the last five digits displayed. To receive an authentication code, select one of the options.

Sign in with your username or email address

Username or email address

Password

Forgot your password?

Sign in

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-79028

Send Code

Call Me

Home Page

Message centre
Click to contact HS2 and view all messages sent and received in the portal

Notices
Displays all of your Notices that have been served

My claims
Displays all claims that have been submitted for compensation by you

My applications
Displays all applications that have been submitted to HS2's property assistance schemes

Click to view your profile/documents and to sign out of the portal

Submit a claim
Click to submit a claim and upload supporting documents

Useful links
Links to various HS2 resources (links will change on every page to relevant resources)

Contact
Click to contact our Helpdesk

Feedback
Click to complete our survey

Click to view the details of your application

HS2

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	▼

My applications

Click the link in the list below to track your application to HS2's property assistance scheme.

Reference ↓	Type	Name	Received	Status	
APP-001016 - Home Owner Payment	Homeowner Payment	Jane Bloggs	01-May-2022	Contract of Receipt Received	▼

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.

Please note that your Home page may look different to the image above, as the dashboard view is dependent on your case with HS2.
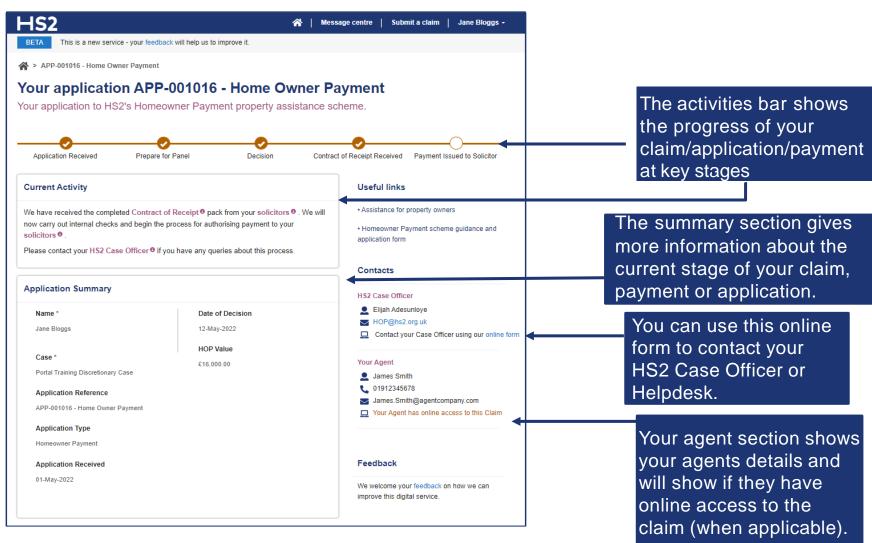
View a Notice, Claim, Application or Payment record

This page gives you details of your notice, claims, application and/or payment records.

Each page will show the key information relating to that claim/payment or application.

Some claim/application/payment pages will have a progress bar and Current Activity section to keep you up-to-date with its progress.

This lets you see the activities carried out on the claim/application/payment and if you need to do anything.

The activities bar shows the progress of your claim/application/payment at key stages

The summary section gives more information about the current stage of your claim, payment or application.

You can use this online form to contact your HS2 Case Officer or Helpdesk.

Your agent section shows your agents details and will show if they have online access to the claim (when applicable).
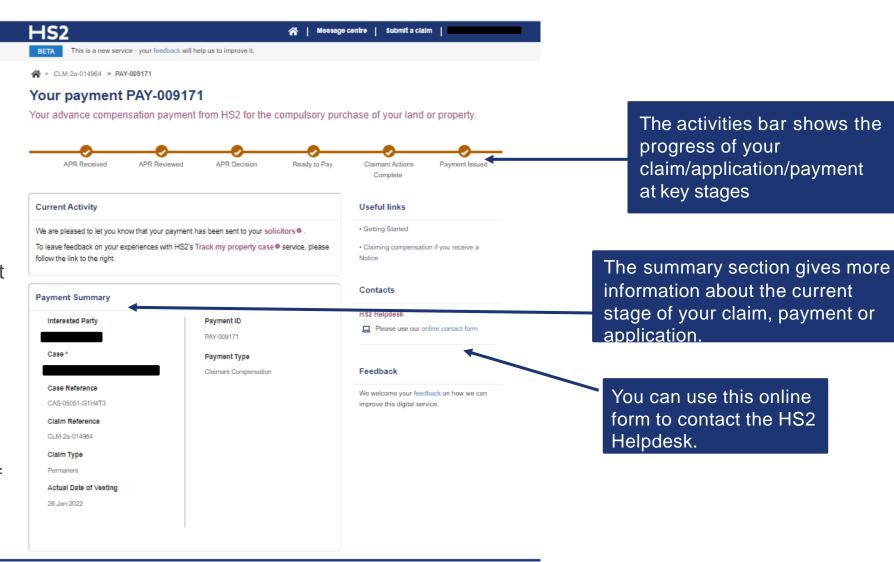
View a Payment for Compulsory Purchase

This page gives you details of your notice, claims, application and/or payment records.

Each page will show the key information relating to that claim/payment or application.

Some claim/application/payment pages will have a progress bar and Current Activity section to keep you up-to-date with its progress.

This lets you see the activities carried out on the claim/application/payment and if you need to do anything.

The activities bar shows the progress of your claim/application/payment at key stages

The summary section gives more information about the current stage of your claim, payment or application.

