



## Rail Development

# Guide to property schemes



# Contents

<b>Introduction</b>	<b>4</b>
<b>Useful terms</b>	<b>6</b>
<b>Express Purchase</b>	<b>8</b>
Where does Express Purchase apply?	8
Am I eligible?	8
What will I receive?	8
How do I apply?	9
Do I need professional advice?	9
Where can I get help?	9
Useful information	9
<b>Rural Support Zone</b>	<b>10</b>
The two options	10
Am I eligible?	10
What will I receive?	10
How do I apply?	10
If I accept a cash payment, can I still apply for other schemes?	12
Do I need professional advice?	12
Useful information	12
<b>Need to Sell</b>	<b>13</b>
What will I receive?	13
How do I apply?	14
Do I need professional advice?	15
<b>Rent back</b>	<b>16</b>
Am I eligible?	16
How do I apply?	16
What happens then?	16
<b>Homeowner Payment scheme</b>	<b>17</b>
<b>Special circumstances or atypical properties</b>	<b>18</b>
How can I request that my circumstances are considered under these arrangements?	18
Where can I get more information?	18

# Introduction

## Northern Powerhouse Rail: Manchester Connection

Northern Powerhouse Rail (NPR) is the government's plan to provide more reliable and frequent services between key economic centres in the North of England. NPR forms the transport backbone of the Northern Growth Strategy and will deliver a “turn-up-and-go” railway linking Liverpool, Manchester, Leeds/Bradford, Sheffield and York, with regular onward services to Newcastle, Hull and Chester for North Wales connections.

NPR will be delivered in three phases:

- (1) early upgrades and electrification east of the Pennines (Leeds–Bradford, Sheffield-Leeds, Leeds–York);
- (2) a new Liverpool–Manchester route via new stations at Warrington Bank Quay (Low Level) and Manchester Airport; and
- (3) further cross Pennine enhancements beyond the Transpennine Route Upgrade, including Manchester-Leeds, Manchester-Bradford and Manchester-Sheffield.

The first phase of NPR prioritises the upgrades to existing lines east of the Pennines. The adapted High Speed Rail (Crewe - Manchester) Bill, (hereafter ‘the Bill’) has been taken forward as part of the second phase of NPR to obtain the necessary powers to deliver the NPR route into Manchester via Manchester Airport (the Proposed Scheme). The Bill, formerly designed to deliver the route between Crewe to Manchester, has been adapted to retain only the section of route from the Parish of Millington and Rostherne to Manchester Piccadilly, via a new station at Manchester Airport (also known as NPR's ‘Manchester Connection’). For further information about the development of the Bill, please see information paper A1.

The government has also confirmed its intention to ultimately complete a new line between Birmingham and Manchester. This is not included in this Bill and this would be progressed following the delivery of the three stages of NPR.

The work to produce the Bill includes an Equalities Impact Assessment and an Environmental Impact Assessment (EIA), the results of which are reported in an Environmental Statement (ES) submitted alongside the Bill. The Secretary of State for Transport has also published draft Environmental Minimum Requirements (EMRs), which set out the environmental and sustainability commitments that will be observed in the construction of the Proposed Scheme. For more information on the EMRs please see Information Paper E1: Control of environmental impacts.

The Secretary of State for Transport is the Promoter of the Bill through Parliament. The Promoter will also appoint a body responsible for delivering the Proposed Scheme under the powers granted by the Bill. Following Royal Assent this body will be the ‘nominated undertaker’. There may be more than one nominated undertaker. However, any and all nominated undertakers will be bound by the obligations contained in the Bill, and the policies and commitments established in the EMRs, including any commitments provided in the information papers.

HS2 Ltd is a non-departmental public body and their Rail Development Directorate is responsible for developing and promoting these proposals for the purposes of the Bill. The company works under the terms of a Development Agreement entered into with the Secretary of State for Transport.

## Guide to property schemes

Property owners who have ‘a qualifying interest’ and are directly affected by major infrastructure projects can claim statutory compensation. (See page 7 for more information on qualifying interest.)

As well as statutory compensation (the compensation set out in law), the Government is offering further discretionary property schemes to help you to make decisions that best suit your circumstances. These are set out in this guide.

The Government has also recognised that people in certain special circumstances may need further help (see page 18).

When applying for any Northern Powerhouse Rail: Manchester Connection property scheme, you are entitled to clear communication. The Residents’ and Construction Commissioner will make sure we meet these standards. You can read more about the Residents’ and Construction Commissioner on the last page of this guide.

