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21st December 2018

DCMS – Ensuring tenants' access to gigabit-capable connections

In Confidence - Consultation Response for Milton Keynes Council

Summary

Milton Keynes Council also proposes an additional obligation to respond on the supplier, whereby the supplier should provide a response to either a tenant, landlord, leaseholder or an owner occupier sending in a written “request for a response”, wishing to contract for fibre ultrafast broadband, within three months of the request, saying either:

- a. The supplier has no plans and is under no obligation to provide a service in that area/building, and the applicant should contact their local Council for details of the situation and alternative suppliers, or grant funding for alternative services
- b. The supplier has intention to supply the area eventually, but the cost will be high and there is currently no investment available to fund provision, and so applicants should contact their local council.
- c. The supplier has a current programme to upgrade or provide supply to the address that should result in supply within (max 12 months) and will contact the applicant if the situation changes or when supply is available
- d. The supplier can supply to that address but requires wayleave and will contact the landlord. The process should take a maximum of two months and the supplier will update the applicant as to the likely supply date
- e. The supplier will arrange for a supply.

Suppliers should also clearly publicise the address to which applications should be sent on their website.

In general all the proposals made in your consultation document but should also be applied to leaseholders as well as tenants. We have found that providers will not install fibre lines into

properties that are leasehold unless the freeholder agrees a wayleave. In many cases the freeholder is not readily contactable and thus leaseholder status should also infer suitable rights to allow fibre providers access to the property without reference to the freeholder.

Regards

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Martyn Smith