

Notice of Thames Water work



October 2018 | www.hs2.org.uk

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

Robert Street

We are continuing our work in Robert Street to lay new pipes as part of the 42" water main diversion. Our work will be carried out in six phases and will be completed by Summer 2019.

Our work

Phase two

We will be completing phase one at the crossroads of Robert Street and Stanhope Street in mid-November and the junction will be reopened.

We are due to start phase two on 22 October. Our working area will be on Robert Street between the junctions of Stanhope Street to Osnaburgh Street. Both junctions will remain open.

Access to and from the courtyard by Englefield will be maintained at all times but there may be some delay if we are working outside the entrance. We will move to allow cars to gain access.

Access points by Patterdale and Borrowdale to the courtyards will be blocked on Robert Street, for the duration of our works. Residents are advised to use the access point off Cumberland Market

We are due to finish in December and then move onto phase three. We will be working Monday – Saturday and may also work on Sunday when required. Our working hours are in the panel on the right.

There will be no footpath closures but we will be suspending additional car parking spaces on Robert Street. Some parking bays suspended in phase one will be reinstated.

The current diversion route will remain in place and your water and waste services should not be affected.

We will write to you again to notify you of phase 3 of our work.

Getting in touch

For all enquiries about the work Thames Water are doing on behalf of HS2, please contact us and quote the reference number: BB231005. Phone: 0800 316 9800. Email: customer.feedback@thameswater.co.uk

Duration of work

- We will be working in Robert Street from September 2018 to June 2019
- Working hours: Monday – Saturday 8am to 6pm; Sunday 9am to 5pm

What to expect

- There will be an increase in noise
- Some parking bays will be suspended
- Footpaths will remain open

What we will do

- There will be a clearly marked diversion route in place
- Acoustic barriers will be in place around our work site
- There will be no disruption to your water or waste services during our works



Working on
behalf of

HS2

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.

Contact us

If you have any questions about this newsletter, please get in touch.

 **24/7 freephone** 08081 434 434

 **Minicom** 08081 456 472

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

High Speed Two (HS2) Limited

Two Snowhill

Snow Hill Queensway

Birmingham B4 6GA

Website www.hs2.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

Español

Póngase en contacto con nosotros en caso de que desee recibir una copia gratuita de este folleto en caracteres grandes, braille, audio o en formato de lectura fácil. También podemos proporcionar la información en distintos idiomas. No dude en pedirle a alguien que le represente en cualquier conversación con HS2, Ltd.

Français

Merci de nous contacter si vous désirez une copie de cette brochure en grands caractères, en braille, en version audio, ou en lecture simplifiée. Nous pouvons également vous fournir des informations dans différentes langues. Vous pouvez demander d'être représenté(e) par un tiers pour tout échange avec HS2 Ltd.

Somali

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.

Bengali

যদি আপনি এই প্রচারপত্রটির বড় অক্ষরে, ব্রেইলে, অডিও বা সহজ পাঠযোগ্য বিনামূল্যের প্রতিলিপি পেতে চান তবে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। এছাড়াও আমরা বিভিন্ন ভাষায় তথ্য প্রদান করতে পারি। এইচএস২ লিমিটেড (HS2 Ltd.)-এর সাথে কোন আলোচনায় আপনাকে প্রতিনিধিত্ব করার জন্য আপনি কাউকে জিজ্ঞাসা করায় আপনাকে স্বাগত জানাই।

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.

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice (<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>).

Reference number: BB231005

HS2