

Community UK	
B2B <input type="checkbox"/>	Tenant <input type="checkbox"/> Both <input checked="" type="checkbox"/>
Geographic Scope	
London North <input type="checkbox"/> South <input type="checkbox"/> East <input type="checkbox"/> West <input type="checkbox"/> Central <input type="checkbox"/>	England NorthW <input type="checkbox"/> NorthE <input type="checkbox"/> Yorkshire <input type="checkbox"/> Midlands <input type="checkbox"/> East <input type="checkbox"/> London <input type="checkbox"/> SouthE <input type="checkbox"/> SouthW <input type="checkbox"/>
UK England <input type="checkbox"/> Wales <input type="checkbox"/> Scotland <input type="checkbox"/> Ireland <input type="checkbox"/>	Universal <input checked="" type="checkbox"/>
Urban areas <input checked="" type="checkbox"/>	Rural Areas <input checked="" type="checkbox"/>
Company Summary	
<p>CommunityUK.net (CUK) was established in 2009 and provides managed Free/Low Cost WiFi Internet Connectivity and Digital Inclusion Solutions to the Social Housing Sector. They have received 2 nominations in the Digital Leaders 100 Awards for best Digital Inclusion Product or Service.</p> <p>Website: <a href="http://www.communityuk.net">www.communityuk.net</a>            Twitter: @communityuk            Facebook: CommunityUK</p>	
Contact	
<p>Peter Reed-Forrester, Managing Director            E: <a href="mailto:prf@communityuk.net">prf@communityuk.net</a>            T: 0330 122 4659            Company address: 5 The Walled Garden, Nostell Estate, Wakefield, West Yorkshire, WF4 1AB</p>	
Summary of Offer	

CUK have focussed on creating digital inclusion partnerships with key housing providers and providing large scale WiFi and broadband solutions directly to the landlord. The full design and installation costs are met by housing providers and community partners such as Wakefield District Housing (planned for 32,000 social homes), Portsmouth Housing and Guinness (6500 homes in Hampshire) and Castle Vale (6000 mixed tenure homes and businesses). CUK is working with Orbit to deliver WiFi for sheltered and supported housing schemes.

### Details of Offer

#### Offer to Tenant

CUK offers the following WiFi Broadband Services in most locations:-

- Up to 4MB Download, Unlimited Downloads – FREE
- Up to 8MB Download, Unlimited Downloads – £7.99 Per Month
- Up to 15MB Download, Unlimited Downloads – £10.99 Per Month
- Up to 25MB Download, Unlimited Downloads – £15.99 Per Month

Users are not required to enter into any contract, and access WiFi via any WiFi Enabled device and a short registration process to connect to and use the network.

CUK offer tenants the option to purchase and have installed a range of low cost WiFi/Network equipment in their own home.

#### Business to Business

CUK provide a fully designed, deployed, managed and supported wireless and wired internet solutions in a variety of scenarios ranging from single buildings to estates of thousands of homes.

The capital cost of the design and installation of a CUK Network is always born by the Housing Provider who is also expected to cover the on-going costs of Bandwidth and support for the Network.

CUK Business Model provides the facility for a profit share across all revenue generated directly from or as a result of the Network(s). This revenue stream may offset ongoing costs and the original capital investment. Quotes can only be supplied once a tailored survey of circumstances has been carried out.

CUK also provide remote support of shared devices in Offices, Community Centres, Supported Housing etc. Prices start at £15.00 + VAT per month per Supported Device.

CUK works with Housing Providers to maximise efficiency corporately and via interaction with tenants.

### Added Value

CUK offer a range of flexible cheaper broadband offers for tenants alongside their main focus, which is on their business to business/housing provider offer. They also offer fully managed, large scale 'Digital Inclusion' solutions in partnership with housing providers, which go beyond provision of wifi, and tackle digital skills and engagement with local partners and communities.

### Existing partnerships with CHI members

Housing Association	Summary of partnership	Want to know how it's going?
Orbit Group	CommunityUK are working closely with Orbit Group to deliver a fully managed WiFi Service (free at the point of use) to Orbit customers in 25 sheltered/supported schemes across the	<a href="mailto:Tim.dumbleton@orbit.org.uk">Tim.dumbleton@orbit.org.uk</a>

	Midlands and the east and south of England.	
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#### CHI Review/Opinion

CommunityUK have concrete examples of projects they are running, and seem further down the line in their business development than some newer broadband/wireless providers. CUK have adopted a risk-averse approach which is dependent upon housing organisations/business partners being financially strong and having access to substantial amounts of capital which they are able to invest upfront. The income generating opportunities are medium term and not guaranteed so it is risky factoring them into a business case/plan/model.

This could be an effective model for organisations with budgets available, and for those who have concentrated stock and can work on a localised level to involve the whole community (eg. in Castle Vale and Wakefield). It does not, however, address the need for more affordable access offers that are direct to customers and do not the involve housing association taking the financial risk.

#### Orbit comments:

Community UK have provided a cost-effective and efficient service across our sheltered and supported schemes, with initial success leading to a recent extension to cover more sites. Community UK have been positive about working in partnership with Orbit and have offered flexibility and genuine understanding of the context and needs of social housing organisations. Our interim evaluation carried out in 2014 highlighted the value of the service to our customers and suggested significant social return on investment: <http://www.orbit.org.uk/media/latest-news/2015/02/orbit-helps-to-boost-customers-access-to-the-internet/>