

# Enabling social inclusion, meeting the needs of future generations and delivering better services



## Case study: ForViva

---

Progressive landlord ForHousing, part of ForViva group, is driven by one overarching purpose – to improve lives. It does that by delivering real change, challenging the norm and providing homes and places that create new possibilities. But what does that mean in the digital world?

### The digital tenant

Providing access to digital services is a key contributor to improving the quality of life for residents. It helps tackle social isolation and has a positive impact on people's health and wellbeing.

In fact, it's been estimated that there's a **"digital exclusion tax" of over £400 per year** on households who can't access best deals online.

ForHousing is aiming to redress that inequality by retrofitting full fibre broadband to all its high rise blocks so tenants can benefit from the fastest available internet speeds and be able to access more services.

### The superfast landlord

It's not just tenants that benefit from faster, more reliable connections. Like much of the social housing sector, ForHousing is moving towards providing housing services digitally and many Government services are now 'digital by default' including Universal Credit.

---

It's clear that people have become more reliant than ever on a secure, fast internet connection which has been a lifeline, keeping people and families connected during lockdown. Longer term, improving lives is about enabling digital inclusion and meeting the expectations of future generations.

“Digital inclusion is key to improving wellbeing, fighting poverty, creating routes to work and enabling children to succeed in school. More than a third (37%) of those who are digitally excluded are social housing tenants.”

Jenny Chapman,  
Group Director of Innovation  
and Excellence at ForViva

“Providing services digitally is often more convenient and the growing expectation of many tenants who increasingly use digital channels elsewhere. They now expect their landlord to provide similar services.

“The cost of digital transactions is also significantly lower, which enables not for profit organisations to focus more resources where the need is greatest. We all have a lot to gain from helping people get online.” said Jenny.



## The provider with an open full fibre network

ForHousing opted to work with Openreach to upgrade the broadband connection to its properties because of the choice its fibre network offers.

**Openreach provides an open access network, where different providers like BT, Sky and TalkTalk offer various broadband packages.**

They use Openreach lines to deliver phone, broadband and TV services. So that one connection opens up a whole world of choice of services and providers to communities.

With more than 24,000 homes across the North West, ForHousing is having pure fibre connectivity – known as full fibre (Fibre to the Premise [FTTP]) – retro-fitted to all 17 of its high-rise blocks enabling tenants to become more digitally connected.

Kim Mears, Openreach’s Managing Director for Strategic Infrastructure Development, said: “By working collaboratively with ForHousing we’ve brought some of the UK’s fastest, most reliable broadband within reach of a further 12,000 homes in Salford and Knowsley, with thousands more set to follow.”

The good news for landlords is that it’s free and straightforward to get the connection to their apartment buildings upgraded. Engineers don’t even need to go into individual apartments.

The key is getting your building upgraded while Openreach engineers are in the area as part of the national rollout. You just need to give permissions via signing a wayleave for the upgrade to be carried out inside the building.

Get future-proof reliable ultrafast fibre for your apartment building and keep your residents happy



1. Complete the form at [openreach.co.uk/fttppforapartments](https://openreach.co.uk/fttppforapartments)
2. We get in touch to arrange a survey and discuss a wayleave
3. A survey takes place
4. You agree and sign a ‘route approval’ and a wayleave that gives us permission to upgrade our network in your building
5. Your building gets fully fibred offering gigabit capable speeds
6. Residents upgrade to a faster service through a communications provider of their choice.

[openreach.co.uk](https://openreach.co.uk)

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Products and services are provided subject to British Telecommunications plc’s respective standard conditions of contract. Nothing in this publication forms any part of any contract. Openreach and the Openreach logo are trademarks of British Telecommunications plc.

© Openreach Limited 2020. Registered Office: Kelvin House, 123 Judd Street, London WC1H 9NP. Produced by Openreach. Designed by Westhill.co.uk