



Guidance for Broadband Requests

Any Objection with Broadband via telephone line?

With most broadband providers, you need a physical phone line hooked up to your home in order to get broadband. That's because your internet is connected through the same cables. This is the case for all providers who use the Openreach network – including BT, Sky, TalkTalk, Plusnet, Vodafone, EE, and so on.

Ongo Homes would have no objection for broadband requests in the above case as any cabling enters the property from overhead or underground conduits and no digging in front or around the property is required.

Please state this clearly on the alteration permission form so that we are aware that no digging will take place on our property for this broadband service which will use existing overhead cables or existing conduits.

When digging is required to install fibre broadband

Some providers don't require a landline at all. Providers with independent networks connect to your home via their own separate sets of cables. Whether you include a landline service in your package is entirely optional. This is the case for Virgin Media, and other independent providers.

Where digging is required, the provider will need to seek Ongo Homes permission to install equipment/cabling on to Ongo property. This is done by a Wayleave agreement which gives the provider permission to install and maintain apparatus on Ongo Homes property (privately owned land) or some types of buildings, such as communal blocks.

It is important to note that it is the provider that will need to contact Ongo Homes in order to process this wayleave agreement and not the tenant. Once this agreement is in place, the provider will then be able to install fibre broadband.

What's a wayleave agreement?

A written legal agreement between the provider and Ongo Homes. It gives the provider permission to install, maintain or repair the network equipment that's on Ongo property. This agreement includes the route plan of cabling. Once this agreement has been signed by both parties, this gives the provider permission to install network and equipment on Ongo Homes land/property.

Communal Blocks

If your property is within a communal block, then fire safety is potentially an issue. If a Broadband hub is already located within a communal area, the provider will need to contact Ongo Homes and agree the route of cabling from this hub in to your flat.

The route any cabling will take to your flat will be covered during this Wayleave agreement once your provider contacts Ongo Homes as companies will need access to the common areas of the building to install Full Fibre, both internally and externally.

Frequently asked question

I'm the resident and want broadband installing on my tenanted property. What do I need to do?

Your provider may need a Wayleave agreement. You will need to ask your broadband provider to contact Ongo Homes via our email:

Assetmanagementenquiries@ongo.co.uk

Once we give the green light to your provider to install broadband they will contact you directly to proceed with your order. Please contact your provider for any updates regarding your broadband as we are only able to deal with the Wayleave agreement with your provider.