

# WEST KINGSTON RESIDENTS ASSOCIATION LIMITED

(by Guarantee)

## INSTALLATION OF FULL FIBRE BROADBAND ON THE WEST KINGSTON ESTATE

13<sup>th</sup> November 2024

Dear Members

Residents are aware that for the last year or so, the board of WKRA has been working to resolve the problem of poor-quality broadband provision on the estate.

Following a meeting with Virgin Media and WKRA directors, we have commitment from them that installation can start, for full fibre broadband, free of charge, in the next 2 weeks. This is great news for the infrastructure of the estate - something that a lot of us have been wanting for some time

‘Full fibre to premises’ broadband from Virgin will be installed by a company called NIOcomm at no cost to members or the Association

Because of the nature of the technology, and the age of the old BT ducting, NIOcomm will need to bury new cables in the roads on the estate. This will, where possible be achieved by putting cables into the grass verges. Driveways will need to be crossed, and where this happens, NIOcomm will reinstate the driveway to its’ former condition. Where for technical reasons a driveway is made of material where it would not be possible to reinstate, e.g. resin, breakable slabs, or printed concrete, a small trench will be dug about 15cms wide, on the edge of the road immediately adjacent to the driveway, in an area that will not be crossed by traffic. In every case, **the NIOcomm team will consult directly with homeowners** to discuss exactly what will happen on each driveway. If you plan to be away from home during the installation period, please let us know so that we can put you in touch with the installation team.

**IMPORTANT NOTE:** IF YOU ARE PLANNING RENOVATION OR REPAIR TO YOUR DRIVEWAY IN THE NEXT COUPLE OF WEEKS, PLEASE LET US KNOW SO THAT A DUCT CAN BE LAID BEFORE YOUR WORK IS COMPLETED.

The network will be installed to the periphery of every resident’s property.

The approximate timescale for the work is one to two weeks, but this will of course be dependent on weather and other variables.

Having met the team who will be doing the installation, we feel confident that we are not heading for a rerun of the SGN gas saga!

Once the network is in place, residents will have the choice to connect to Virgin for their broadband if they wish. This connection will be undertaken by Virgin themselves.

How this is achieved will be by agreement between the resident and Virgin. There will be no charge for connection.

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You will receive a card through your letter box asking you if you wish to register for broadband with Virgin, and on this card will be a telephone number to call. We are advised that if you wish, somebody can come out to see you in person to discuss deals. Details will be on the card.

Virgin have indicated that if enough residents are interested, they will host a drop in Q&A day in East Preston so that residents can ask questions about what offers will be available, and the installation process. We anticipate that this will be at the end of November.

If this is of interest, please can you let Tracey Down or Joanne Birch of AOS know, so that we have an idea of numbers, and can help Virgin to book a suitable venue.

WKRA Ltd