



**Broadband
& Phone from
£27.99
a month**



The Householder
5 Milner Road
Kingston Upon Thames
KT1 2AU



C01/002280/MJRW/37800
C04077_D002/M372405

February 2021

Your new street's set up for lightning fast broadband (Welcome to the neighbourhood.)

Hello,

Pop the kettle on (if you can find it) – we've got some cracking news. We could have you up and running quicker than you can unpack all your boxes. You can get the Broadband & Phone bundle for £27.99. So what's stopping you?



Lightning fast broadband

- We provide the fastest broadband in the UK for the 11th year running – as measured by Ofcom
- Our network delivers 99.88% reliability – all the way to your new front door
- Internet away on multiple devices at the same time



TV's best bits, all in one place

- Amazing TV with our TV bundles – access to Prime Video and Netflix (if you subscribe), Box Sets, Catch Up, plus favourite Sky channels in glorious HD
- Unmissable action with Sky Sports and BT Sport in one package
- Our underground cables mean there's no need for a dish or aerial, plus the weather can't spoil your picture



You're pretty much good to go...

- Say the word and your lightning fast broadband could soon be up and running
- Your street's already connected – yep, we've done the hard work for you
- Simply pick a time (even a Saturday) and our technician will pop round to install your services

So, why not give us a call on **0800 052 1933** and get your new pad up and running in no time?

The Virgin Media team

Prices start from just £27.99 a month. So, what are you waiting for?

Call: 0800 052 1933



Lightning fast broadband and home phone

From just £27.99 a month

- 108Mbps average download speed – helps keep the whole household entertained
- 99.88% network reliability
- Intelligent WiFi – automatically sorts out WiFi issues for you
- Plus inclusive weekend calls

Just £27.99 a month for 18 months.
£35 set up fee. 18 month contract.

Grab your offer in 3 easy steps

1

Give us a call

We'll help you pick the best bundle and find a brilliant price for you.

2

Choose a time to get set up

Pick a time, any time. Even Saturday. Our technician will install your broadband and TV, and chat through the services.

3

No downtime

Keep your old internet connection until your new one is up and running.

Switching your mobile to Virgin Media?

We'll tell you how to check if you're out of contract and how to keep your number.

Call: 0800 052 1933

VIRGIN FIBRE AREAS ONLY. New customers only. £35 set up fee. For optional home delivery, add £5. Technician installation fee may apply (£30). Subject to survey, network capacity, status and credit checks. Although we've cabled your street, it is not guaranteed that you'll be able to get our services – physical obstacles, legal issues and other problems may stop us from getting cables from the street to your home. Check if your home's connected at virginmedia.com. 18 month minimum term. You need to pay a fee if you end the service early during your minimum term. Direct Debit/eBill price. You may choose to receive a paper bill instead. If you choose a paper bill, we may charge you an additional amount for this service, which we will tell you about when you request the change. May not be used with any other offer unless stated. **Broadband and phone:** M100 Fibre Broadband (average download speed 108Mbps) and Talk Weekends. £27.99 a month for 18 months. Price includes line rental (£19 a month). Standard monthly pricing (currently £51 a month) applies from month 19. Premium add-ons such as Sky Cinema are available at extra monthly cost. Downgrading a service in your bundle may result in loss of bundle discount. **M500:** M500 only available as part of a package. M500 has 92% availability on the Virgin Media network. Call us or use our availability checker at virginmedia.com to see if M500 is available in your area. If not, M200 is the highest speed available. **Ofcom:** UK home broadband performance, published May 2020. Previous reports are available at ofcom.org.uk/research-and-data/telecoms-research/broadband-research/broadband-speeds. **TV:** Content available depends on TV package. **Netflix:** Streaming subscription required. **Prime Video:** Subscription required. Prime Video terms apply. **Reliability:** 99.88% network uptime as of December 2020. Based on 12 month average. Measurements from customer home across the Virgin Media network. For further details see virginmedia.com/shop/broadband/speeds. **Home phone: Talk Weekends:** Zero-rated tariff applies to the first hour of direct-dialled local and national geographic voice calls only (numbers beginning 01, 02 and 03), Virgin Mobile numbers and 0870 numbers starting within the weekend (all day Saturday and Sunday) periods. Excludes 0845 numbers. **Inclusive repairs:** Excludes misuse/mistreatment and accidental or wilful damage. Equipment remains property of Virgin Media. **General:** If you'd like to know more about how we treat your data please read our Privacy Policy at virginmedia.com/privacypolicy. You are receiving this mailing because we believe we have your consent to contact you. To unsubscribe from future addressed mailings please visit virginmedia.com/help/opt-out. All information and prices correct at 5th January 2021 and are subject to change. Your first bill includes the charge for the month you join (from the day you join), plus one month in advance. Payment/deposit may be required in advance. Calls may be monitored. Virgin Media Limited registered in England (no. 02591237). **Registered office:** 500 Brook Drive, Reading RG2 6UU. Further Legal Stuff applies. Go to virginmedia.com/legalstuff for details.





