

HS2 Ltd response to Residents' Commissioner's report 11

In this letter, High Speed Two (HS2) Ltd CEO, Mark Thurston, responds to the [eleventh Residents' Commissioner's report](#) published in April 2019.

The Residents' Commissioner's report explains what activity has taken place since the previous report and looks in particular at HS2 property schemes and complaints process.

The Residents' Commissioner acts as an impartial monitor, ensuring that HS2 Ltd is open and transparent in its communications with residents affected by HS2.