



COMPENSATION, HELP AND ADVICE FOR YOU

We are absolutely committed to ensuring we do what we can to reduce the impact of our work on residents, businesses and the local community.

We are already dedicated to using construction techniques and equipment at our sites that will minimise disruption. We will also be continually monitoring and addressing all possible impacts on surrounding properties. Despite this, we recognise that common causes of disturbance may arise during construction, due to such things as:

- dust, vibration, light interference from our works sites at night, air quality,
- access restrictions,
- damage to property as a result of construction
- and we have in place mitigation and compensation policies.

We have set up access to independent advice and decision making teams to help with any questions you may have about our mitigation and compensation policies.

Independent Advisory Service (IAS)

The Independent Advisory Service aims to help individuals, organisations, businesses, schools and communities understand their rights and entitlement to mitigation or compensation.

Independent Compensation Panel (ICP)

A panel of independent experts has been established to review and determine claims.

Independent Complaints Commissioner (ICC)

If, after our efforts to address your concerns, you remain dissatisfied you can contact the Independent Complaints Commissioner. It is their job to check that the ICP has followed the process correctly.

If the ICC is not satisfied that the ICP carried out the right process, they will refer the case back to the Panel for further review.

POLICIES

All copies of the policies are available on the Tideway website. www.tideway.london/help-advice/compensation-information

Exceptional Hardship Procedure

If you are trying to sell your property and feel that buyers are being put off because of our works take a look at the Exceptional Hardship Procedure which is available until the end of construction.

Mitigation and compensation policies

Before construction started we identified residents and businesses which are most likely to be affected by the construction works and made contact with the residents identified to see if we could help reduce disruption by undertaking some work at their property. In some cases this included fitting secondary glazing to provide additional noise protection while construction work is being carried out nearby. In a small number of special cases, it was more appropriate to discuss the option of temporary re-housing during certain periods.

Disturbance from construction work could result in financial loss to owners of rented properties and business premises next to our construction sites. We have identified businesses we believe could be affected and will contact them before construction starts.

Special Cases

It's really important that we understand if you believe our works may affect you and we have not been in contact already. So, if you work shifts, work from home, have a medical condition, are house bound or are vulnerable, please let us know.

Contact us through our Helpdesk or the Independent Advisory Service if you have any concerns about how our works could affect you. If we don't know then we can't try and help.

MITIGATION

How will you limit noise levels?

All the sites will be different and so we need to make sure we use the most effective construction techniques and equipment to reduce noise. At the main tunnel sites we will erect enclosures directly over the main working area.

We will also be monitoring the impacts of our construction so that we remain within the approved environmental limits for the site, as set by your local council. Where we identify that construction noise cannot be reduced to reasonable levels, we will contact local residents and businesses to see how we can help reduce the impact on them in accordance with our mitigation and compensation policies.

We will always assess any request before offering to carry out work to properties. Once construction has begun, if you believe the original assessment is different from what you are experiencing, please let us know and we will investigate your concerns.

What if a landlord won't agree to any suggested improvement?

Any improvements must be agreed with the property owner. If the landlord would like more information, about mitigation or secondary glazing, then we would be happy to answer any questions.

What if it is noisier than I expected it to be when construction starts?

Contact us straightaway and we will check the results of our monitoring. Where the construction noise is above agreed levels appropriate action will be taken to reduce the noise. Where noise is within agreed levels we will discuss with you your particular circumstances and work together to find a solution to any difficulties the noise may be causing.

LIVING NEAR OR ABOVE THE TUNNEL

I live above the tunnel route. What do I need to do?

Nothing at the moment. We will contact you before any works start in your area.

What if I have not heard from you?

If you contact us we will confirm whether your property falls within the vicinity of the construction which would entitle you to prior notification or a settlement deed.

Ground settlement

It is normal for there to be a limited amount of ground settlement caused by tunnelling or other construction activity. The Settlement Information Paper confirms our commitments to the owners of properties which have been identified as being potentially affected by the construction, this is available at www.tideway.london/media/3075/app191-settlement-information-paper-3-march-2014.pdf. We have also written to owners of property along the tunnel route to explain further how we will monitor and protect their properties during construction, and how they may enter into a settlement deed.

Subsoil purchase

If you own property above our tunnels we will purchase the subsoil surrounding the finished tunnel. We will notify you before tunnelling works commence to confirm our intention to take temporary access to the subsoil to carry out the construction. When the tunnel is completed, you will receive further notice confirming the final extent of subsoil which we will acquire together with an offer of compensation.

SELLING YOUR PROPERTY

I'm finding it hard to sell my property as buyers are aware of the works.

We may be able to help you in this situation by offering to buy your property if you would suffer from Exceptional Hardship as a result of not being able to sell your property.

We would recommend you contact the Independent Advisory Service for further details about our Exceptional Hardship Procedure.

I occupy business premises which have to be vacated for the construction works. What are my options?

This will depend on the terms of your lease and the condition of your premises after construction has been completed. Please contact the Helpdesk to discuss further.

24 HOUR HELPDESK 08000 30 80 80

www.tideway.london | helpdesk@tideway.london | Freepost TIDEWAY

Independent Advisory Service 0800 917 8845