



Working on behalf of

# HS2

## Notice of utility works on Park Street & Masshouse Lane

February 2021 | [www.hs2.org.uk](http://www.hs2.org.uk)

### Notification



High Speed Two (HS2) is the new high speed railway for Britain. Early works for HS2 are carried out by a joint venture between Laing O'Rourke and Murphy & Sons known as LM.

### Lane closures on Park Street and Masshouse Lane

Over the coming months, we'll continue to work on roads and footpaths in central Birmingham as we carry out utilities diversions in preparation for the construction of HS2's Curzon Street Station and the railway. To carry out the utility works safely, we need to manage traffic in the local area. This will include lane closures on **Park Street and Masshouse Lane** while we carry out the utility installations. We'll carry out the works in phases, rather than all at once, to keep disruption to a minimum.



### Duration of works

w/c Monday 1 March for approximately 12 weeks

### What to expect

Temporary lane closures on Park Street and Masshouse Lane

Access to Masshouse Place car park maintained.

Traffic and pedestrian management measures will be in place as we carry out the works.

Core working hours are 8am to 6pm, although staff may be on site up to an hour before and an hour after those times.

### What we will do

Clearly signpost the road closure and pedestrian management and explain these changes to road users and pedestrians.

Keep disruption to a minimum.

Answer your questions via the 24/7 HS2 helpdesk.

We'll keep you informed of any adjustments via

[www.hs2inbirmingham.co.uk](http://www.hs2inbirmingham.co.uk)

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](mailto:hs2enquiries@hs2.org.uk)

Call our HS2 Helpdesk team on **08081 434 434**

# 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.

## Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route. [www.gov.uk/government/publications/hs2-residents-charter](http://www.gov.uk/government/publications/hs2-residents-charter)

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at: [www.gov.uk/government/collections/hs2-ltd-residents-commissioner](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at: [residentscommissioner@hs2.org.uk](mailto:residentscommissioner@hs2.org.uk)

## Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner by emailing: [complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk)

## Property and compensation

You can find out all about HS2 and properties along the line of route by visiting: [www.gov.uk/government/collections/hs2-property](http://www.gov.uk/government/collections/hs2-property)  
Find out if you're eligible for compensation at: [www.gov.uk/claim-compensation-if-affected-by-hs2](http://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 our HS2 Helpdesk team. For more details on our complaints process, please visit our website: [www.hs2.org.uk/how-to-complain](http://www.hs2.org.uk/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](mailto:hs2enquiries@hs2.org.uk)**

Write to:

**FREEPOST**

**HS2 Community Engagement**

Website **[www.hs2.org.uk](http://www.hs2.org.uk)**

To keep up to date with what is happening in your local area, visit: **[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk)**

**Please contact us if you'd like a free copy of this document in large print, Braille, audio or easy read. You can also contact us for help and information in a different language.**

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High Speed Two (HS2) Limited, registered in England and Wales.

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