

Build, Street Work Support & Compliance Street Works Contact List

Build – All civils & operational related issues			
Regional Manager	Franchise Area		Contact Details
Northern Ireland Padraig Mason	Belfast		07836 516351 Padraig.Mason@virginmedia.co.uk
West Scotland John Robertson	Bearsden & Milngavie Cumbernauld & Monklands Dumbarton Greater Glasgow Perth	Inverclyde Paisley & Renfrew Motherwell Stirling NW Glasgow & Clydebank	07985 807248 john.robertson@virginmedia.co.uk
East Scotland Paul Quilietti	Edinburgh Falkirk & Livingston Glenrothes & Kirkcaldy Lothian	Dundee (Kilmarnock – north, south & east Ayrshire) Dunfermline	07984 806898 Paul.Quilietti@virginmedia.co.uk
North East England Jeff Pogson & Michael Birmingham	Darlington S County Durham & N Yorks Teesside (Redcar & Cleveland) Teesside (Hartlepool & Stockton-on-Tees)	Tyneside (Newcastle & Gateshead) Wearside Carlisle city	07985807209 jeff.pogson@virginmedia.co.uk 07815703531 michael.birmingham@virginmedia.co.uk
North West England Paul Hobbs	Greater Manchester North/South Macclesfield & Wilmslow Stockport	Bury & Rochdale Oldham & Tameside Wigan	07985 806528 paul.hobbs@virginmedia.co.uk
North West England Andrew Betney	Bolton North Cheshire Wirral	East Lancashire Southport	07817 011754 Andrew.Betney@virginmedia.co.uk
North West England Steve Beamish	Blackpool St Helens & Knowsley Lancaster & Morecambe	Central Lancashire Liverpool Sefton	07985 806385 Steven.Beamish@virginmedia.co.uk
South Yorkshire Colin Hogan	Barnsley Doncaster	Rotherham Sheffield	07583 681973 colin.hogan@virginmedia.co.uk
West Yorkshire / North Yorkshire Richard Turner	Huddersfield & Dewsbury Wakefield Bradford/Leeds	Halifax & Brighouse Harrogate City of York	07985 807243 richard.turner@virginmedia.co.uk
Regional Manager	Franchise Area		Contact Details
East Midlands Mark Bettaney	Chesterfield Grantham Burton Upon Trent Vale of Belvoir Grimsby & Cleethorpes	Bassetlaw Lincs & Humberside Nottingham Ravenshead Derby Tamworth	07973 246511 mark.bettaney@virginmedia.co.uk
West Midlands Jason Brimfield	Birmingham & Solihull Nuneaton Stratford & Warwick Worcester & Redditch Black Country Daventry Lichfield	Mansfield Rugby Stafford Stoke-on-Trent Telford NE Northants Coventry	07985 807354 jason.brimfield@virginmedia.co.uk



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<p>Northern Home Counties & East Anglia David Robb</p>	<p>Aylesbury & Chiltern Broxbourne & East Herts Cambridge Central Herts Great Yarmouth & Lowestoft Harlow & Bishops Stortford Ipswich & Colchester Luton & South Beds Milton Keynes</p>	<p>North Bedfordshire North Thames Estuary Norwich Peterborough Southern East Anglia South Herts & Watford West Herts Fenland</p>	<p>07816 160204 david.robbs@virginmedia.co.uk</p>
<p>London David Robb</p>	<p>Barking and Dagenham Barnet Enfield Barnet Bexley Bromley Croydon Southwark Havering</p>	<p>Islington Redbridge Waltham Forest Haringay Greenwich Lambeth Lewisham Tower Hamlets Hackney</p>	<p>07816 160204 david.robbs@virginmedia.co.uk</p>
<p>London Darrell Bennett</p>	<p>Brent Camden Ealing Hammersmith and Fulham Merton Richmond upon Thames Westminster</p>	<p>Harrow Hillingdon Hounslow Kensington & Chelsea Kingston Upon Thames Sutton Wandsworth</p>	<p>0792938194 darrell.bennett@virginmedia.co.uk</p>
<p>Regional Manager</p>	Franchise Area		Contact Details
<p>South East Lee McCloskey</p>	<p>Brighton Crawley Horley & Gatwick Dartford & Swanley Eastbourne & Hastings East Sussex North & North East Surrey Kent</p>	<p>Margate Peacehaven Sittingbourne South Thames Estuary Surrey Tunbridge West Kent Maidstone</p>	<p>07814 718662 Lee.McCloskey@virginmedia.co.uk</p>
<p>Wales Mark Comer</p>	<p>Rhondda Cynon Taff Newport Caerphilly Swansea Torfaen Merthyr Tydfil Carmarthenshire</p>	<p>Bridgend Neath Port Talbot Vale of Glamorgan Cardiff Wrexham Monmouthshire</p>	<p>07805 692857 Mark.comer@virginmedia.co.uk</p>
<p>South Coast Simon Clarke</p>	<p>Andover Bournemouth Christchurch Dorset Newbury Portsmouth Oxford Solent Thames Valley</p>	<p>Bognor Chichester Hampshire Poole Salisbury Southampton & Eastleigh West Sussex</p>	<p>07909535659 simon.clarke@virginmedia.co.uk</p>
<p>South West Mark Comer</p>	<p>Bath North & East Somerset Avon Cheltenham & Gloucester South Devon Swindon Torbay</p>	<p>Bristol Cornwall North Somerset South Gloucester Taunton & Bridgewater Wiltshire</p>	<p>07805 692857 Mark.Comer@virginmedia.co.uk</p>



