



WightFibre Limited
Communications House
56 Love Lane
Cowes
Isle of Wight
PO31 7EU
T: 01983 242424

05 June 2024

Dear Resident,

IMPORTANT INFORMATION: ADVANCE NOTICE OF WORKS

WightFibre would like to advise you that, as part of the project to deliver full-fibre, ultrafast, future-proof broadband across the Isle of Wight, works comprising **excavation of foot and/or carriageway for the installation of fibre optic cabling plus re-instatement will take place as follows:**

Address: Station Road, Ningwood, Shalfleet
Works Location: Opposite The Old Station to Field Cottage
Start/End Date: 08/07/2024 – 17/07/2024
Traffic Management: Road Closure

These works will be carried out in strict accordance with the **New Roads & Street Works Act 1991** and pedestrian access to all residential and commercial properties is a priority. In order to facilitate this there may be a requirement to put in place a number of fully signed pedestrian diversions and/or traffic lights. Works are planned to take place between 08:00 and 16:00 hours unless otherwise specified, and subject to change.

The above are our intentions, however, various factors beyond our control could affect when or if works begin.

WightFibre would like to assure you that we will work with our civil engineering contractors, Island Roads and the Isle of Wight Council to keep disruption to the minimum and although the duration is as stated we will endeavour to complete the works as quickly as possible. We are building a new full-fibre, ultrafast and future-proof broadband network across the Isle of Wight which will make the Island one of the best connected places in the world. We are grateful for your understanding as we work to bring the project to fruition. We have prepared a list of Frequently Asked Questions on the back of this letter to help answer some questions without the need to contact us.

If you have any queries regarding these works, you can find more information on **WightFibre** and its Gigabit Island project at: <https://www.wightfibre.com/expanding-our-network/> , or call our Gigabit Island Call Centre on 01983 241000.

We apologise for any inconvenience which may be caused by these works and would like to thank you in advance for your patience and support whilst we build the UK's first Gigabit Island.

Yours faithfully,

David Beckett

Customer Service Manager



Frequently Asked Questions

- **Access for Emergency Vehicles** – This will be maintained at ALL times.
- **Access to property - Pedestrian access to all properties is a priority** - to facilitate this there may be a requirement to put in place a number of fully signed pedestrian diversions, please feel free to speak to a member of the crew if you have any concerns
- **Road closures** – these are planned so as to create an appropriate diversion route or safe working conditions for operatives and residents.
- **Household waste and recycling collections** - If work dates are on your waste collection days, they will remain the same. However, the collection will take place before daily works begin.
- **Working Hours** – Day works are 08:00 to 18:00 hrs N.B. access for emergency vehicles will be maintained at all times and vehicular access to properties may be limited during these hours. There may be some weekend work if necessary.
- **Works Schedule** - Although the works are scheduled for specific dates and times, we will endeavour to complete them as quickly as possible.
- **How can I get WightFibre services?** - For full details about our services visit our website <https://www.wightfibre.com> Alternatively, you can contact our Sales Team on 01983 240240.
- **How Long will the works take on my street?** - We'll try to work as quickly as possible to avoid any inconvenience to you and your neighbours. You can check <https://www.islandroads.com/> to see when and how long we have a works permit for in your street.
- **I can't get on or off my property or I want to get a vehicle to or from my property, what shall I do?** - Please speak to one of the WightFibre crew members who will be happy to assist.
- **My house and car are covered in dust due to your works on my street. Who should I contact?** - Unfortunately, with any kind of street works there will be dust that would come off the street, but we do try to keep this to a minimum. Please call our customer service team in Cowes on 01983 242424
- **My property has been damaged by your team, who can I complain to?** Please call our customer service team in Cowes on 01983 242424
- **Will the works be completed in day time?** Sometimes due to restrictions we might have to do some out of hours work. This is not our preference, however if we have to do nightworks we will notify you via a postcard through your door.