We hope you find this guide helpful. However, please do not make a decision on a scheme without reading the guidance and application forms, which you can find at [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk).

The HS2 Helpdesk is here to help at any time. You can contact us on **08081 434 434** (or minicom 08081 456 472 for callers with hearing or speech difficulties). Or, you can email us at [enquiries@raildevelopment.org.uk](mailto:enquiries@raildevelopment.org.uk).

You can also contact us to ask for help and information in a different format or language.

# Useful terms

We have tried to make this guide as straightforward as possible, but there are a number of technical terms that we need to use, which are explained below. You can find fuller explanations in the guidance documents.

**Compensation code:** A collective term for the principles, taken from Acts of Parliament and case law, relating to compensation for compulsory purchase.

**Deed or contract of receipt:** A legal document under which we will pay cash offers and Homeowner Payments, with conditions on repayment under specific circumstances.

**Extended Homeowner Protection Zone:** An area that is no longer safeguarded (see ‘Safeguarding’ below) by the Secretary of State but within which people can still apply for Express Purchase for five years from the date safeguarding was removed.

**Line of route:** The proposed route of the railway. Distances from the route are measured from the centre line. On a typical track layout, the centre line is between the two sets of tracks.

**Owner-occupier:** Anyone who owns a property that is their main home or place of business.

**Part 1 compensation:** Compensation you may be able to claim under the Land Compensation Act 1973 if the value of your property goes down because of the physical effects of the railway being used. You can claim after the railway has been in public use for one year.

**Reluctant landlord:** A person who has been forced to let the home they own, where letting the property is only a temporary solution, and they do not own another home.

**Royal Assent:** When the bill for Northern Powerhouse Rail: Manchester Connection becomes an Act of Parliament.

**Safeguarding:** Safeguarding is an established part of the planning system. It is designed to protect land which has been earmarked for major infrastructure projects from conflicting developments which might otherwise take place. From the date safeguarding directions are issued, local planning authorities must consult the authority which issued the directions on planning applications they receive that are within the safeguarded area. Safeguarding also triggers ‘statutory blight’. This means that property owners within the safeguarded area may be able to serve a blight notice asking the authority to buy their property before any compulsory purchase.

**Statutory blight:** A statutory scheme where an owner-occupier in safeguarding can ask the Government to buy their property.

