

Welcome to the HS2

COMMUNITY UPDATE

We'd like you to have all the latest news and information about HS2 – the planned high speed railway network.



This update introduces our local community engagement team – here to support you and your neighbourhood as the railway is planned and built.

What is HS2 and what does it mean for me?

HS2 is a new railway that will become the backbone of our national rail network.

HS2 will create more seats for passengers on our crowded railways and better connect our cities, supporting growth and regeneration.

We're set to start construction this year on Phase One of the railway, from London to the West Midlands.

This community update explains who we are, when you might see us working in your area, and what we are doing.

If you'd like to find out more, you can get in touch with our helpline – all our contact details are on the back.

What stage are the plans at?

We expect to receive approval from Parliament very soon for the powers we need to construct and operate HS2. Once we get this formal go ahead, construction is set to start.

The first stages will mostly involve preparatory works like site clearance, demolitions, archaeology and roadworks. We recently confirmed which contractors will help us to deliver these early works along the line of route. A joint venture involving Costain Group Plc and Skanska Construction UK Ltd has been selected to lead works in your area. Meanwhile, we're undertaking surveys and checking utilities such as water and electricity beneath the streets.

You may not have noticed the work we've done so far but, in the next couple of years, you may see changes in your neighbourhood. Our helpline is available 24/7 - so if you want to know more about what activity to expect in your local area, you can call us on **020 7944 4908** and select the option that will put you through to one of our team.

Here to help

HS2 Ltd was set up by the Government to plan and build the railway. We have another key role – making sure that if you're affected by the project you understand what to expect and how we help.

That's why we have established a team dedicated to helping local people in your area. You may already have met us at a public event near you. The people and organisations that represent your area – like MPs and local councils – have also been meeting with us.



Patricia Thompson, senior community engagement manager, explains: *"It's really important that people know about any works that may affect them. I've been listening to local people to understand their concerns and explain what support is available, such as our property schemes. We're here to help and will be reaching out to as many people as possible over coming months."*

Information on property

As we move towards construction, we will be in touch with you if you're a directly affected resident or business to explain what the plans mean for your property.

This contact may be from a member of our Land and Property Team or one of our appointed advisors. Anyone that is directly affected by the project will also be asked to fill out a Land Information Questionnaire. You may have completed one before but it is important that information about your property is as up-to-date as possible.

If you own and live in a property directly affected by HS2, you may be eligible for one of our property schemes. Some of these property compensation and assistance measures are open for applications now. You can find out more by visiting www.gov.uk/claim-compensation-if-affected-by-hs2

Here in your area, listening to you

Over recent months, we've been sharing information about HS2 with your community and others along the proposed route. This has included everything from letters to adverts on Facebook. There's no substitute for face-to-face discussion though, so events are a cornerstone of our activity.

After listening to local communities to find out what issues are important to you, we've held events on specific subjects ranging from tunnelling in Ruislip to property schemes and traffic studies in Ickenham.

As well as hosting large events, we're going on the road and sharing information in different ways, including a series of 'pop-up' exhibitions in the area around the proposed Old Oak Common Station. Our events programme continues as we get closer to construction, giving you an opportunity to find out how we'll respect your neighbourhood as the railway is built. Please have a look for us at any events near you - all of our events are publicised at www.gov.uk/government/collections/hs2-events and we'll send you an invite if there's one happening nearby.



Understanding ground conditions

Ground investigations are a key part of our preparations and will guide how the railway is constructed. This work typically involves drilling holes in the ground and taking samples of the soil away for analysis. Working with utility companies, we're also checking services like water mains and power cables.

We'll let you know in advance if we need to do any of this work near you, especially if there's an impact on roads or it might be noisy. Our contractors will work as quickly and quietly as they can.

Connecting people and jobs

HS2 will be creating two new transport hubs in London, with stations at Euston and Old Oak Common.

Once it's up and running, around 250,000 people a day will use Old Oak Common in some way on their journey, making it the UK's second busiest station after Waterloo.

This super-hub will host services by HS2, Crossrail, Great Western and Heathrow Express. London Underground and Overground services will also be within walking distance - a level of connectivity that will help to unlock thousands of jobs in the Old Oak and Park Royal area as part of a huge regeneration project.

£70m to benefit local communities

Communities and businesses near the new railway will benefit from grants worth millions, through the Community and Environment Fund as well as the Business and Local Economy Fund. Through these schemes £40m in total will be available to support businesses and community groups affected by the construction of the first phase of HS2. Once these are up and running you'll be able to apply for funding through our independent grants management body, Groundwork UK. A £30m road safety fund has also been set up for improving local roads.

Useful links

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. There's also an independent Residents' Commissioner whose role is to make sure we stick to the promises we make in the charter and keep it under constant review. You can read their reports as well as the charter here:

www.gov.uk/government/collections/hs2-ltd-residents-commissioner

You can contact the Residents' Commissioner at:

residentscommissioner@hs2.org.uk

CONSTRUCTION COMMISSIONER

An independent Construction Commissioner has been appointed to look into any matters arising from the construction of the railway. This includes any issues that have not been resolved through HS2 Ltd's complaints process, as well as mediating in any disputes related to our small claims scheme. You can see more about the Construction Commissioner's role here:

www.hs2-cc.org.uk

You can contact the Construction Commissioner at:

complaints@hs2-cc.org.uk

If you have any questions or you'd like to find out more, you can get in touch with our helpline:



TELEPHONE
020 7944 4908



EMAIL
HS2enquiries@hs2.org.uk



MINICOM
020 7944 6500

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- Large print
- Braille
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You can also contact us for help and information in a different language.