

# Closure of steps to Ruislip Golf Course car park

May 2020 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

We are continually reviewing the works on our construction sites in line with Government and Public Health England (PHE) advice on dealing with COVID-19. The Government's current strategy makes it clear that construction activity can continue as long as it complies with this guidance. Please be assured that only sites that can operate within the guidelines are operational. All sites will remain under constant review.

We have postponed all face-to-face engagement events and meetings and have put in place a number of channels to communicate with communities, such as letters and phone calls, as well as updates and alerts from each of the local community websites. You can sign up for regular updates in your local area at [www.hs2inhillington.co.uk](http://www.hs2inhillington.co.uk)

## Closure of steps leading from Ickenham Road to Ruislip Golf Course

Work activity at the HS2 West Ruislip portal site at the golf course will increase from the 1 June which will mean that the steps will need to be closed to the public.

While these steps have previously stayed open during the setup of the site, the closure now is to ensure the safety of the public as the scale of work in this area increases.

Both vehicle and pedestrian access from Clacks Lane into the car park will still be maintained.

Further information on all works being carried out in the area can be found on [www.hs2inhillington.co.uk](http://www.hs2inhillington.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)**

### Duration of works

The closure of the steps will take place on 1 June.

The works taking place during the closure of the steps are normal working hours of 8am to 6pm Monday to Friday.

### What to expect

No access from Ickenham Road to the car park via the steps.

A new information board to be fitted to the area by the gate.

### What we will do

Pedestrians will still have full access of the pavement along Ickenham Road.

Ensure the bus stop will not be affected.

# 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)**

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