

## Notification



# Urgent maintenance to Bottom House Farm Lane junction traffic lights

November 2021 | [www.hs2.org.uk](http://www.hs2.org.uk)

High Speed Two (HS2) is the new high speed railway for Britain. A fault has been detected in the traffic lights used to manage vehicles on and off the temporary access road.

### What works are taking place and why

As some residents may have noticed, the traffic lights managing vehicles on and off the Bottom House Farm Lane temporary access road (TAR) have not been working at times recently. This was after the lights had been turned off at the request of BT who needed to update the Wifi connection.

The lights have now developed a fault and we need to undertake urgent maintenance. Although we appreciate any temporary lights at this junction are disruptive, we do need to ensure the lights which manage traffic on and off the TAR, are working correctly.

Although vehicles were entering and exiting the temporary access road without the lights working, it is far safer for vehicles to use traffic lights to do so, especially for the slower moving HGVs.

The temporary traffic lights being used during the maintenance works will be three-way and in operation between **9.30am and 3.30pm on Thursday 11 November**. They will be staffed throughout, and flows will be regulated to do all we can to minimise disruption and queueing traffic.

**If you have a question about HS2 or our works, please contact our HS2 Helpdesk team on 08081 434 434 or email [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)**

### Duration of works

Thursday 11 November  
between 9.30am and  
3.30pm

### What to expect

Three-way temporary traffic lights managing vehicles on and off the temporary access road

### What we will do

Respond to any complaints and concerns as quickly as we can

# 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)

## Holding us to account

If you are unhappy for any reason you can make a complaint by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website:

[www.hs2.org.uk/how-to-complain](http://www.hs2.org.uk/how-to-complain)

## Contact Us

Contact our HS2 Helpdesk team all day, every day of the year on:

 Freephone **08081 434 434**

 Minicom **08081 456 472**

 Email **[hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)**

Write to:

**FREEPOST**

**HS2 Community Engagement**

Website **[www.hs2.org.uk](http://www.hs2.org.uk)**

To keep up to date with what is happening in your local area, visit:

**[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk)**

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