

Notice of Thames Water work

May 2019 | www.hs2.org.uk

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

Increase of working hours at Gloucester Gate

As we continue our work at Gloucester Gate, we are amending our works to support events taking place at Regents Park in June.

From Saturday 25 May, we will be increasing our working hours. They will now be: Monday to Friday; 7am – 7pm, Saturday; 8am – 6pm and Sunday; 9am – 5pm.

We now expect to complete the majority of our works at Gloucester Gate by 10 June to allow the road to reopen. We will then be completing the remaining works in early July with a lane closure and traffic management in place. We will write to you again to update you on our work as it progresses.

Most of the work we need to carry out will be done by hand. However, due to the machinery we need to use it will be noisy at times.

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



Increased working hours

Monday to Friday; 7am – 7pm,

Saturday; 8am – 6pm and Sunday; 9am – 5pm.

We will keep noise to a minimum

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

Somali

Fadlan nala soo xiriiir haddii bug-yarahaan bilaashka ah ku rabsid 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

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.

Bengali

যদি আপনাকে এই প্রচারপত্রটি বড় অক্ষর, ব্রাইল, অডিও বা সহজ পাঠযোগ্য দলি মূহুরের পূর্ণ দিগেপ ব্রপরিচািটির অগ্রহ করার আমারি সারে ব্রগাণ্ণায়াগ্ করুি এছাড়াও আমরা দলি নিয়ায় যি পূর্ণি কররি পাৱি। এইচএস২ লিমিটেড (HS2 Ltd.)-এর সারে ব্রকাি আরচেচিয় আপনিক পূর্ণি দিগি করার জয়ি আপনিক কাউরক জজ্ঞাসা করায আপনিক স্বাগ্ জিাই।

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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