

Notice of Thames Water surveys



November 2018 | 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 surveys at The Greenway and Ickenham Green Allotments. This will help us to identify the location of their services. We can then determine if we need to carry out any work or diversions in preparation for the construction of the railway.

How you are affected

From Monday 26 November until early 2019, we will be on site from time to time at The Greenway and Ickenham Green Allotments.

The Greenway We will be working in the road by the bridge to access the manhole. The work will require us to reduce the road to one lane when on site. Access will be maintained at all times and we will be working for two full days between 26 November and early 2019.

The allotments The work will not have a significant impact, but we will visibly be on site at different times of the day.

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

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 carrying out surveys in the area from 26 November until early 2019

Hours of working

- We will be onsite between the hours of 8am to 6pm, Monday to Friday

What to expect

- We will be working in the road on The Greenway
- Footpaths will remain open at all times
- Your allotment will not be disrupted
- 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

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

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

Write to:

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