

# 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.

Sign in with your username or email address

[Forgot your password?](#)

Sign in

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.

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

## 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.

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

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.

**HS2** | Message centre | Submit a claim | Jane Bloggs -

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

Home > APP-001016 - Home Owner Payment

### Your application APP-001016 - Home Owner Payment

Your application to HS2's Homeowner Payment property assistance scheme.

Application Received | Prepare for Panel | Decision | Contract of Receipt Received | Payment Issued to Solicitor

#### Current Activity

We have received the completed **Contract of Receipt** pack from your **solicitors**. We will now carry out internal checks and begin the process for authorising payment to your **solicitors**.

Please contact your **HS2 Case Officer** if you have any queries about this process.

#### Useful links

- Assistance for property owners
- Homeowner Payment scheme guidance and application form

#### Contacts

**HS2 Case Officer**

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

**Your Agent**

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

#### Feedback

We welcome your **feedback** on how we can improve this digital service.

Application Summary	
<b>Name *</b>	<b>Date of Decision</b>
Jane Bloggs	12-May-2022
<b>Case *</b>	<b>HOP Value</b>
Portal Training Discretionary Case	£16,000.00
<b>Application Reference</b>	
APP-001016 - Home Owner Payment	
<b>Application Type</b>	
Homeowner Payment	
<b>Application Received</b>	
01-May-2022	

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.

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

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

[Home](#) > [CLM-2a-014964](#) > [PAY-009171](#)

## Your payment PAY-009171

Your advance compensation payment from HS2 for the compulsory purchase of your land or property.

APR Received APR Reviewed APR Decision Ready to Pay Claimant Actions Complete Payment Issued

### Current Activity

We are pleased to let you know that your payment has been sent to your [solicitors](#) .

To leave feedback on your experiences with HS2's [Track my property case](#) service, please follow the link to the right.

### Payment Summary

<b>Interested Party</b> [Redacted]	<b>Payment ID</b> PAY-009171
<b>Case *</b> [Redacted]	<b>Payment Type</b> Claimant Compensation
<b>Case Reference</b> CAS-05051-G1H4T3	
<b>Claim Reference</b> CLM-2a-014964	
<b>Claim Type</b> Permanent	
<b>Actual Date of Vesting</b> 26-Jan-2022	

### Useful links

- [Getting Started](#)
- [Claiming compensation if you receive a Notice](#)

### Contacts

[HS2 Helpdesk](#)

[Please use our online contact form](#)

### Feedback

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

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](#).

The screenshot shows the 'Submit a claim' page with a breadcrumb 'Home > Submit a claim'. The main heading is 'Submit a claim' with a subtext: 'Please read the information below and relevant guidance documents before submitting a claim'. The page is divided into two columns. The left column contains four claim type sections: 'Permanent acquisition', 'Temporary possession', 'Survey access', and 'Statutory Blight and Express Purchase'. Each section contains detailed guidance text and a blue button to submit the claim. The right column contains 'Useful links', 'Contacts', and 'Feedback' sections. Two blue arrows point from the right side of the image to the 'Submit a permanent acquisition claim' and 'Submit a survey access claim' buttons.

Home > Submit a claim

## Submit a claim

Please read the information below and relevant guidance documents before submitting a claim

### Permanent acquisition

Please review the guidance documents found [here](#), along with some example Forms of claim. You will also find guidance on how to claim compensation if you have received a compulsory purchase notice. Once you are ready to make your claim, please click the 'Submit a permanent acquisition claim' button below.

Please provide as much information and evidence as possible so we have all the information to make a robust assessment. If you are unable to provide all of the required information at the time you submit your claim, please send it to us as soon as possible as additional compensation may be available to you.

Please answer all relevant questions as fully and accurately as possible. You must provide us with copies of all documentation and evidence that is required for your claim.

Where any claimed amount has been estimated, this must be clearly shown.

[Submit a permanent acquisition claim](#)

### Temporary possession

Please review the guidance documents found [here](#), along with some example Forms of claim. You will also find guidance on how to claim compensation if you have received notice of temporary possession of your land or property. Once you are ready to make your claim, please click the 'Submit a temporary possession claim' button below.

Please provide as much information and evidence as possible so we can assess your claim properly. If you are unable to provide any of the required information at the time you submit your claim, please send it to us as soon as possible as it may not be possible to agree the claimed amounts until all information is received.

Please answer all questions relevant to your claim as fully and accurately as possible. Please provide copies of all documentation required. Where any claimed amount has been estimated, this must be clearly shown.

If you are unable to provide all of the required information at the time you submit your claim, please send it to us as soon as possible as additional compensation may be available to you.

[Submit a temporary possession claim](#)

### Survey access

Please review the guidance documents found [here](#), along with some example Forms of claim. You will also find guidance on how to claim compensation if you have received a survey notice to carry out surveys on your land or property. Once you are ready to make your claim, please click the 'Submit a survey access claim' button below.

Please provide as much information and evidence as possible so we can assess your claim properly. If you are unable to provide any of the required information at the time you submit your claim, please send it to us as soon as possible as it may not be possible to agree the claimed amounts until all information is received.

Please answer all questions relevant to your claim as fully and accurately as possible. Please provide copies of all documentation required.

[Submit a survey access claim](#)

### Statutory Blight and Express Purchase

Please review the guidance for selling your home or small business using the Statutory Blight or Express Purchase process [here](#) and the guidance for Statutory Blight/Express Purchase claim items [here](#). You can also download the claims form [here](#). Once you are ready to make your claim, please click the 'Submit Form of Claim' button below.

Please provide as much information and evidence as possible so we can make sure that you receive the correct amount due. If you are unable to provide all of the required information at the time you submit your claim, please send it to us as soon as possible as additional compensation may be available to you.

[Submit Form of Claim](#)

### Useful links

- [Getting Started](#)
- [Claiming compensation if you receive a Notice](#)
- [Compulsory purchase process and the Crichel Down Rules](#)

### Contacts

[HS2 Helpdesk](#)

[Please use our online contact form](#)

### Feedback

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

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.

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

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

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.

### 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
There are no records to display.	

Previous

Submit

### Add Key Document

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

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.

Click to filter the messages

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

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

[Home](#) > [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
<a href="#">Update my personal information</a>	Sent to HS2 Case Officer	25-May-2022 5:58 PM	▾
<a href="#">Request a call back from my Case Officer</a>	Sent to HS2 Case Officer	25-May-2022 5:58 PM	▾
<a href="#">Permanent Acquisition Claim by Jane Bloggs</a>	Sent to HS2 Case Officer	25-May-2022 5:56 PM	▾
<a href="#">Additional Documents Required</a>	Received from HS2 Case Officer	25-May-2022 1:20 PM	▾
<a href="#">Reply to my Case Officer</a>	Sent to HS2 Case Officer	24-May-2022 12:55 PM	▾
<a href="#">Permanent Acquisition Claim by Elijah Claimant</a>	Sent to HS2 Case Officer	24-May-2022 12:43 PM	▾

Click to open the online form

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

## Notification email

Enter an email address to receive replies and notifications

Click Submit to send the message to the Case Officer

The screenshot shows the HS2 website interface for the 'Contact your Case Officer' form. The form is titled 'Contact your Case Officer' and includes a sub-header 'Please select an option below to contact your Case Officer.' The form fields are as follows:

- 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 \***: A large text area for the 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)
  - No file chosen
- Submit**: A blue button at the bottom.

## 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

## Add documents

Click to upload your supporting documents

# Additional guidance available

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

