

Notice of Thames Water work



September 2018 | www.hs2.org.uk

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

Robert Street

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

Our work

Phase one

Our first stage of work will be on the crossroads of Robert Street and Stanhope Street

We will start work on Thursday 13 September and should complete this section of work late November. We will be working Monday – Saturday and when required Sunday. Our working hours are in the panel on the right.

There will be no footpath closures but we will be suspending six car parking spaces on Robert Street from 12 September for the duration of this phase of work.

The diversion routes will be clearly signposted.

We will write to you again to notify you of phase 2 of our work.

Your water and waste services should not be affected.

Getting in touch

For all enquiries about the work Thames Water are doing on behalf of HS2, please use the details below and quote the reference number: BB231005.

Phone: 0800 316 9800 (our lines are always open)

Email: customer.feedback@thameswater.co.uk

Online: www.thameswater.co.uk/contactus

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

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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.

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>)

High Speed Two (HS2) Limited, registered in England and Wales.
Registered office: Two Snowhill, Snow Hill Queensway, Birmingham B4 6GA.
Company registration number: 06791686. VAT registration number: 181 4312 30.

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.

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।

Reference number: 01082018-38-(Letter)-

HS2

