

MOVING & RENTING · GUIDE 08 · 2026

THE TENANT CHECKLIST SERIES

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What to ask a letting agent or landlord *about broadband.*

A two-minute conversation before you sign can save weeks of frustration after you move in. Whether you rent through an agent or deal with a landlord direct, here is the friendly checklist of questions, what the listing already tells you, and how to verify the answer yourself in seconds.

Ask first

BEFORE YOU SIGN, NOT AFTER*A quick checklist settles it early*

It's listed

BROADBAND IS MATERIAL INFORMATION*Portals show speeds and providers*

Verify it

CHECK THE POSTCODE YOURSELF*A coverage map confirms it in seconds*Written by **Dr Alex J. Martin-Smith**, Lead EditorReviewed by **Adrian James**, Sales DirectorConnect with the author on [LinkedIn](#)

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broadbandswitch.uk

A two-minute question now beats a month of waiting later.

When you find a place you love, broadband is rarely top of mind, yet it shapes daily life once you move in. The good news is that you no longer have to guess. Broadband is now treated as material information for property listings, so the speeds and the providers available at an address are usually shown right there on the listing, and a polite question to the agent fills in the rest.

This guide gives you the friendly checklist to run past a letting agent or landlord before you sign, explains what the portals already tell you and how reliable that is, and shows you how to verify everything yourself in seconds with a postcode check. We have written it for renters and buyers alike, in plain English, with every figure sourced at the end. Ask early, verify quickly, and you move into a home that is ready to connect.

Broadband is material information, so the listing should show it, the agent can confirm it, and a postcode check proves it. Three easy steps, no surprises on moving day.

BROADBANDSWITCH.UK EDITORIAL TEAM

Asking the agent, at a glance

Part B

BROADBAND IS MATERIAL INFORMATION

Required on listings since November 2023.

~35%

OF LISTINGS HAVE ADEQUATE INFO

So it is always worth asking (GOV.UK, 2025).

#1 factor

RANKED ABOVE SCHOOLS AND TRANSPORT

In Rightmove's own user research.

~84%

UK FULL-FIBRE AVAILABILITY

So most homes can get a fast line.

Seconds

TO VERIFY A POSTCODE YOURSELF

A coverage map confirms the real picture.

In writing

GET KEY ANSWERS BY EMAIL

A short reply keeps everyone clear.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Read the listing, ask the agent a few specific questions, then verify the postcode yourself. Do those three things and you will know exactly what broadband the home can get before you commit.

What's covered.

Each section opens with a short Quick Answer so you can scan straight to what you need. When you want live options for your address, a postcode check at broadbandswitch.uk/compare does the rest.

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The essentials in sixty seconds.

QUICK ANSWER

Before you sign, ask the agent which broadband technologies and speeds are available at the address, whether there is an active line you could take over, and whether the landlord will allow a new full-fibre install if one is needed. Broadband is material information, so the listing should already show speeds and providers, and you can verify the whole picture yourself with a quick postcode check.

Broadband is one of the easiest things to check before you move, yet it is one of the most commonly forgotten. A short, friendly conversation with the agent, backed by a postcode check, settles it completely. Here is the whole approach in brief.

- ✓ **Read the listing first.** Portals such as Rightmove and Zoopla show estimated speeds and the providers available, so you often have a strong answer before you even ask.
- ✓ **Ask the agent the right questions.** A handful of specific questions about technology, active lines and install permission covers everything that matters.
- ✓ **Know it is material information.** Agents are expected to disclose broadband details, so a clear question is entirely reasonable and usually answered happily.
- ✓ **Verify the postcode yourself.** A coverage map confirms what is genuinely available in seconds, independent of the listing.
- ✓ **Get the key answers in writing.** A quick email reply on install permission protects you and keeps everyone clear.

WHY IT MATTERS

In Rightmove's own research, house hunters ranked broadband details above transport links and nearby schools. It is now a make-or-break factor for many movers, so it is well worth two minutes of your time before you commit to a tenancy.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Listing, agent, postcode check. Run those three steps and you will know exactly what broadband the home can get, with no surprises after you move in.

The questions to ask before you sign.

QUICK ANSWER

Whether you rent through a letting agent or deal with a landlord direct, ask which broadband technologies reach the property (full fibre, part fibre, cable or only a basic line), the typical speeds available, whether there is an active connection you could take over for a quick start, and whether the landlord will permit a new full-fibre install if one is needed. For a house share, also ask whether the address can take a connection in one tenant's name.

You do not need to be technical to ask good questions. Run through this short checklist with the agent or landlord, and you will have everything you need to decide with confidence.