100021764717



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

37800 / 781
The Resident
5 Milner Road
Kingston upon Thames
KT1 2AU

09401071H00005



Royal Borough of Kingston upon Thames
Electoral Services
Guildhall, High Street
Kingston upon Thames KT1 1EU
Helpline: 020 8547 5026

Email electoral.services@kingston.gov.uk
Web www.kingston.gov.uk/canvass

Ref: CCA

8 August 2022

Dear Resident

Is the electoral register information correct for this address?

You must respond if:

any information is wrong, or if there are people eligible to register to vote at this address that are not included.

You do not need to respond if:

all information is correct and includes everyone eligible to register to vote at this address.

Information on who is eligible to register to vote can be found on page 2.

People we have registered to vote at this address:

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Postal or proxy vote? (more info page 2)	Included on open register? (more info page 2)
There is no one currently registered to vote at this address				

If you need to tell us about any changes, the easiest way is online. It takes just a few minutes.

1

If you need to make changes, visit the website
www.registersecurely.com/RBK



← SCAN ME

2

Enter your unique security code

Part 1: 295207

Part 2: 3995

3

Update your household information and submit

Include the names and nationalities of everyone who lives at this address

You can also respond by:

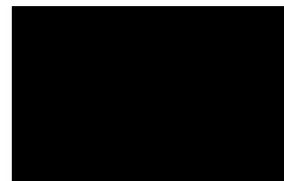
- **Phone:** Call 020 8547 5026
- **Email:** electoral.services@kingston.gov.uk
- **Post to:** Electoral Services, Royal Borough of Kingston upon Thames, Guildhall, High Street, Kingston upon Thames, KT1 1EU

If you need to update this information you will be required to declare that the information is true. If you do not live at the address you will need to tell us who you are (e.g. landlord).

If you add any new people they will also need to complete a registration application. They can do this at gov.uk/register-to-vote. We will send each new person a form if they do not apply online.

If you have a query, or need further information, please contact us using the details on page 1.

Yours faithfully



Electoral Registration Officer

Who is eligible to register to vote?

You can register to vote if you are:

- Resident (usually live) in the UK and aged 16 or over (but you will not be able to vote until you are 18).

You must also be either:

- A British, Irish or European Union citizen, or
- A Commonwealth citizen who has leave to enter or remain in the UK, or who does not require such leave.

Postal and proxy votes

To arrange to vote by post or by proxy (someone you trust voting on your behalf) you can download an application form at electoralcommission.org.uk/voter. To change any existing postal or proxy vote arrangements contact us using the details on page 1.

The open register

The open register is an extract of the electoral register, but it is not used for elections. It can be bought by anyone and used for many purposes including confirming name and address details and direct marketing purposes. Removing your details from the open register does not affect your right to vote.

You can find out more information about both registers and how they may be used at gov.uk/register-to-vote or you can contact us using the details on page 1.

Privacy statement

We collect information under the legal basis of a task carried out in the public interest, as set out in the Representation of the People Act 1983 and related regulations. We look after personal information securely and follow data protection legislation.

