



Community Liaison Villages Brief

Issue 02 - Feb/March 2016 – Cosby, Narborough,
Whetstone



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**Areas of Work in Whetstone – Early
March**

<u>Street Name</u>
CAMBRIDGE ROAD
BROOK STREET
BRIDGE WAY
BROOKSIDE
SHAW CLOSE
HALFORD CLOSE
WYCHWOOD ROAD
CHARLES WAY
COALES AVENUE
HARRISON CLOSE
KINDER CLOSE
MEDHURST CLOSE

* This is an estimation of works and could change



Areas of work Whetstone – Late March

<u>Street Name</u>
ANNAS WAY
AVON DRIVE
GREENFIELDS
ELIZABETH AVENUE
WYCHWOOD ROAD
CHARLES WAY
COALES AVENUE
HARRISON CLOSE
KINDER CLOSE
MEDHURST CLOSE
DOG AND GUN LANE
HOPPER WAY
BEACON CLOSE
BARLEY CLOSE



* This is an estimation of works and could change

Areas of work Narborough– March

<u>Street Name</u>
Cowslip Close
lobelia close
snow drop close
marigold way
Hardwicke Way
Blakenhall Close
Broomshill Road
Woodside Close
Hardwicke road



* This is an estimation of works and could change

Areas of Narborough – March

Linnett Close
Finch Way
Woodhouse Rd
The Burrows
Elmhurst CL
Wakeley CL
Acer Close
Greenhill Close
Squirrel Close
Kingsbridge CL
hornbean close
Whitebean close

*This is an estimation of works and could change



Areas of work – Narborough (March)

Overfield CL
Lapwing CT
Tiverton Close
BUSHEY CLOSE
CANONS CLOSE
DESFORD ROAD
GREENWICH CLOSE
HAMPSTEAD CLOSE
HOLLAND WAY
HYDE CLOSE
WOODFIELD CLOSE
KING EDWARD AVENUE
FOREST ROAD
THE PASTURES
PARK ROAD
ROBOTHAM CLOSE
SHARPE WAY
SPIERS CLOSE
WILLIAM STREET



*This is an estimation of works and could change

Our proud history 😊

The below video charts our proud history and rise as a company.

<https://www.youtube.com/watch?v=L228pGpphe4>



Meet our contract partners- John Henry Group

Virgin Media use a vast majority of contract partners to complete the massive expansion of our network. You may notice their presence on the ground and we wanted to make sure you identify our contract partners who are working in your areas.

**John Henry
Group**

THREE DECADES OF ADDING EXCELLENCE INTO EVERYTHING WE DO

"We provide the complete knowledge, expertise and project delivery solutions companies need to successfully grow their infrastructure footprints"

For more than three decades, the *John Henry Group* has provided the strategic knowledge and project management and delivery solutions needed to help our business partners successfully grow their infrastructure footprints across Telecoms, Utilities, Highways and Civil Engineering infrastructure sectors.

Our ultimate goal is to work towards engineering excellence by helping our partner clients successfully grow and manage their infrastructure footprints.

Working predominately in the public sector and blue chip private markets, with an increasing involvement into private and developing markets including residential, education and commercial development. Our group expertise allows us to provide a competitive and extremely reliable service with high quality workmanship, project management knowledge.

John Henry Group's corporate values are shared by all employees as we strive to provide continually improve quality, flexibility, customer and commercial awareness. Our honest approach to business partnering, coupled with a desire to delight our customers has enabled growth and success for three decades.

Our management team is highly experienced and prides itself on the ability to meet client expectations, by means of traditional experience and a willingness to experiment with new ideas and technology initiated by both its clients and itself.





What is fibre? Types of fibre-optic connection

The speed of your fibre broadband connection can vary between 30Mbps and 300Mbps. The types of fibre available are:

FTTP (fibre to the premise) – fibre-optic cables run all the way to the outside of your house. This is the quickest service, but is not widely available. However, will be the future of Broadband in the UK and is the fastest delivery method of high speeds. This is what the villages are having installed currently.

FTTC (fibre to the cabinet) – fibre-optic cables run all the way to the cabinet in the street, which can be up to 300m away. This is the most common connection on the Virgin Media network.

FTTN (fibre to the node) – roughly the same as above, only the street cabinet can be further away (up to several km away) with the rest of the distance to your house being covered by regular copper wiring.

The benefits of fibre-optic broadband

- A fast, sustained and reliable connection which results from transmission through fibre-optic material rather than ordinary copper wires.
- Options to receive cable TV, phone deals and excellent product bundles with packages such as Virgin Media's XL package.
- Lightning speeds of up to 300Mbps downstream



What to expect before we start work?

01 March 2016



Virgin Media would have notified the local council/ authority before we start digging on your street.

- **Paint on the pathways** – No need to be alarmed this happens shortly before we start digging. The reason for this is that our contract partners scan the pathways for other utilities such as water, gas, electricity etc. They identify this by using different colours. The paint is bio degradable and this washes away in time.
- **Letter drop** – Virgin Media do provide our contract partners with letters to notify the residents of any pending works about to happen at least a week before we start digging. On some occasions your councils website can also tell you of any upcoming street works in the pipeline too.
- **Barriers & Green ducting being stacked** – This should be stacked in a safe spot on your street. Our partners stack this equipment in advance of works on your street so that we have all equipment ready for when we start.

For more information please see the attached FAQ which will be sent soon.

If you need assistance or want to raise an issue regarding the street works who do you contact?

1. Step one we always advise residents to speak to the work gangs on site. They have a supervisor for the area who will resolve any issues there and then. We feel this is the best resolution for the fastest response for any street work complaints that you come across within your Community.
2. If this route of escalation is unsuccessful or there is no visible work gang on your street to report issues when they arise, we then advise you to contact our help line on **0870 888 3116**. The helpline will then contact the contract partner who are performing the street works and they'll also make sure that Virgin Media's delivery and compliance engineers aware of the potential issue so it can be resolved and overseen.

