

# Notice of Thames Water surveys



February 2019 | [www.hs2.org.uk](http://www.hs2.org.uk)

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

## Your Thames Water update

Thames Water is planning to carry out some manhole surveys on Ruislip High Street.

## How you are affected

From Monday 4 March, we will be on site to carry out manhole surveys outside properties 53 to 55 and 61.

We will be onsite for up to four hours at a time from 1am and there will be some additional lighting and a lane closure.

## Getting in touch

For all enquiries about the work Thames Water are doing on behalf of HS2 Ltd, please use the details below and quote the reference number: **BB971865**

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

Email: [customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)

Online: [www.thameswater.co.uk/contactus](http://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](mailto:HS2enquiries@hs2.org.uk)**

### Duration of work

- We will be carrying out surveys on the High Street in the early hours of 5 March

### Hours of working

- We will be onsite from 1am for up to four hours

### What to expect

- We will be carrying out some manhole surveys
- Footpaths will remain open at all times
- There will be no disruption to your waste water services during the surveys.



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](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)

## 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](mailto:HS2enquiries@hs2.org.uk)

Write to:

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Snow Hill Queensway  
Birmingham B4 6GA**

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Reference number:

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