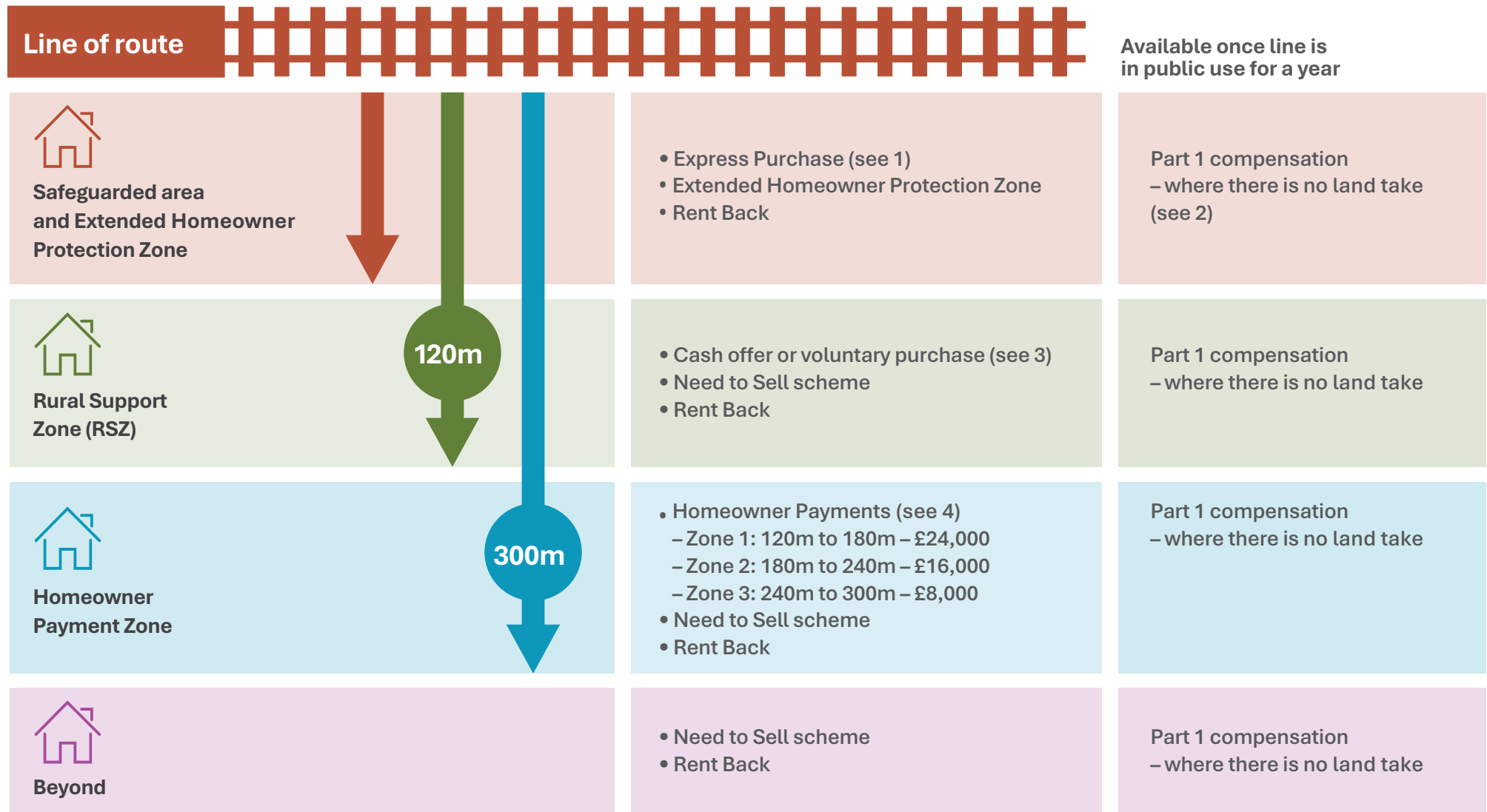
**Blight notice:** A formal application by the owner of a property in safeguarding, asking the Government to buy the property.

**Surface safeguarding:** Local planning authorities must consult on all planning applications they receive that fall within areas where surface safeguarding applies. For Northern Powerhouse Rail: Manchester Connection, the land that is identified for surface safeguarding generally involves surface works and structures associated with the railway where the route is above the ground.

**Subsurface safeguarding:** In locations where subsurface safeguarding applies, local authorities do not usually have to consult on applications for planning permission, unless the proposed development would extend below ground level. For Northern Powerhouse Rail: Manchester Connection, subsurface safeguarding is usually put in place when the proposed line of route is in a bored tunnel.

**Unblighted open-market value:** The market value of a property as if there were no plans to develop Northern Powerhouse Rail: Manchester Connection.

# Northern Powerhouse Rail: Manchester Connection property schemes



1) Surface safeguarding only. 2) Compensation for any reduction in the value of property as a result of the physical effects of the operation of the railway. 3) Applies to rural areas only and does not extend to areas beyond deep tunnels.

4) Only available after Royal Assent. Applies to rural areas only and does not extend to areas beyond deep tunnels.

# Express Purchase

## Where does Express Purchase apply?

This scheme applies to properties in the surface safeguarding area. People living in this area who have a qualifying interest (see below) can serve a blight notice on the Government. If the Government accepts the blight notice it will buy the property at its unblighted open-market value, as if there were no plans for Northern Powerhouse Rail: Manchester Connection.

Under the Express Purchase offer, the Government relaxes some of the rules that normally apply to statutory blight, making it easier for owner-occupiers to sell their property to the Government.

If your property is in the surface safeguarding area, you may qualify for compensation under statutory blight and be able to ask the Government to buy your home (see ‘How do I apply?’ on page 9).

Express Purchase is not available in subsurface safeguarding areas – for example, properties over deep-bored tunnels.

If you do not qualify for Express Purchase you can still apply to sell your property with a blight notice, but the Government will only buy your property if it is needed for the construction of the railway.

If you are not sure whether your property is within the safeguarded area, please call the HS2 Helpdesk on **08081 434 434**.

## Am I eligible?

To qualify for Express Purchase, you will need to show that:

- your property is (or was – see Extended Homeowner Protection Zone in ‘Useful terms’ on page 5) within the surface safeguarding area (that is, where the route is above ground);
- you have a qualifying interest, which means that:
  - a. you are an owner-occupier; and
  - b. you have either the freehold of the property or a lease which has more than three years left to run; and
- you have been occupying the property for at least six months before you apply for Express Purchase or, if the property is empty, you have occupied it for at least six of the last 18 months.