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Quality & Compliance

Senior Contact	Virgin Media Address	Phone / Fax	Email
John Waddington - National Quality & Compliance - North East & Scotland	Cable House Frenchwood Avenue Frenchwood Avenue Preston PR1 4QF	07855134644	John.Waddington@virginmedia.co.uk
Neil Swift - National Quality & Compliance - North West, Yorkshire, Northern Ireland	Liverpool -Century Building Tower Street/Summers Rd	07815 440880	Neil.Swift@virginmedia.co.uk
Dennis Wilson - National Quality & Compliance - Midlands	Beechcroft Southgate Park Bakewell Road Peterborough PE2 6YS	07890534858	dennis.wilson@virginmedia.co.uk
Andy Pryor-National - Quality & Compliance South, South West & Wales	Building 300 Wharfedale Road Wokingham RG41 5TZ	07974223016	Andy.Pryor@virginmedia.co.uk

Claims

<p>Networks</p> <p>Reporting damage to our network; duct cut-outs / requests for temporary move of our apparatus to facilitate a third party's repair</p> <p>Escalations – Steve Boyer</p>	<p>Turner Building Knowsley Business park Knowsley L34 9JA</p>	<p>03330005925 Option 6</p> <p>07985 806499</p>	<p>rechargeableworksmailbox@virginmedia.co.uk</p> <p>steven.boyer@virginmedia.co.uk</p>
<p>Claims Team</p> <p>Claims and litigation work to recover the cost of repair to our network due to 3rd party damage.</p> <p>Escalations – Justine Gould</p>	<p>Claims Department Units 12 Mayfair Business Park Broad Lane Bradford BD4 8PW</p>	<p>Claims Team 0333 000 5100</p> <p>07580 338003</p>	<p>Claims@virginmedia.co.uk</p> <p>Justine.Gould@virginmedia.co.uk</p>
<p>Defence team</p> <p>Claims and Litigation work to defend VM against claims of utility damages and personal injury claims</p> <p>Escalations - Eleni Burnell</p>	<p>Claims Department Units 12 Mayfair Business Park Broad Lane Bradford BD4 8PW</p>	<p>07970109715</p>	<p>Defence@virginmedia.co.uk</p> <p>Eleni.burnell@virginmedia.co.uk</p>

Diversorary Works

<p>Diversorary Works</p> <p>Escalations - Christopher Doran</p>	<p>1 Dove Wynd Strathclyde Business Park Bellshill ML4 3AL</p>	<p>0800 408 0088 Option 1</p> <p>3703901449</p>	<p>divworks@virginmedia.co.uk</p> <p>christopher.doran@virginmedia.co.uk</p>
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New Build Administration

<p>Head of New Build</p> <p>Peter Sykes</p>	<p>Virgin Media (Concord) House Wythenshawe Manchester M22 0EY</p>	<p>0800 408 0088 Option 2</p> <p>07581621852</p>	<p>newdevelopments@virginmedia.co.uk</p> <p>Peter.Sykes@virginmedia.co.uk</p>
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Invoices

