

CityFibre

**Guide to  
your property  
Full Fibre  
installation**



CityFibre is committed to equipping the UK with next generation digital infrastructure. We have major network footprints in towns and cities across the country, connecting thousands of premises through our broadband provider partners.



Increase the value of your properties with Full Fibre infrastructure



Retain tenants by enabling access to gigabit capable broadband services



Attract long term tenants with futureproof connectivity



Manage your properties more efficiently with smart monitoring tech

## Frequently Asked Questions



### What is a Wayleave Agreement?

**A wayleave is a legal contract between us and the land or property owner.** It gives us permission to visit your property to carry out a survey to identify the route we could use to install Full Fibre. Only at the point that a route has been identified and agreed by the owner or property manager, will we move forward with the installation.

### Why do I need to sign it?

**The wayleave is an agreement for the survey to take place and then upon agreement of the route, for the work to be carried out.**

### Are there any costs involved for us or our tenants?

**No - the survey of the property and the installation of Full Fibre is completely free and funded by CityFibre.** There will be no costs to you or your tenants to supply the infrastructure.

### **What is the wayleave process?**

**In our initial conversations we will have discussed the need to acquire your asset list, this allows us to establish a build plan tailored to your properties.** Once in receipt of your premise list, we would then annex the wayleave agreement with these properties to allow deployment of our apparatus. Our build team will work closely with you following signature of the wayleave to ensure each route is approved.

### **What is the difference between the wayleave agreement and a route approval?**

**The wayleave is an agreement in place to allow us to deploy the apparatus required to provide you with network services.**

A route approval is a caveat within the wayleave agreement that stipulates no installation will take place until a full survey pack has been reviewed and approved for installation by the owner. Essentially the wayleave is annexed with all relevant premises, signed by both parties for completion. The route approval process then falls into place.

### **How soon do I need to sign and return the wayleave agreement?**

**The sooner the agreement is signed and issued to us, we can begin working on rolling out Full Fibre to your properties.**

### **Do I need to pay for installation?**

**The full cost of the installing the infrastructure is absorbed by us as part of our investment in the city.**

### **I own a variety of housing stock; can I still be involved?**

**As part of our Full Fibre roll out, we are aiming to capture as many properties as possible to allow all residents the ability to access Full Fibre services.** We create a detailed plan for multi dwelling units (MDU's) with a variety of installation methods. All single dwelling units (SDU's) will have Full Fibre services installed near their home, this will allow all residents the option to choose a preferred broadband provider and take up services.

### **How long does a wayleave last?**

**A wayleave is indefinite, it is an ongoing agreement allowing us to maintain the apparatus.**

### **Will tenants be informed before work begins?**

**Yes - we will contact residents before starting any work to minimise inconvenience or disruption.**

We will also support with marketing collateral as an opportunity for you to notify your tenants that you are giving them access to Full Fibre and access to the best connectivity.

### **How much impact will there be to the aesthetics of the properties?**

**As little as possible.** We work with highly skilled construction crews to ensure that there is the minimum impact on your property or the surrounding area.

## Who do my tenants buy broadband services from?

**CityFibre works with providers who supply broadband packages over our networks.** Once your properties are connected and Full Fibre services are available, we will contact your tenants, directing them to our availability checker, where they can find out which providers are available.

Across the UK, CityFibre is already working with launch partner Vodafone and TalkTalk to deliver next generation broadband services. We expect other providers to join our network soon.

## How to get connected?

**We guarantee a smooth, flexible and professional installation process.** Right from the start, we aim to make the experience as easy and collaborative as possible, managing disruption and ensuring the most efficient use of time.

### 1. Sign permission

We'll ask you to sign a Wayleave Agreement, providing consent to install the network on your property.

### 2. Free survey

We will conduct a free survey and work with you to develop the best installation plan for your properties.

### 3. Free installation

Once we've agreed a non-intrusive plan, we'll install Full Fibre direct to your properties, completely free of charge.

### 4. Connected

Once the network is installed and services are live, tenants can access gigabit-speed broadband services from our partners.

**Upgrade your properties to Full Fibre for free**  
Find out more [cityfibre.com/property](https://cityfibre.com/property)