

# Response to request for the installation of a fibre connection

Date:

Dear *[enter tenant details]*

Tenancy at: *[enter tenancy address]*

I am writing in response to your request dated  for the installation of a fibre connection at the tenancy address, under section 45B of the Residential Tenancies Act 1986 (the RTA). I note your request confirms that there is no current fibre connection and that it is possible for fibre to be connected within the premises at no cost to the landlord.

Accordingly, I *(please select the appropriate option)*:

- Accept  
 Do not accept

that I am required to permit the installation of a fibre connection within the premises.

If accepted, I confirm you may proceed with arranging installation of fibre at the above rental premises and I will take all reasonable steps to facilitate the installation within a reasonable period of time. I will also respond to any written requests from a network operator within 21 days where they are seeking my consent or information from me<sup>1</sup>.

**If not accepted, I have provided details below about which exception specified at section 45B(2) of the RTA applies and the reason(s) why that exception applies.**

Landlord signature:

## Notes

- › The landlord must respond within 21 days after receiving a request to install a fibre connection (the delivery date).
- › 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:

Delivery method: (tick the applicable delivery method)

- mail (\*allow 4 extra working days from but not including today)  
 hand into letterbox (\*allow 2 extra working days from but not including today)  
 email to an email address given as an additional address for service  
(\*if sent by email after 5pm, allow one extra working day from but not including today)  
 hand to tenant

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

<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](http://crowninfrastructure.govt.nz).