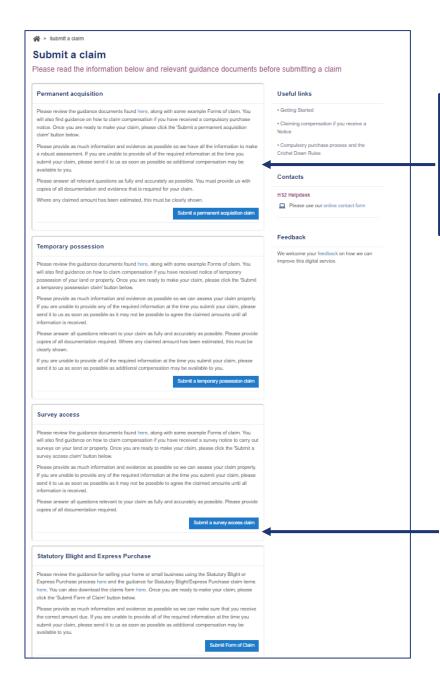You can use this online form to contact the HS2 Helpdesk.

Submit a claim

On this page you can submit a claim to HS2 against a notice served to you. Have the reference from your notice handy as you will need to input it for each claim.

The claim types are displayed with links to guidance documents for each claim type. Complete the available claim form and upload this as part of the submission, along with other supporting documents.

A notice reference and a completed claim form is required for each submission.

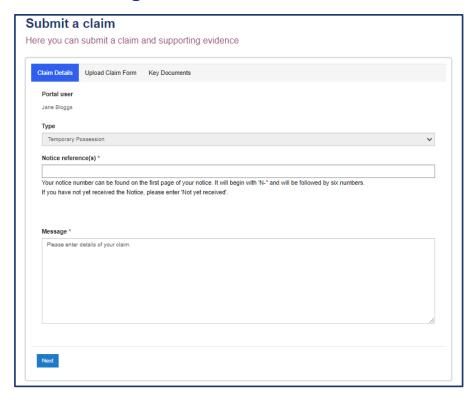Once a claim is submitted, the submission appears in the Message centre.

Each claim type is displayed in a section with links to the claim guidance documents and claim forms (where applicable)

Click on the button in the relevant section to start the claim submission process

Submit a claim

Once you select a claim, enter the Notice reference number and the details of the claim in the message box and click Next.

Upload the claim form by clicking on the 'Choose files' button and selecting the file. Click Next to continue.

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

Submit a claim
Here you can submit a claim and supporting evidence

Claim Details ✔	Upload Claim Form	Key Documents

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

Choose files No file chosen

Previous   Next

Please note that the maximum upload size for each document is 25MB and only supported file formats can be uploaded.

Submit a Claim

Click on the 'Add a Key Document' button to upload other supporting documents (where applicable). Once all the key documents are uploaded, click on the 'Submit' button.

On the Add a Key Document window, enter a 'Document name' for the document(s) to be uploaded and click on the 'Choose files' button to select the file(s). Click the 'Save' button to save the uploaded document.
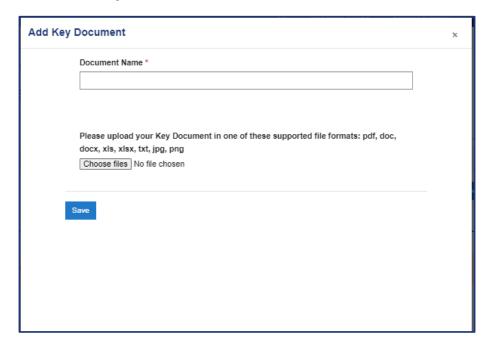

Please note that the maximum upload size for each document is 25MB and only supported file formats can be uploaded.

Message centre

The Message centre shows all your requests made to HS2 through the portal along with all messages with your assigned HS2 Case Officer.

Messages can be filtered to show Sent, Received, Unread and Archived messages.

You can contact your Case Officer by clicking the link to the online form.

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

Click to open the online form

Subject	Direction	Date message sent ↓	Unread
Update my personal information	Sent to HS2 Case Officer	25-May-2022 5:58 PM	▾
Request a call back from my Case Officer	Sent to HS2 Case Officer	25-May-2022 5:58 PM	▾
Permanent Acquisition Claim by Jane Bloggs	Sent to HS2 Case Officer	25-May-2022 5:56 PM	▾
Additional Documents Required	Received from HS2 Case Officer	25-May-2022 1:20 PM	▾
Reply to my Case Officer	Sent to HS2 Case Officer	24-May-2022 12:55 PM	▾
Permanent Acquisition Claim by Elijah Claimant	Sent to HS2 Case Officer	24-May-2022 12:43 PM	▾

Click to filter the messages

Click on the message subject to view the message and attached documents

Contact your Case Officer online form

Recipient

The HS2 Case Officer is selected by default for claimants. The HS2 appointed Agent is selected for Agents. Click to change

Request type

Click to select the type of request being made to the Case Officer

Claim/Application selection

Use the drop down list to select the correct Claim or Application

Message

Type in your message to be sent to your Case Officer

Notification email

Enter an email address to receive replies and notifications

Click Submit to send the message to the Case Officer

Add documents

Click to upload your supporting documents

Form screenshot content

HS2

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

Message centre | Submit a claim | Jane Bloggs

> 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

Application *

Please select the application you are contacting us about.

APP-001016 - Home Owner Payment

Request type *

○ Reply to my Case Officer
○ Request a call back from my Case Officer
○ Update my personal information
○ Reset my login details
○ Accept HS2 offer
○ Confirm my choice of valuer
○ Put my application on hold
○ Withdraw my application

Message *

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

Additional guidance available

- [How to Guide for Applicants](#)
- [How to Guide for Claimants](#)
- [How to Guide for Agents](#)