

Resident Fibre Installation Guidance Sheet

Please retain this document and provide it to any broadband provider carrying out installation works within your home.

Building safety requirements

Broadband providers must ensure that all works are carried out in accordance with current Building Regulations, industry standards and manufacturer recommendations.

Particular care must be taken when installing cables through walls, floors, ceilings and service risers.

Fire stopping requirements

Where existing fire stopping materials are disturbed, damaged or removed during installation, they must be fully reinstated before the engineer leaves site.

Where new cable penetrations are required through walls, floors or ceilings, these must be sealed using suitable fire stopping materials appropriate to the construction and fire resistance requirements of the building.

Installations must not compromise existing fire compartmentation or fire protection measures.

Cable routing

Existing cable routes, conduits, risers and service pathways should be used wherever reasonably practicable.

New penetrations through walls, floors or ceilings should be kept to the minimum necessary to complete the installation.

Cables should be installed neatly and securely to minimise visual impact and reduce the risk of damage.

Protection of communal areas

Communal corridors, stairwells, entrances and escape routes must always remain clear and unobstructed.

Tools, equipment, packaging and waste materials must not be left unattended within communal areas.

Any debris generated during installation works must be removed from site upon completion.

Broadband providers must not drill through, penetrate or otherwise alter:

- Fire doors
- Door frames
- Smoke seals
- Fire stopping systems
- Communal windows or window frames
- Any other fire safety or life safety system within the building

Identification and resident safety

Engineers attending the property should carry valid company identification and present it upon request.

Engineers should take reasonable steps to minimise disruption to residents and maintain safe access throughout the building.

Damage to the building

Any accidental damage to:

- Walls
- Ceilings
- Floors
- Doors
- Decorations
- Fire stopping systems
- Communal areas

must be reported to the broadband provider and made good at the provider's expense.

Access arrangements

The resident is responsible for arranging access to their home directly with their chosen broadband provider.

This guidance sheet does not provide permission to access any other part of the building or undertake works outside the resident's property without the appropriate approvals.

Further information

If clarification is required regarding building-specific requirements, please contact our Contact Centre on:

0333 400 8222

Monday to Friday – 08:00 to 17:00

Or email our dedicated mailbox here: fibre@aster.co.uk