If only part of your property is in the safeguarded area, you may still be eligible for the Express Purchase scheme. To qualify, any part of your home or over 25% of the total area of your property (usually your home and garden but also other land included in the property) must be within the safeguarded area. To see if you are eligible, please read the full guidance available online, or contact the HS2 Helpdesk.

## What will I receive?

If you are eligible, you can ask the Government to buy your property at its unblighted open-market value – that is, the value on the open market as if there were no plans for Northern Powerhouse Rail: Manchester Connection. You will also receive the following extra payments that are set out in the compensation code.

- The reasonable costs of moving – for example, stamp duty on a replacement property of similar value, reasonable surveyors’ and legal fees, and removal costs.
- A home loss payment, equal to 10% of the property’s open-market value (up to £81,000), as long as you meet the qualifying conditions.

## How do I apply?

You will need to fill in a form called a blight notice and send it to us. You can find the form on our website [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk) along with a Guide to Statutory Blight and Express Purchase that contains more information.

We will make a decision within two months of receiving your blight notice. If we accept the notice, it means that we will agree to buy your property in line with the compensation code.

You can accept our offer to buy your property at any time within three years of us accepting your blight notice. For more information on renting back your property, please see 'Rent Back' on page 15.

## Do I need professional advice?

If you are considering submitting a blight notice, we recommend that you get professional advice from a suitably qualified chartered surveyor. Advisors should also read our guidance.

If we agree to buy your property, you can include the reasonable cost of professional advice in your claim for extra costs.

You and your advisor can find blight notice forms and detailed guidance online at [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk).

## Where can I get help?

Once you have submitted a blight notice, one of our case officers will be your main point of contact.

If you have any further questions, please ring the HS2 Helpdesk on **08081 434 434**.

The Royal Institution of Chartered Surveyors (RICS) customer helpline scheme can put you in touch with suitably experienced firms, some of these firms may offer up to 30 minutes free consultancy. For further information visit the RICS website at: [www.ricsfirms.com/helplines](http://www.ricsfirms.com/helplines)

The Central Association of Agricultural Valuers (CAAV) also offer an initial free consultation and can refer you to a firm in your area. Their contact number is 01452 831 815.

## Useful information

To see safeguarding on maps, please go to [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk).

For guidance and an application form, please go to [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk).

# Rural Support Zone

The Rural Support Zone (RSZ) is the area outside the safeguarded area and typically up to 120 metres from the centre line of the railway in rural areas.

In the RSZ there is the choice of two discretionary schemes – Cash Offer or Voluntary Purchase scheme. The application process is the same for both. You do not need to choose an option until your property has been valued.

## The two options

The **Cash Offer** is designed to help people who do not want to sell their home and would prefer to stay within their community.

Under the **Voluntary Purchase scheme**, owner-occupiers can ask the Government to buy their property for its full unblighted open-market value.

## Am I eligible?

For either scheme, you will need to show that:

- you are an owner-occupier;
- you have either the freehold of the property or a lease which has more than three years left to run;
- your property is fully or partly in the RSZ (if partly in the RSZ, either your home or 25% of the whole area of your land must be in the zone); and
- you were not aware of the proposed route in your area when you bought your property.

## What will I receive?

**Cash Offer:** This is a lump sum equal to 10% of the unblighted open-market value of your property. (The lump sum will be no less than £30,000 and no more than £100,000.)

**Voluntary Purchase scheme:** Under the Voluntary Purchase scheme, the Government will buy your property for 100% of its unblighted open-market value, as assessed by at least two independent valuers. The Government will not cover extra costs, such as legal fees or removal costs.

## How do I apply?

### Step one – Check if you qualify for the scheme and understand your options

The schemes will be open until one year after the railway is open for public use. This gives you time to consider your circumstances and apply when the time is right for you.

If you have read the information above and believe your property is in the RSZ and eligible for the property schemes, you can apply.

### Step two – Fill in an application form

Fill in the form and submit it with your supporting evidence. Please give us as much evidence as you can.

### Step three – We process your application

We will acknowledge that we have received your application and check it to make sure that it is complete. A case officer will write to you and will be your main point of contact throughout the process. They will take your application to the next stage.

