

# Request for the installation of a fibre connection

Date:  DD /  MM /  YYYY

Dear [enter landlord details]

Tenancy at: [enter tenancy address]

I am writing to request the installation of a fibre connection at the tenancy address, under section 45B of the Residential Tenancies Act 1986 (the RTA).

☐ Tick to confirm if the following all apply:

- › currently there is no fibre connection within the premises
- › it is possible to install a fibre connection within the premises
- › a fibre connection can be installed at no cost to the landlord<sup>1</sup>.

If all the above apply you are required to permit the installation of a fibre connection within the premises unless an exception specified at section 45B(2) of the RTA applies.

Tenant signature:

## Notes

- › The landlord must respond within 21 days after receiving a request to install a fibre connection. A response notice template is available on the Tenancy Services website<sup>2</sup>.
- › A landlord must take all reasonable steps to facilitate the installation of fibre within a reasonable period of time.
- › If a network operator makes a written request for consent or information from the landlord, the landlord must respond to the request within 21 days after receiving the request.
- › The landlord commits an unlawful act if he or she fails to comply with any of the three requirements above.
- › The landlord is not required to permit installation of a fibre connection if an exception specified at section 45(B)(2) of the RTA applies. These are:
  - installation would materially compromise the weathertightness or the character of any building
  - installation would compromise the structural integrity of any building
  - installation would breach an obligation or a restriction that is relevant to the premises
  - the landlord is to carry out extensive alterations, refurbishment, repairs, or redevelopment of the premises within 90 days after receiving the request, and fibre installation would impede that work
  - the Tenancy Tribunal, on application by the landlord, determines that, due to the circumstances of the premises or the installation, the landlord should not be required to provide for the installation of a fibre connection in the premises.

Delivery date for this request:

DD /  MM /  YYYY

Delivery method: (tick the applicable delivery method)

- ☐ mail (\*allow 4 extra working days)
- ☐ placed into letterbox or attached to the door (\*allow 2 extra working days)
- ☐ sent to an electronic address given as an additional address for service after 5pm (\*allow 1 extra working day)
- ☐ handed to landlord or sent to an electronic address given as an additional address before 5pm on the date of the notice (the first day of the notice period will be the next calendar day)

Note: Please ensure you keep a copy of this document for your own records.

This request can only be delivered to a physical address or electronic address, email address or fax number that has been provided by the tenant as an address for service in the tenancy agreement. An electronic address is an email address, fax number, mobile telephone number, or instant messaging account through which information can be easily accessed and referred to.

<sup>1</sup> Fibre installation is usually free, as it is subsidised through New Zealand's ultra-fast broadband programme. Standard installation usually refers to a connection that travels less than 200 metres to the premises (e.g. your driveway from the road is less than 200 metres long). There may be costs involved if your connection is classified as 'non-standard' – for example, if extra wiring or electrical work is required. Your local fibre company will provide you with a quote prior to completing any work, and you can decide whether to proceed. For more information, see [crowninfrastructure.govt.nz](https://www.crowninfrastructure.govt.nz).

<sup>2</sup> [tenancy.govt.nz/assets/forms-templates/response-to-fibre-connection.pdf](https://www.tenancy.govt.nz/assets/forms-templates/response-to-fibre-connection.pdf)