If you opted-out of the open register we will only use the information you give us for electoral purposes, including matching it against other sources of data to support the electoral register. If you are currently registered, where applicable, we have processed your data correctly. We will not give personal information to anyone else, unless we have to by law. The law requires us to share your information with candidates, political parties and campaigners for democratic engagement purposes and credit reference agencies to check your identity when you apply for credit.

If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing.

The Electoral Registration Officer is the Controller. They must have a policy document known as a privacy notice setting out how they process personal data. Refer to the privacy notice at www.kingston.gov.uk/elections or contact us to request a copy. Ian Thomas CBE, Electoral Registration Officer. Electoral Services, Guildhall, Kingston upon Thames, KT1 1EU. Tel: 020 8547 5026.



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The Occupier
7 Milner Road
KINGSTON UPON THAMES
Surrey
KT1 2AU

 Our reference
0594036076

 thameswater.co.uk

 0800 980 8800
Mon-Fri 8am-8pm, Sat 8am-6pm

20 March 2021



Please don't forget to open your new account

Hello,

We wrote to this address recently and haven't heard anything back. So we can send you accurate bills and share important information, please set up an account as soon as possible. You can then pay for your water and wastewater in the way that suits you.

Please be aware that if you're currently renovating this property or it's unoccupied, you'll still need an account. If the property's unoccupied and unfurnished, make sure to let us know – we may not need to charge you while this remains the case.

How do I set up account?

It's quick and easy – just choose the option that suits you best.

1. Complete the online form at thameswater.co.uk/move
2. Complete the form we've enclosed and pop it back to us in the pre-paid envelope
3. Call the number at the top of this letter

If you're not responsible for the water services at this address but you know who is, please give us a call.

What happens next

Please get in touch within the next seven days. If you've already done so, you can ignore this letter.

If we don't hear from you within seven days, we'll need to speak to a third party to find out who's responsible for the water and wastewater charges at this property. If you'd like to know more about how we collect personal data, please visit thameswater.co.uk/privacy

We look forward to welcoming you to Thames Water.

Best regards,

Thames Water Customer Services

Enclosed: Pre-paid envelope and Occupier details form



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D21B3K0212F

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*2*****



Occupier details

Property number: 0594036076

Property address: 7 Milner Road, KINGSTON UPON THAMES, Surrey, KT1 2AU

Please complete this form and post it back in the envelope provided. Alternatively, complete the form online at thameswater.co.uk/move

Your full name and date of birth	Title:
	First name:
	Surname:
	Date of birth (DD/MM/YYYY):
Your contact details	Home phone number:
	Mobile phone number:
	Email address:
Is the address given for the property correct?	Please circle Yes / No
If no, please provide correct address:	
Did you previously have a Thames Water account?	Please circle Yes / No
If yes, please provide account number or address:	
Do you own the property?	Please circle Yes / No
If no, please provide details of your Landlord / Managing Agent:	Please circle Landlord / Managing Agent Name: Address: Telephone:
Date ownership/rental contract began for the property	Date (DD/MM/YYYY):
Are you renovating the property?	Please circle Yes / No
If yes, please provide details (we need to know this to make sure your charges are correct):	Start date (DD/MM/YYYY): End date (DD/MM/YYYY): Will the renovations cost more than £100,000? Please circle Yes / No
Number of people who normally live at the property	
Number of bedrooms in the property	
Do you have a water meter?	Please circle Yes / No Meter serial number: Latest meter reading: Date of read:

Present Occupier
7 Milner Road
Kingston Upon Thames
KT1 2AU

Ref: 6531784265
10 March 2021



This address does not have a TV Licence, so you could be at risk of breaking the law.

Dear Sir/Madam,

We are writing to you because our database shows that 7 Milner Road, KT1 2AU is currently unlicensed. You are therefore at risk of a visit by our Guildford Enforcement Division.

If our Enforcement Officers visit and find that you are watching, downloading or recording TV illegally, you could face prosecution*, and a fine of up to £1,000†, plus any legal costs and/or compensation you may be ordered to pay.

