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JF/JOC/0437

17 November 2014

Kingsmere Residents Association
c/o 3 Goodwood Close
Kingsmere
Bicester
Oxfordshire
OX26 1AA

Dear Sirs

RE: KINGSMERE DEVELOPMENT – DE LACY FIELDS

I am writing to acknowledge that in accordance with our complaints escalation procedure, your complaint has been passed to me by Mr Mark Clare, Group Chief Executive

I am the Managing Director of the Mercia Division, responsible for our development De Lacy Fields, on the Kingsmere development.

David Wilson Mercia purchased the above development from Countryside Developments, as a serviced site. The infrastructure included a BT network in copper and has been marketed as such to our customers by our Sales Advisers. I can assure you that our Sales Advisers have been completely transparent regarding this situation and have not misled, lied or stretched the truth in respect of the cabling provided by BT.

Whilst a broadband connection is key to many people, it is a service that we unfortunately have no control of. We do not have a commercial relationship with BT as the service is provided by them to their customers. BT/Openreach have commented that they are continually upgrading their networks across the UK. Unfortunately we are in a position where we have to wait for BT.

I apologise that I have been unable to assist on this occasion.

Yours faithfully



JOHN FITZGERALD
Managing Director



Graham Brogden and Viki Heil
Kingsmere Residents Association
C/o 3 Goodwood Close
Kingsmere
Bicester
Oxfordshire
OX26 1AA

19th November 2014

Dear Graham and Viki

Thank you for your letter to Joe Garner and I.


Openreach actively want to provide super-fast broadband services wherever it is economically and technically viable for us to do so. We have passed over 21 million premises so far in our roll-out and will have invested approximately £3 billion pounds in the build by the time we are finished.

This is an enormous investment and our business case has a payback of approximately 13 years, which is very lengthy indeed and is why there are some sites that cannot currently be included in the roll-out because the cost to build the infrastructure would have a payback which is too far outside the acceptable returns for our shareholders.

This is currently the situation for Kingsmere, though we are at the leading edge globally of identifying new ways to improve the cost of deployment, so that may not always be the case. In the meantime, the co-investment model which many other communities nationally have used would certainly be an answer to the situation in the medium term.

I am really sorry not to have a better answer for the moment and would be happy to have a call to explore whether there are any other options that might be viable. If that would be of interest, please contact Alison Aldrich at Alison.Aldrich@openreach.co.uk and she will find a mutually convenient time.

Best regards


Tim Barclay
Managing Director, Sales and Customer Engagement

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24th November 2014
Our ref: RO/cms

Mr G Brogden and Ms V Heil
Co-Chairs
Kingsmere Residents Association
C/o 3 Goodwood Close
Kingsmere
Oxfordshire
OX26 1AA

Dear Mr Brogden and Ms Heil

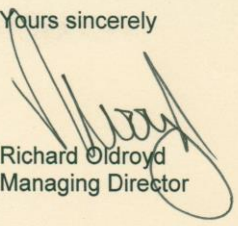
Re: Kingsmere Development

I am in receipt of your letters to Mr J Fairburn (Chief Executive) and Mr N Wrigley (Chairman) dated 4th November 2014. The Kingsmere, Bicester development falls within the operating area of my business and therefore I am responding on their behalf.

We are due to commence our phase of development on Kingsmere early in the New Year and, therefore, as yet we have not been made aware of this issue. I have read with interest your letter and agree that ensuring the needs of our potential customers are met is an important issue.

We are still in the early stages of procurement. However, I will discuss this issue with my team so we can get an understanding of the problem and hopefully be able to assist in moving the issue forward.

Yours sincerely


Richard Oldroyd
Managing Director



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Mr. G Brogden & Ms V Heil
3 Goodwood Close
Kingsmere
Bicester
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OX26 1AA

12 November 2014

Dear Mr Brogden & Ms Heil

Broadband on the Kingsmere Development

Thank you for your letter of 4 November 2014.

I have passed your correspondence to Mr Trevor Dempsey, Managing Director Central Region, who is responsible for operational matters in this area. Mr Dempsey will review the matters raised and respond direct, while also keeping me informed.

Yours sincerely

Dr

David Ritchie
Chief Executive



Registered Office: The Manor House, North Ash Road,
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Registration Number: 306718 Registered in England



19 November 2014

Our Ref:JU-KRA-009-181114
Your Ref:

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Northern Home Counties
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Milton Keynes MK7 8LE

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Dear Mr Brogden and Ms Heil,

Re: Your letter dated the 4th of November 2014

Thank you for writing to us regarding the provision of superfast broadband to the Kingsmere development. I understand the frustration caused by the broadband speeds experienced by the residents of Kingsmere. This is becoming a common situation as some areas of the country are being upgraded ahead of others leaving a significant difference in service from one development to another. We work hard to maintain close relationships with our customers and always looking for ways to improve the quality our developments and customer experience.

During the design stage of any development we invite BT to incorporate the project into their network. They produce a design and advise us on where to provide ducts to suit their layout. Once these ducts are laid they then attend the site to install the necessary cables etc. Unfortunately we have no say in what equipment or service they provide as they only ask that we provide ducts to accommodate their equipment. Unlike an electric or gas supply the line will only become live when the customer moves into the house and places an order with BT or an alternative telecommunications company. It is only at this point that the level of service is discussed. With regards to the Kingsmere development the ducts were laid by the Infrastructure Developer "Countryside Properties" who formed the estate roads prior to Bellway Homes arriving on site.

Our Sales Advisors are aware that we have no control over the service offered or provided by BT and do not provide any information on this. As the superfast broadband service is being rolled out across the country over a number of years we have little information as to when it will become available on each development. Unfortunately it appears that at the Kingsmere development BT have missed an opportunity to incorporate this service and will no doubt end up returning at some point to upgrade the equipment. With this in mind I would agree with you that the suggestion that the residents pay for the upgrade of the cabinets is unacceptable given that these works will be carried out at some point anyway. By owning the network infrastructure BT have a guaranteed income and stand to gain significant business from the residents of the Kingsmere development.

With this in mind I would suggest that it is their duty to pay for any necessary upgrades and suggest you approach them direct as the service provider and Countryside Properties who are providing the infrastructure in association with national utilities companies for the whole Kingsmere development.

Yours sincerely
For and on behalf of
Bellway Homes
(Northern Home Counties)



Jonathan Underwood
Regional Director
Cc: PT/PS/CE/BS/PC