



To residents and business owners,

Firstly, let me introduce myself. My name is Jamie Waters and I am a Community Liaison Officer at Virgin Media. It has recently been brought to our attention that some of the streetworks that we are currently conducting in Duffield are causing some concern to local residents. I visited the area with one of my colleagues last week and met with our build team and contract partners. We discussed these concerns and how best to resolve them in order to minimise disruption and to accommodate as best we can.

I have listed below the concerns and the actions planned;

Our contract partners will provide me with the schedule of work prior to moving to any new area within Duffield, which I will pass onto the Parish Council as and when I receive them. This should help with the works on and around Tamworth Street in particular. It should also act as extra advanced notice for all residents.

One of the concerns raised was regarding the advanced notice to residents. Our contractors, North Midland Construction, have advised that they letter drop every household that may be impacted by the works. We have found, in some areas, that people often disregard it for junk mail. We have therefore since changed the letter to a large printed card which is more obvious going forward.

On the issue of timely notification and no emergency number(s) being provided, we have agreed that along with the leaflet drops, the contractors will also post notifications on lampposts in each area which will be for all to see. The emergency number is displayed on the notice boards that are present wherever build work is being carried out. As an example, in one of the areas that we visited I counted 6 notice boards displaying the emergency contact details, who the work was being carried out by and on behalf of. This will continue to be the case throughout the build. These contact details are also provided on the leaflets.

I understand that some households experienced a power cut at one point due to the works. The contractors were aware of this and the situation was dealt with immediately. Due to the nature of the works being carried out, these incidents can happen but we do everything we can to avoid this.

I hope that this has helped to address your concerns raised. We are keen to work more closely with both the Parish Council and residents moving forward to offer an open and honest forum for discussion.

Many thanks for your ongoing co-operation and patience

Jamie Waters
Community Liaison Officer
Virgin Media