### Step four – Decision

Once we have considered your application, we will tell you whether we have accepted or rejected it.

If we accept it, the next stage is to arrange a valuation of your property to find its unblighted open-market value.

If rejected, we will close your case. You can reapply if there is a significant change in your circumstances or you have new evidence that may be relevant to the reason (or reasons) your application was turned down. If you are unable to provide new evidence, and your circumstances have not changed, it is very unlikely that reapplying on these grounds would result in a different outcome.

### Step five – Valuations

There are two different valuation routes.

1. Under the first route, two independent valuations will be carried out. You can choose the first valuer, who must be registered with the Royal Institution of Chartered Surveyors (RICS) and keep to the RICS 'Red Book' principles. The other valuer will be from a panel of RICS valuers. We pay for both valuations. If the valuations are within 10% of each other, the value we will agree on will be the average of the two (calculated by taking the difference between the two values as a percentage of the higher value). If the valuations differ by more than 10%, we will get a third valuation and take the average of the two closest valuations. The third valuer will consider the evidence of the two previous valuations, but we will not tell them what the valuations were (to make sure the process is fair).
2. Or, if you think your property is likely to be valued at £250,000 or less and you already know that you want to take the cash offer, you can opt for a streamlined valuation. This is where we choose the valuer from our RICS panel and they carry out a 'desktop' valuation (where they don't visit the property but use available information to value it). If they value your property at £250,000 or less, we will offer you the minimum cash payment. If your property is valued at more than £250,000, we will use the full valuation process.

### Step six – Offers

We will write to you with two offers:

- a formal cash offer; and
- how much we would buy your property for under the voluntary purchase scheme (unless a desktop valuation was done).

We would base both amounts on the unblighted value of your property. You will have one year from the date of our offer to choose which option to take.

### Step seven – Choosing a scheme and appointing solicitors

You will need to accept the offer by writing to us at our postal address. Your acceptance should also include details of your chosen solicitor.

If you choose the **Cash Offer** you will need to instruct a solicitor as we will need you to sign a deed or contract of receipt so that we can make the payment. We will pay up to £500 (plus VAT) towards the costs of instructing a solicitor.

If you choose the **Voluntary Purchase scheme**, you will need to instruct a solicitor, at your cost, as you would normally do when selling your property.

## Further valuations

If you don't want to choose either scheme yet, there is no pressure to accept either offer.

Although the offer will end after a year, you can reapply if you want to. However, we would ask you to contribute towards the cost of new valuations.

## Step eight – Building survey, further surveys and revised offers (Voluntary Purchase only)

We will instruct an acquisition agent to manage the purchase on our behalf and solicitors to commence conveyancing. At this stage we will undertake a building survey, any additional surveys required and a pre-completion report.

## Step nine– Conveyancing and Cash offer process

Our solicitors will make contact with your appointed solicitors to obtain relevant documents to either progress the purchase of your property or the payment of the cash offer.

Once all information is provided and all legal duties undertaken we will progress your case through our governance and then proceed to complete on the purchase or the cash offer.

For Voluntary purchase process you can get further information by reading the full RSZ guidance and Guide to selling your property.

## If I accept a cash payment, can I still apply for other schemes?

If you accept the cash offer, you won't be able to apply for the voluntary purchase scheme at a later date. However, you can still apply for the Need to Sell (NTS) scheme (see page 13).

If you successfully apply for the NTS scheme, we will take the value of the cash offer from the purchase price. We will reclaim the cash amount plus statutory interest rate, which is currently set at 0.5% below the Bank of England base rate.

We will also reclaim the value of the cash offer if you sell to us under statutory blight or Express Purchase or any other compulsory purchase scheme.

If you accept the cash offer, you can still claim for statutory loss of value due to physical factors under Part 1 of the Land Compensation Act 1973.

## Do I need professional advice?

No. We have designed the application process so that you do not need anyone to act on your behalf. Once you apply, one of our case officers will be your main point of contact.

If you want to ask someone to help you with your application, you are welcome to do so. You may want to ask a friend, relative or a professional. Your application must say what the relationship is between you and any representative who is receiving correspondence on your behalf.

We or the Department for Transport will not refund any professional fees you have from the application process.

## Useful information

To see the Rural Support Zone on maps, please go to [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk).

For guidance and an application form, please go to [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk)

# Need to Sell

This scheme is available to owner-occupiers who can show that they have a ‘compelling reason’ to sell their property but have been unable to do so (other than at a greatly reduced price) as a direct result of Northern Powerhouse Rail: Manchester Connection.

