

HS2 Ltd

## Residents' Charter

We recognise that as we develop, design and build the new railway, our activities will impact on the communities in which we will operate. We are committed to being a good neighbour by treating affected communities with respect and consideration, and by focusing on minimising and mitigating our impacts, whilst maximising the benefits both locally and nationally across the UK.

This charter sets out our ten commitments to you and explains the role of the independent Residents' and Construction Commissioner in ensuring we are held to account on the commitments we make. We will keep checking on our progress and looking for ways to improve how we do our business.

### Our commitments to you

#### We will

- 1** Continue to build respectful, long-term relationships with communities and actively encourage our workforce to listen to local concerns and be considerate and accountable for their actions at all times.
- 2** Work with communities to develop local two-way engagement and communication programmes, ensuring they are accessible and tailored to local needs.
- 3** Make sure communities are made aware in advance of any activities taking place in their area.
- 4** Operate a freephone community helpline 24 hours a day, 365 days a year.
- 5** Make health and safety a priority for communities and our workforce.
- 6** Respect the wellbeing of communities, minimising disruption to their lives with local mitigation plans and activities, ensuring we meet the standards set out in the Code of Construction Practice.
- 7** Leave a positive and sustainable legacy for the communities in which we operate.
- 8** Respond to questions and complaints quickly and efficiently, with an acknowledgement within 2 working days, and responding within a maximum of 20 working days if we cannot answer the query straight away.
- 9** Promote awareness of all our property schemes so that anyone who may be eligible has all the information they need and is aware of the support available to them.
- 10** Display the Residents' and Construction Commissioners contact details on all relevant materials along with HS2 Helpline information and complaints procedure.



# The Residents' and Construction Commissioner

The Residents' and Construction Commissioner is independent and holds HS2 Ltd accountable to the commitments made in this charter and oversees and monitors HS2 Ltd's community engagement strategy, making sure we fulfil our commitments to you. They are responsible for handling instances where responses to complaints are considered unsatisfactory or remain unresolved.

The commissioner provides independent decisions and/or mediation on any unresolved construction related disputes between HS2 Ltd and individuals or bodies and provides advice to members of the public about how to make a complaint about construction.

The commissioner acts as an arbitrator for the **Small Claims Scheme**.

The commissioner will make themselves available to intervene in unresolved land and property disputes, as an objective and independent voice, focussing on timely settlement to save costs on both sides.

The commissioner provides independent scrutiny and produces regular reports, publicly outlining their views and recommendations to HS2 Ltd and DfT.

The commissioner meets regularly with HS2 Ltd's senior leadership to raise any concerns or emerging trends across the project.

You can contact the Residents' and Construction Commissioner by emailing **[HS2Commissioner@dft.gov.uk](mailto:HS2Commissioner@dft.gov.uk)**

## Complaints

Details of our complaints procedure are available online at: **[www.hs2.org.uk/how-to-complain](http://www.hs2.org.uk/how-to-complain)**

### Contact us

For all enquiries or if you would like to make a complaint, please contact the HS2 Community Helpline (open 24/7).



Freephone **08081 434 434**



Email **[HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)**



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If you would prefer to write to us, please do so at:

The Community Hub, High Speed Two (HS2) Ltd  
Two Snowhill, Snow Hill Queensway,  
Birmingham B4 6GA

You can contact us if you'd like a free copy of this leaflet in: Large print | Braille | Audio | Easy Read.

You can also contact us for help and information in a different language.

