



Upgrading telecommunications services in your area

Housing Services - Frequently Asked Questions (FAQ) Guide

Q: Why is the council allowing telecommunications service providers to install their infrastructure on housing buildings?

A: To provide network coverage in an area, telecommunications service providers need to install their infrastructure on local buildings. The Telecommunications Act requires all landlords to cooperate with telecommunications service providers as they seek to install and upgrade their infrastructure.

In addition to these legislative requirements to cooperate with telecommunications service providers, we work with telecommunications service providers as part of our *City for All* commitment to be one of the best-connected cities with unrivalled internet access and speeds for residents, businesses, and the public.

Q: Will plans to allow telecommunications service providers to install, upgrade, or maintain their equipment on council-owned buildings, continue in light of coronavirus?

A: Telecommunications work is classified as critical by the government within their regulations and legislation to deal with coronavirus.

We will continue to allow telecommunications service providers to carry out essential work to improve their networks as far as possible, and where safe to do so.

In most cases, work will take place externally (i.e., on the roof). To ensure your safety, any workers, in or around your building, will comply with the government advice for working safely during coronavirus, which is detailed online at www.gov.uk/guidance/working-safely-during-coronavirus-covid-19.

We are contacting residents to give notice where telecommunications service providers have work planned in their area.

Q: How will residents be notified of work in their area and if there will be any disruption or access required to their building?

A: We contact residents to let them know in advance where telecommunications service providers have work plans in their area. As part of this, we assure residents that there is no cost to them for the work; they do not have to allow access into their homes and that the job will not be disruptive.

Telecommunications service providers will then write directly to residents with details of their work. With this, they will include details of planned work, including dates, locations and type of work, and whom to contact with any questions.

Q: How will the council ensure work is done safely, does not damage decorations, the building structure, or interfere with other planned works?

A: Telecommunications service providers must agree on plans with us in advance, including where they intend to connect cables or any equipment. We will ensure they have measures to safely work and protect the building while coordinating their activity with any other planned work. If they damage the building, they will fix it at their cost.

Q: Whom should residents contact if they any questions about telecommunication upgrade works?

A: In the first instance, residents should contact the telecommunications service provider directly to find out more about their plans.

Residents can contact us on 0800 358 3783 or email housing.enquiries@westminster.gov.uk with any other questions.