<p>Invoices*</p> <p>* Please send all final (not draft) invoices either by post or email. If emailing, please send invoices in PDF format, one PDF per invoice including any back up information. Please note that this is an unmanned email address that auto-processes PDF documents on to our billing system. Queries or draft invoices sent to this address will not be received.</p> <p>Invoicing Queries & Reminders* Queries relating to invoices not listed under street works invoices below.</p> <p>P2P Customer Relations</p>	<p>Virgin Media Ltd PO BOX 574 Northwich CW9 9FZ</p> <p>Please note that any invoices that are sent to alternative addresses will be delayed in receiving payment; therefore please ensure that all of your records are updated accordingly.</p> <p>Invoicing queries Finance Shared Service Centre Communications House Units 1-12 Mayfair Business Park Broad Lane Bradford BD4 8PW</p>	<p>0845 149 0845 (option 1)</p> <p>0845 149 0845 (opt 1, opt 1)</p>	<p>NRSA.invoices@virginmedia.co.uk</p> <p>vm-p2p@mailgb.custhelp.com</p> <p>Please note that once a query has been raised a query number will be sent back via email. Follow up mails must include this query number and sent from the same email for the query to be passed on.</p>
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Street Works Team (UK) – Statutory & Street Works

<p>Nigel Myers HOD Statutory & Street Works Street Works UK Street works Legislation & issues requiring escalation Street & road works policy</p>	<p>Unit 4 Shawfield Road Carlton Industrial Estate Barnsley S71 3HS</p>	<p>07985 806568</p>	<p>nigel.myers@virginmedia.co.uk</p>
<p>Michael Nash National Statutory & Street Works Manager Street works Legislation & issues Street Works performance</p>	<p>Eagle Court 3 Sheldon Birmingham B26 3RZ</p>	<p>07870514618</p>	<p>michael.nash@virginmedia.co.uk</p>
<p>Sample Inspection, Section 74 and FPN queries Escalations – Amanda Walker Streetworks Team Manager</p>	<p>Field Services Units 12 Mayfair Business Park Broad Lane Bradford BD4 8PW</p>	<p>0870 888 3117 0203 706 3388</p>	<p>vmsection74s@virginmedia.co.uk vmfpnqueries@virginmedia.co.uk streetworks@virginmedia.co.uk</p>
<p>Street Works Invoices - Liability queries Defects Sample Inspections FPNs Permit Charges Lane Rental Charges Section 74 charges Escalations – Streetworks Streetworks Bradford</p>	<p>Field Services Units 12 Mayfair Business Park Broad Lane Bradford</p>	<p>0870 888 3117 Option 4</p> <p>0203 706 3388</p>	<p>nrswa.invoicing@virginmedia.co.uk</p> <p>streetworks@virginmedia.co.uk</p>
<p>EToN System Issues / Section 58 notices Escalations – Amanda Walker Streetworks Team Manager</p>	<p>Field Services Units 12 Mayfair Business Park Broad Lane Bradford BD4 8PW</p>	<p>0870 888 3117 Option 2</p> <p>0203 706 3388</p>	<p>streetworks@virginmedia.co.uk</p> <p>amanda.walker@virginmedia.co.uk</p>
<p>Core Reports Please send all completed core reports to the dedicated email</p>			<p>VMCorereports@virginmedia.co.uk</p>



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Plant Enquiries

<p>Plant Enquiries Stopping Up Orders Street Works Licence Applications (Northern Ireland only) Escalations - Ryan Hudson</p>	<p>National Plant Enquiries Units 12 Mayfair Business Park Broad Lane Bradford BD4 8PW</p>	<p>0870 888 3116 Option 2 0345 454 1111</p>	<p>plant.enquiries.team@virginmedia.co.uk ryan.hudson@virginmedia.co.uk securityandrisk@virginmedia.co.uk</p>
<p>Security & Risk Reporting any Theft/Attempted Theft/Threatening behaviour etc. Escalations- Marina Hopkins</p>		<p>07985 807671</p>	<p>marina.hopkins@virginmedia.co.uk</p>

S81 Maintenance of Apparatus (Including Exposed Residential Installation Cables)

<p>Network Asset Support Section 81/140/41s Pest Control, Graffiti etc. Escalations - Stephen Moroney</p>	<p>Turner Building, Kitling Road Knowsley Business Park South, Prescot Merseyside, L34 9JA</p>	<p>0333 000 5925 Option 3 07890 384790</p>	<p>NAM@virginmedia.co.uk Stephen.Moroney@virginmedia.co.uk</p>
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EMERGENCY OUT OF HOURS

Local Authority contact for Emergency Repairs
 after 4:30pm Monday – Friday or weekend

0800 694 1122 (Option 7)

PROJECT LIGHTNING HELP DESK

Local resident queries relating to Broadband expansion in their community.
 Operating hours: 8am to 8pm, Monday to Friday and Saturdays 8am to 6pm.

(Free to dial) 0333 000 5925