

Fibre Broadband for Great Denham

Please read communication trail of today 31st March 2015. This is the responses from PC chasing BT:

FROM JIM WEIR GDPC TO BT

“Colin

Have you yet any response to my emails and phone calls?

Jim”

RESPONSE FROM BT

“Jim

We are still awaiting the signed wayleave from the developer which has been with them for now nearly 2 weeks. So really frustrating as you can imagine. There is a normal 12 week notice once wayleave process approved. We cannot start this until this is returned. I have included Annette and Angi Lewis as I am officially out of the office till 13th April. But have asked my wayleave team to check who has it in DWH”.

FURTHER RESPONSE FROM JIM WEIR GDPC TO BT & DWH

“Dear Colin & Ian

Can we please arrange to meet and get a cohesive line of communication and information that the parish council can share with the community of Great Denham. We are receiving conflicting information and thus unable to properly notify residents of the current status for the supply of fibre BB. I fully understand that this is a busy time for everyone and that some issues have caused unforeseen delays. All I want is to be able to communicate a timeline for all residents so that we can set realistic and deliverable expectations.

Would week commencing 20th April be acceptable to both of you. This should give everyone time to find out what needs to be done”.

RESPONSE FROM DWH

“Absolutely. Thank you Jim.

This whole issue has turned into a complete debacle and any further delay in delivering broadband to this part of Great Denham is totally unacceptable. I am generally available week comm. 20th and will ensure Tony Sibson DWH's engineering manager is also in attendance. Please confirm a meeting date and time”.

RESPONSE FROM DWH ENGINEERING MANAGER

“In response to BTs' email, we were made aware of an issue at the end of January and met with them on site on the 18th February 2015 to discuss an alternative location for the cabinets. It has taken BT over a month from then to the 20th March 2015 to provide a copy of the wayleave. So BT telling third parties that one we are holding this up and two that it has been nearly two weeks that we have had the wayleave, when in reality it is been just over a week, is totally unacceptable. They have had monies to undertake these works in excess of 6 months and as such, should have been carrying out these works months ago rather than trying to deal with it at the last minute”.