

Community charter



Plenty of notice

We'll let you know at least two months in advance of any work starting and if our plans change, we'll let you know.



Here to help

Our local team will be available by phone or email to answer any questions you have.



Information directly to you

Our local area e-newsletter and alerts will let you know what's happening. Where we are working in streets or roads, we'll operate a dedicated text service to inform interested residents.



In your area

We'll make sure information about installation in your area is easy to find on our website, in a way that is easy for you to identify what's important to you. In some public parks, we'll hold pop up events to meet with those using the facilities and give out information about our installation plans.



Talking to landowners

All landowners affected by the installation will have a dedicated member of our lands team to contact to discuss our work.



Open and honest

We'll be clear about our works and any disruption that may take place.



Safe and secure

We'll keep our team safe, and we'll keep you safe. Our commitment to health and safety is at the heart of our business and we'll make sure your safety is not impacted by our work.



Well managed sites

Our sites will use fencing suitable to the location and we'll use things like wheel-washing on our vehicles to keep the surrounding roads clean.