What the law says:

You need to be covered by a TV Licence to watch or record live TV programmes on any channel, or to download or watch BBC programmes on iPlayer. This applies to any device you use.

Contact us by 31 March, or this address will be passed to our Guildford Enforcement Division.

To avoid this visit, you need to do one of the following:



Buy a licence

You can either pay £157.50 now, or spread the cost with a Direct Debit. Go to [tvlicensing.co.uk/pay](https://www.tvlicensing.co.uk/pay)



Transfer your current licence

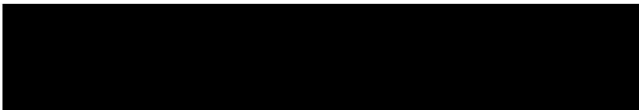
Move your licence from an old address to this one. Visit [tvlicensing.co.uk/moving](https://www.tvlicensing.co.uk/moving)

If you don't need a TV Licence, or this property is unoccupied, please let us know and we'll update our records. Visit [tvlicensing.co.uk/noTV](https://www.tvlicensing.co.uk/noTV)

If you tell us you don't need a licence, we may still visit to confirm this.

You can find more information about ways to pay for your licence overleaf.

Yours faithfully,


Customer Service Manager
TV Licensing

* In Scotland, Scottish criminal law applies. A report will be sent to the Procurator Fiscal, who will decide on prosecution.

† The maximum fine is £2,000 in Guernsey.

Please do not write below this line.

65317842651

How can you pay for your licence?



Go online to tvlicensing.co.uk to set up a Direct Debit or pay by debit or credit card.



Call **0300 790 6079** to pay by Direct Debit or debit or credit card (with this letter and your bank account details handy).



Go to any **PayPoint** and pay by cash or debit card. To find your nearest outlet, visit paypoint.com/locator (In the Channel Islands or Isle of Man, you can pay at your local post office instead, in cash or by cheque or debit card.)



Would it be easier to spread the cost?

Of course, if you'd prefer, you can pay for your licence in smaller amounts. One option is to set up a **Direct Debit** and pay monthly or quarterly (there's a £1.25 quarterly charge for quarterly payments). Go online or call 0300 790 6079 for details. Or, you can make weekly cash payments with a **TV Licensing payment card** (call 0300 555 3456).



What if you don't need a licence?

We'd like to stop writing to you if you don't need a licence. So, let us know if you never watch or record programmes as they're being shown on TV or live on an online TV service, and you never download or watch BBC programmes on demand, including catch up TV, on BBC iPlayer.

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

Please go online to tvlicensing.co.uk/noTV, call 0300 790 6079 or write to Customer Services, TV Licensing, Darlington DL98 1TL. We may confirm this with a visit.



Could you get a concession?

Are you, or is someone you live with:

- **Blind (severely sight impaired)?** If so, you may qualify for a 50% concession.
- **Aged 75 or over, and receiving Pension Credit?** You can apply for a free TV Licence. You need to be receiving Pension Credit in your name, or this can be in your partner's name if you are a couple and living at the same address.

If you live in the Channel Islands or Isle of Man, different conditions may apply.

To apply for a concession, go to tvlicensing.co.uk/concessions or call 0300 790 6079.



Would you like this in a more accessible format?

If you have sight problems, you can get this information by email or in Braille, large print or audio by calling 0300 790 6076.

If you are deaf, hard of hearing or speech impaired, we support the Next Generation Text (NGT) Service. For more information see tvlicensing.co.uk/accessibility



Have your details changed?

If you're moving, or if any of the details we have about you are wrong or have changed, please let us know at tvlicensing.co.uk/update or send us the form below.

To change your details, fill in this form and send to TV Licensing, Darlington DL98 1TL.

TV Licensing (including the BBC as the data controller, and its suppliers) will use the details you provide to operate the TV Licensing system and will not give them to anyone else unless required or permitted to do so by law. Find out more about how we keep your data safe and your data rights, including rights to access and correct your data at tvlicensing.co.uk/privacypolicy

TV Licence number

Name

Old address

Postcode

New address

Postcode

Telephone number

