

Notice of Thames Water work

February 2020 | www.hs2.org.uk

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

Robert Street

From Monday 9 March, we will be working in Robert Street for up to five weeks.

Our site compound will be at the end of Robert near the junction with Hampstead Road. The eastbound lane will be closed and westbound lane will remain open.

How you are affected

A diversion will be in place for eastbound traffic via Varndell Street. The work will not affect the footpaths and pedestrian access will be maintained at all times.

This will be the final piece of work that we will be carrying out in this location. Thank you all for you patience and understanding while we have carried out this work.

Getting in touch

For all enquiries about the work Thames Water are doing on behalf of HS2, please use the below details and quote the reference number: **BB231005.Phone: 0800 316 9800 (our lines are always open) Email:**

customer.feedback@thameswater.co.uk

If you have a question about HS2 or our works, please contact our helpdesk on 08081 434 434 or email HS2enquiries@hs2.org.uk

Notification



Duration of works

From Monday 9 March for up to five weeks

Hours of working

Our core working hours are 8am to 6pm, Monday to Friday and 8am to 1pm on Saturdays

What to expect

There will be a short diversion in place via Varndell Street for eastbound traffic

Footpaths will remain open and pedestrian access will be maintained at all times

There will be no distruption to you water and waste services.

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 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

You can contact the Commissioner at: 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

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 Find out if you're eligible for 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 via the helpline. For more details on our complaints process, please visit our website:

www.hs2.org.uk/how-to-complain

Contact Us

If you have any questions about this notification of works, please get in touch.

24/7 Freephone **08081 434 434**



Minicom **08081 456 472**



Email **HS2enquiries@hs2.org.uk**

Write to:

FREEPOST

HS2 Community Engagement

Visit us at the former National Temperance Hospital at **112 Hampstead Road, London NW1 2PS**.

Websites: www.hs2.org.uk www.hs2inCamden.co.uk

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Somalí

Fadlan nala soo xiriir haddii bug-yarahaan bilaashka ah ku rabtid daabacad far waa-wayn, qoraalka indhoolaha, hab maqal ah ama si fudud loo akhrin karo. Waxaan xittaa macluumaadka ku bixin karnaa luqado kala duwan. Qof ayaad ka codsan kartaa inuu wakiil ka noqdo markaad la hadlayso HS2 Ltd.

Español

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Français

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Bengali

