



## Frequently Asked Questions

- **Access for Emergency Vehicles** – This will be maintained at ALL times.
- **Access to property - Pedestrian access to all properties is a priority** - to facilitate this there may be a requirement to put in place a number of fully signed pedestrian diversions, please feel free to speak to a member of the crew if you have any concerns
- **Road closures** – these are planned so as to create an appropriate diversion route or safe working conditions for operatives and residents.
- **Household waste and recycling collections** - If work dates are on your waste collection days, they will remain the same. However, the collection will take place before daily works begin.
- **Working Hours** – Day works are 08:00 to 18:00 hrs N.B. access for emergency vehicles will be maintained at all times and vehicular access to properties may be limited during these hours. There may be some weekend work if necessary.
- **Works Schedule** - Although the works are scheduled for specific dates and times, we will endeavour to complete them as quickly as possible.
- **How can I get WightFibre services?** - For full details about our services visit our website <https://www.wightfibre.com> Alternatively, you can contact our Sales Team on 01983 240240.
- **How Long will the works take on my street?** - We'll try to work as quickly as possible to avoid any inconvenience to you and your neighbours. You can check <https://www.islandroads.com/> to see when and how long we have a works permit for in your street.
- **I can't get on or off my property, what shall I do?** - Please speak to one of the WightFibre crew members who will be happy to assist.
- **My house and car are covered in dust due to your works on my street. Who should I contact?** - Unfortunately, with any kind of street works there will be dust that would come off the street, but we do try to keep this to a minimum. Please call our customer service team in Cowes on 01983 24100.
- **My property has been damaged by your team, who can I complain to?** Please call our customer service team in Cowes on 01983 24100.
- **Will the works be completed in day time?** Sometimes due to restrictions we might have to do some out of hours work. This is not our preference, however if we have to do nightworks we will notify you via a postcard through your door.