The Need to Sell scheme (NTS) is available in urban and rural areas. To apply, you must:

- have been occupying the property for at least six months or, if the property is empty, occupied it for at least six of the last 18 months; and
- provide evidence that meets the following five criteria.

## 1. Property type – you must:

- a. be an owner-occupier; and
- b. have either the freehold of the property or a lease with more than three years left to run.

Or, you may be acting as a reluctant landlord (see page 6). Mortgage lenders or personal representatives may also be eligible – see the NTS guidance at [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk).

**2. Location** – The NTS scheme is for properties that are likely to be substantially affected by the construction or operation of the railway. However, there is no fixed distance from the route within which a property must be situated.

**3. Effort to sell** – The property must have been marketed without success for at least three months, with no offers within 15% of its realistic unblighted asking price.

**4. No prior knowledge** – You must have bought your property before the initial preferred route was announced. For Northern Powerhouse Rail: Manchester Connection, the relevant date is the HS2 preferred route announcement on 28 January 2013.

There may be cases where you bought your property, or a lease was completed after the initial announcement of the route, but where you were not aware of the proposals or that the property would be within a certain distance of the route. In these cases, you can provide evidence to show that you could not have known the possible impact.

**5. Compelling reason to sell** – You must provide evidence of a compelling (convincing) reason to sell your property now, or that you would be put under an unreasonable burden in the next three years if you were unable to sell your property.

## What will I receive?

If your application is successful, the Government will agree to buy your property for 100% of the unblighted open-market value.

The Government will not cover extra costs, such as legal fees or removal costs.

## How do I apply?

### Step one – Check if you qualify for the scheme and understand your options

If you have read the information above as well as the full Need to Sell Guidance document and believe you are eligible for NTS you can apply.

### Step two – Fill in an application form

Fill in the form and submit it with your supporting evidence. Please give us as much evidence as you can.

### Step three – We review your application

A case officer will write to you to acknowledge your application. If there is any information missing from your application, or they think you haven't provided enough evidence, they will ask you if you would like to provide it. They will also ask the estate agents marketing the property for confirmation of information relation to your efforts to sell and if your case relates to relocation due to change in work, existing or new employers will be contacted to confirm details of the requirement around relocation.

### Step four – Consideration by a panel of professionals

Three professionals who are independent of us and the Department for Transport will make a recommendation.

### Step five – Decision

A senior civil servant or minister will consider the panel's recommendation and make a decision on your application. If your application is successful, your case officer will write to you to confirm that you have been accepted on to the NTS scheme.

If you are unsuccessful, your case officer will write to you to explain why. You can reapply if there has been a significant change in your circumstances or if you can provide new evidence that is relevant to the reason that your application was unsuccessful.

### Step six – Valuations

Two independent valuations will be carried out. You can choose the first valuer, who must be registered with the Royal Institution of Chartered Surveyors (RICS) and keep to the RICS 'Red Book' principles. The other valuer will be from a panel of RICS valuers. We pay for both valuations. If the valuations are within 10% of each other, the value we will agree on will be the average of the two (calculated by taking the difference between the two values as a percentage of the higher value). If the valuations differ by more than 10%, we will get a third valuation and take the average of the two closest valuations. The third valuer will consider the evidence of the two previous valuations, but we will not tell them what the valuations were (to make sure the process is fair).

We will also arrange for a Building Survey to be carried out at this stage and the valuers will be provided with this report to consider before submitting their final valuations.

### Step seven – Offer

We will write to you with a formal offer showing how much we would buy your property for.

### Step eight – Accepting the offer and appointing solicitors

You will need to accept the offer by writing to us at our postal address. Your acceptance should also include details of your chosen solicitor.

You will need to instruct a solicitor, at your cost, as you would normally do when selling your property.

### **Step nine – Further surveys and revised offers**

We will instruct an acquisition agent to manage the purchase on our behalf and solicitors to commence conveyancing. At this stage we will undertake any additional surveys required and a pre-completion report.

### **Step ten – Conveyancing**

Our solicitors will make contact with your appointed solicitors to obtain relevant documents to progress the purchase of your property.

Once all information is provided and all legal duties undertaken we will progress your case through our governance and then proceed to complete on the purchase of your property.

You can get further information by reading the full NTS guidance and Guide to selling your property.

