



Working on
behalf of

HS2

Notice of Thames Water surveys

August 2020 | www.hs2.org.uk

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

Being COVID compliant

HS2 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.

Your Thames Water update

Thames Water are due to carry out our final surveys on our sewer in the area. This will follow on from the surveys we carried out in April and will include ground investigations and bat surveys. They will help us to determine what work we will need to carry out, in preparation for the construction of the new HS2 railway.

We will be working in The Greenway and surrounding areas during August and September. When we have completed our surveys we will update you on the next stages of our 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: **BB 972617**.

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 HS2 Helpdesk team on 08081 434 434 or email hs2enquiries@hs2.org.uk

Notification



Work in your area

We will be carrying out surveys in your area during August and September

Hours of working

Our core working hours are Monday to Friday 8am to 6pm

What to expect

We will be visible in the local area

There will be no disruption to your wastewater services during the surveys

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

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 by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website:

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**

Write to:

FREEPOST

HS2 Community Engagement

Website **www.hs2.org.uk**

To keep up to date with what is happening in your local area, visit:

www.hs2inyourarea.co.uk

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<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>