



**High Speed Two (HS2) Limited**  
Two Snowhill, Snow Hill Queensway  
Birmingham B4 6GA

Telephone: 08081 434 434  
Minicom: 08081 456 472  
Email: [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)  
**[hs2.org.uk](https://hs2.org.uk)**

Robert Herga  
HS2 Residents' and Construction Commissioner

By email: [hs2commissioner@dft.gov.uk](mailto:hs2commissioner@dft.gov.uk)

26 February 2026

Dear Robert,

Thank you for your first independent report as the HS2 Residents' and Construction Commissioner. It is crucial that we ensure residents' voices are heard within the organisation and we are committed to listening and learning from the guidance and recommendations that you make, especially in light of the reset of the project, which is being led by our Chief Executive, Mark Wild.

I am glad you find our complaints information useful. Between April and December 2025, we received 1,067 complaints. Of these, 98% were resolved within 20 working days, and all were concluded at the first stage of the process. In addition, 100% of urgent construction-related enquiries and complaints were responded to within 2 working days.

Our Land and Property team continues to work closely with affected parties to progress compensation claims quickly and in line with the Compensation Code. New performance measures show improved claim resolution times, and we remain focused on enhancing the claimant experience. Your input into groups such as the Property Approvals Group and the Policy Engagement and Improvement Group will continue to strengthen our engagement approach.

We remain committed to encouraging greater use of Alternative Dispute Resolution and are delivering training for our teams, suppliers, CAAV members and the Department for Transport, with completion expected by March 2026. On Deeds of Easement, we have agreed a more flexible template with the Department for Transport to help accelerate approvals, and we are developing a practical 'How to' Guide—including information on Letters of Assurance and Licences to Access—to support a clearer and more efficient process.

We recognise the issues highlighted in your report, and our teams are working closely with residents and stakeholders to address concerns and identify improvements. Community Engagement Managers remain in place across the line of route to liaise directly with affected communities, supported by our 24/7 Birmingham-based Helpdesk, which works with all HS2 teams and construction sites to resolve issues as quickly as possible.

I would welcome the opportunity to meet to discuss the issues you have raised within this report further and I will ask my team to liaise with your office to arrange a mutually convenient date.

I look forward to continuing to work with you.

Yours sincerely,

**Mike Brown CBE MVO**

Chair, High Speed Two (HS2) Ltd