### **Do I need professional advice?**

No. We have designed the application process so that you do not need anyone else to act on your behalf. Once you have applied for a scheme, one of our case officers will be your main point of contact.

If you want to ask someone to help you with your application, you are welcome to do so.

You may want to ask a friend, relative or a professional. Your application must say what the relationship is between you and any representative who is receiving correspondence on your behalf.

We or the Department for Transport will not refund any professional fees arising from the application process.

For guidance and an application form, please go to [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk).

# Rent back

Renting back is a way of continuing to live in your home, having sold it to the Government under a Northern Powerhouse Rail: Manchester Connection property scheme. All homes that the Government agrees to buy can be considered for Rent Back, as long as they meet the eligibility criteria.

## Am I eligible?

To be eligible for the scheme, the following three conditions must be met:

- The costs of the property, once assessed, must make maintaining the property a reasonable use of taxpayers' money.
- The Government must follow its own regulations on rented properties, making sure they are safe and suitable for tenants. The standard for renting a property from the Government is higher than for renting from a normal landlord or property owner.
- You must meet the credit-check and references criteria and have the right to rent (Immigration Act 2015).

Rent Back is voluntary, so you decide whether it suits your circumstances and whether you are happy with the tenancy agreement being offered.

## How do I apply?

When arranging to sell your property, ask your case officer to explain the options.

We would assess your property to decide:

- the cost of any repairs, improvements, or testing service installations; and
- its open-market rental value, once the necessary changes are made, compared with similar properties.

## What happens then?

If you want to take up the Rent Back option, and as long as we are satisfied with references we have asked for, you will need to sign a crown tenancy agreement.

For guidance, please go to [www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk)

# Homeowner Payment scheme

The Homeowner Payment scheme is for owner-occupiers of rural properties near the line of route. The aim of the scheme is to make sure that people who live near the line of the route receive an early share in the benefits of the railway.

The scheme will be available on Northern Powerhouse Rail: Manchester Connection following Royal Assent. We will provide information about eligibility at this point.

# Special circumstances or atypical properties

The Government recognises that there may be some residents and businesses near the route who need assistance despite not meeting the strict eligibility requirements of the Northern Powerhouse Rail: Manchester Connection property schemes. This assistance could include the Government buying their property, making a payment, or providing some other form of support that would not normally be offered. The Government is willing to consider these types of cases, which involve special circumstances or 'atypical' properties, on their individual merits.

## How can I request that my circumstances are considered under these arrangements?

You can write to us to explain why you believe your circumstances are special or why you believe your property is atypical. We will make recommendations to the Department for Transport.

## Where can I get more information?

If you need more information, including about special circumstances or atypical properties, you can contact the HS2 Helpdesk on **08081 434 434** or email **enquiries@raildevelopment.org.uk**. There is also a Freephone minicom number for callers with hearing and speech difficulties. This number is 08081 456 472.



# Keeping you informed

We are committed to keeping you informed about work on Northern Powerhouse Rail: Manchester Connection. This includes making sure you know what to expect and when to expect it, as well as how we can help.

## Residents' and Construction Commissioner

The independent Residents' and Construction Commissioner oversees and monitors our work, making sure we fulfil our commitments to you.

The commissioner will monitor the way we manage and respond to complaints about construction and advises members of the public how to make complaints.

The commissioner helps settle disputes involving individuals and organisations that we can't resolve.

The commissioner can be contacted on:  
[hs2commissioner@dft.gov.uk](mailto:hs2commissioner@dft.gov.uk)

## Property and compensation

You can find out all about Northern Powerhouse Rail: Manchester Connection including how it affects properties along the route and if you could be entitled to compensation by visiting:  
[www.npr-bill-documents.org.uk](http://www.npr-bill-documents.org.uk)

## Holding us to account

If you are unhappy for any reason, you can make a complaint by contacting our Helpdesk team. For more details on our complaints process, please visit our website:  
[www.hs2.org.uk/contact-us/how-to-complain/](http://www.hs2.org.uk/contact-us/how-to-complain/)

## Contact us

Our Helpdesk team are available all day, every day.

You can contact them by:

 Freephone  
**08081 434 434**

 Minicom  
**08081 456 472**

 Email  
**[enquiries@raildevelopment.org.uk](mailto:enquiries@raildevelopment.org.uk)**

Write to

**FREEPOST  
HS2 Community Engagement**

Website  
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