

Fact sheet:

# External wall insulation - A step by step guide for contractors

This guide is for contractors working on external wall insulation and other similar largescale schemes for or on behalf of housing stock owners, such as local councils and housing associations.

## Step 1 - You've identified Openreach equipment where you'll be working

- Once you've identified Openreach equipment on the properties you'll be working on please complete the Contact Us form.
- Your Openreach specialist will then contact you to discuss the properties you're planning to work on and the information you'll need to provide to enable them to arrange a survey/quote for you.
- The survey/quote will ascertain whether we need to move any of our plant on the properties concerned before you start work. If any work is required we'll let you know what we need to do and how much it will cost.
- Payment in advance is the normal option but other payment methods are available and you can discuss and agree this with your Openreach specialist when they contact you to discuss your requirements.

## Step 2 - Completion of the survey

- We'll normally start the process with a return call within 1 week of your completing the contact form. Your Openreach representative will let you know when the report will be available to you. It will outline any work we need to do and the attached costs.
- Providing everything goes to plan Openreach will arrive on site within 16 working days of your initial contact. However, this will be dependent on speedy turnaround of all information presented and ultimately the authorization of the quote and payment terms. In some instances payment will be required in advance before work can start.
- If our network isn't affected and we don't need to do any work we'll let you know so that you can start work as soon as you want to.

## Step 3 - While you're working on site

- Throughout the duration of the work on any particular site, you'll have direct access to Openreach for the maintenance and repair of any individual external wires covered by your authorization.

## Step 4 - Billing

- Once we've completed the work we need to do we'll invoice you. Our invoice will detail the work we've done, detail any properties added to or removed from the survey and let you know the final charges.
- We've outlined what will happen with each of the payment methods below:
  - Payment in advance – if you added or removed any properties from the survey we'll confirm the work we've done and the associated charges.
  - If you owe us any money at this point we'll invoice you for the additional charges. Likewise if you removed properties from the survey and we've done less work than you've paid us for we'll refund the difference.
- Staged payments - If you opted for staged payments we'll invoice you for the work we've done minus the value of any previous payments you've made.
- Payment on completion - We'll invoice you for the full value of the work we've done.
- You'll then need to arrange final payment of the invoiced amount within 30 calendar days.

## Ready to get started?

If you're ready to contact us please complete the Contact Us form [www.openreach.co.uk/ewienquiry](http://www.openreach.co.uk/ewienquiry)

We look forward to hearing from you.

[www.openreach.co.uk](http://www.openreach.co.uk)

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