

- ***Why have you chosen this area?***

When choosing areas for our expansion we consider a number of factors, including demand.

- ***How long will the works take?***

We can't give a precise length of times for works as each street varies, we'll be done as quickly as we can, we apologise for any disruption.

- ***Why have you put spray paint all over the path?***

We have to mark out existing utilities in the ground for safety, but don't worry we don't use paint; it is actually a biodegradable crayon that will fade away with time.

- ***Will I have access to my drive and path during the works?***

Yes our work gangs will always allow you access to your property during the works; just let them know when you need to be out and they will help you.

- ***Why are your Street Cabinets grey?***

The cabinets are grey to stop them over heating, although we will work with local authorities when placing our equipment in conservation areas to match the areas existing colour scheme.

- ***How do you decide where you are putting the Street Cabinets (grey boxes)?***

We work with your local authorities to decide the best locations for our Street Cabinets, we always try to consider sightlines and keep them out of the way where possible.

- ***Will there be any mess or mud left in the area?***

Our work gangs will always keep mess to a minimum during works and clean up when they have finished in an area.

- ***What is a service strip?***

A service strip is a strip of land which all utilities have access to work on, it is publicly owned land. For more information see the service strip appendix.

- ***What is a Wayleave agreement?***

A Wayleave (or Access agreement) gives us permission to work on privately owned land. For more information please see the Wayleave Appendix or visit:

<http://www.virginmedia.com/lightning/network-expansion/wayleave>

- ***Why are there black lines down the tarmac?***

This is where we have laid our cables; the new tarmac will fade with time to be less obvious.

- ***Why are the lines not straight?***

When we lay our cables we have to go around existing utilities in the ground, however we try to be as neat as we can.

- ***Why have some parts been left unfinished?***

Sometimes we need to work in phases, so we will do a temporary reinstatement, but don't worry we will be back to do a permanent repair as soon as possible.

- ***Why has red tarmac being replaced with black tarmac?***

The black tarmac is a temporary repair. Red tarmac cannot be obtained in small quantities; once a sufficient amount of red tarmac is required we will replace the temporary black tarmac with red.

- ***How long after you have finished work in my street before I can sign up?***

This varies from project to projects, and depends on a number of factors. Keep an eye out for local marketing, or sign up to www.virginmedia.com/cablemystreet to keep up to date.

- ***What can I do to get Virgin Media to cable my street?***

To register your interest please sign up to www.virginmedia.com/cablemystreet also encourage as many of your neighbours to do the same.

- ***Where can I find more out more information?***

You can find out more on our dedicated web page

www.virginmedia.com/lightning/network-expansion

- ***What if something is not right, who do I raise this with?***

During street works, when possible concerns should be raised with on-site work gangs. Usually a site supervisor can resolve this issue there and then. We find this often offers the fastest resolution to concerns.

If this route of escalation is unsuccessful or there are no visible work gangs in the area to report issues when they arise, please contact our helpline on **0333 000 5925** Option **1**. They will then contact the contract partner performing the street works and also make sure that Virgin Media's Delivery & Compliance engineers are aware of the potential issue so it can be resolved and overseen.

You can also raise your concern via email to ExpansionWorks@virginmedia.co.uk.

- ***Where can I find Virgin Media's Code of Practice?***

<http://store.virginmedia.com/the-legal-stuff/our-codes-of-practice.html>

- ***How do I find out if there are planned Road or Street works where I live?***

You can check when any company has any road and street works planned as they have to submit requests to the Local Authorities. You can check this on the following website:

England & Wales – www.roadworks.org