

# New full-fibre upgrade brings ultrafast broadband speeds to thousands of Trident Group residents



**With properties all across the Midlands, Trident Group has recently upgraded the broadband connections for residents – while keeping disruption to an absolute minimum – thanks to Openreach engineering expertise.**

Openreach is in the middle of one of the UK's biggest ever engineering projects – upgrading the country's digital network to full-fibre. But one of the trickiest parts of the project is getting fibre into blocks of flats or offices (multi-dwelling units, or MDUs as we call them).

Openreach Manager Rashid Patel explains: "The problem with MDUs is that we need permission from the owner – a wayleave – to carry out any work needed. And tracking down landlords is often not as easy as it seems.

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**"By having the infrastructure built by one team of specialists, it means tenants get the best possible broadband options – and very little disruption."**

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**Colin Fellows, Trident Group's Property and Resources Manager**

## Working in tandem with Trident Group

As part of the MDU Team, Rashid is out and about visiting buildings to gather information on residents and tenants associations, landlords and land owners so he can reach out to the right people and let them know how Openreach is rolling out full-fibre and implementing the infrastructure upgrade programme.

“Getting the residents onside is one thing,” says Rashid, “but to really get things moving we need the owner to take an interest.”

Recently the Openreach team has established an excellent working relationship with one major housing association in the area, Trident Housing, which provides landlord services, such as housing management and maintenance, as part of the Trident Group.

Trident Group has over 50 years of delivering homes, services and innovation for up to 8,000 people in over 3,400 homes in some of the most disadvantaged communities in the Midlands.

## The obvious choice

“It was a no brainer for us,” explains Colin Fellows, Trident Group’s Property and Resources Manager. “As soon as we met with the network delivery team and saw a demo of the fibre kit and how it would be installed, we were determined to do all we could to help get it in place.”

Many of the buildings already had an existing wi-fi solution in place, but the patchy performance frustrated residents and meant many were already looking into their own personal workarounds.

Colin explained: “The problem is that you end up with a mish-mash of different services and providers, and a real confusion of wiring throughout the building.”

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“And it means my team aren’t trying to maintain and repair lots of different systems. Fibre optic cabling provides a very reliable, resilient connection with minimal maintenance, so everyone benefits from it.”

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**Colin Fellows, Trident Group’s Property and Resources Manager**

## The installation process

Openreach offers different options for running the fibre cable directly into each apartment. One of these, InvisiLight – which comes as a 2mm or .9mm flat cable – can be run flush to ceilings and walls to keep everything neat and tidy.

“In fact, when we surveyed the first building,” says Rashid, “we found it had suspended ceilings so we could completely hide the new wiring.”

After agreeing the first phase of buildings to be upgraded, work could begin. We worked collaboratively with Trident to communicate when installation started so residents were aware of the work being carried out and we could ensure we had the required access.

## Next steps

So far, we’ve upgraded about 50% of Trident Group’s portfolio to full-fibre and the company plan to roll out the future-proof connections to its entire portfolio.

“It’s just such a great thing for our residents,” says Colin. “The Openreach teams take care of everything, get the work done quickly – and residents can then access some of the fastest speeds in the UK from whichever service provider they like.”

## Get future-proof ultrafast fibre into your apartment



For more information about full-fibre for apartment buildings, go to [openreach.co.uk/mdu](https://openreach.co.uk/mdu)

Landlords and managing agents can tell us which buildings need upgrading to full-fibre via a special form at [openreach.co.uk/fttforapartments](https://openreach.co.uk/fttforapartments)

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

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