Your broadband checklist

- ✓ **What broadband is available here?** Ask specifically whether full fibre (FTTP) reaches the property, or whether it is part fibre, cable or a basic line. Full fibre is the fastest and most future-proof.
- ✓ **What speeds can I expect?** A rough figure is fine; you will verify it yourself. Aim for a sense of whether it is gigabit-capable, superfast or slower.
- ✓ **Is there an active line already?** If the current tenants have broadband, you may be able to take over or self-install quickly, often within days, with no engineer.
- ✓ **Will the landlord allow a new install?** If a new full-fibre line is needed, installation can involve drilling, which usually needs the landlord's written permission. Ask now, not later.
- ✓ **Who arranges and pays for any work?** The provider's engineer normally does the work at no cost to the landlord; confirming this reassures everyone.
- ✓ **Is broadband included in the rent?** Some lets, especially purpose-built student accommodation, include it. If so, check the speed and whether you can upgrade.

A LINE THAT WORKS

Try: "Could you let me know what broadband is available at the property, and whether the landlord is happy for a full-fibre line to be installed if needed? A short reply by email is perfect." Polite, specific, and easy for the agent to answer.

Why each question matters

Question	What a good answer tells you
What technology reaches the property?	Whether you can get fast, reliable full fibre, or whether you may need a stopgap or an upgrade.
Is there an active line?	Whether you can be online in days with a simple self-install, rather than waiting for an engineer.
Will the landlord allow an install?	Whether a new full-fibre line is realistic here, and that you have permission in writing before you order.
Is it included in the rent?	Whether you need a contract at all, and if so what you can upgrade to.

None of these questions is awkward to ask. Agents deal with them every day, and a landlord who wants the property let quickly has every reason to be helpful. If a new line is needed and the landlord agrees, the provider's qualified engineer carries out the work, tidily and usually at no cost to the landlord, which makes a yes easy to give.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

A handful of plain questions covers everything that matters. Ask them before you sign, get the install answer in writing, and you remove the only broadband surprises that ever catch renters out.

What the listing already tells you.

QUICK ANSWER

Major portals already show broadband information on most listings. Rightmove displays estimated speeds and the providers available at the postcode, and Zoopla shows similar detail. It is a genuinely useful starting point, though the figures are estimates for the area rather than a guaranteed speed for that exact home, so always verify before you rely on them.

Before you even speak to the agent, the listing often answers the big question. Property portals have shown broadband data for years, and it is now a standard part of a listing.

What the portals show

- ✓ **Rightmove.** Each listing links to a broadband section showing estimated speeds and the providers that serve the postcode, using third-party data. It is a quick, reliable first look.
- ✓ **Zoopla and others.** Most major portals now display comparable broadband and mobile-signal detail alongside the property facts.
- ✓ **Speed bands.** Listings usually indicate whether a property can get basic, superfast or gigabit-capable broadband, which tells you the ceiling for the address.

ESTIMATES, NOT GUARANTEES

Portal figures are estimates for the area and can lag behind the latest rollout, so a brand-new full-fibre connection may not show yet. Treat the listing as a strong clue, then confirm the exact address with a coverage check before you decide.

SISTER-SITE FAIRNESS CHECK

See exactly what reaches the address

BroadbandMap.org.uk is a free, postcode-level UK coverage map showing which technologies, full fibre, part fibre, cable, 4G and 5G, reach which streets. It is the quickest way to confirm what the listing suggests, independently and in seconds.

Part of the same SearchSwitchSave network as BroadbandSwitch.uk. Visit broadbandmap.org.uk.

How to read what you find

The listing and a quick check together give you a clear picture. Here is how to interpret the common results so you know what to expect.

What you see	What it means
Gigabit-capable or full fibre	Excellent. The home can get the fastest, most reliable broadband, usually with a simple order.
Superfast (part fibre)	Good for most households. Full fibre may also be available now or soon; worth checking.
Basic or standard only	Slower. Check whether full fibre has since arrived, or consider a 4G or 5G option.
Multiple providers listed	Healthy competition, which usually means better choice and pricing.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

The listing gives you a strong head start, often answering the question before you ask it. Use it as your first clue, then confirm the exact address yourself so you are working from facts, not estimates.

Material information, explained.

QUICK ANSWER

Broadband is classed as material information for property listings. Since November 2023, National Trading Standards guidance has expected agents to include broadband and mobile-signal details on listings for all properties, because this is information that helps an average consumer decide. So asking about broadband is not cheeky, it is exactly the sort of detail the rules expect to be shared.

You may wonder whether it is reasonable to press an agent on broadband. It absolutely is, and the rules are on your side. This gives you confidence to ask, and a polite way to follow up if a listing is missing the detail.

- ✓ **It is part of the listing standards.** National Trading Standards guidance, developed with the major portals, lists broadband supply and mobile signal among the information that should appear for all properties.
- ✓ **It rests on consumer protection law.** Agents are already expected not to leave out information that an average consumer needs to make a decision, and broadband clearly counts.
- ✓ **Both good and less-good news should be shared.** The guidance is clear that information should not be left off just because it might be less appealing, which works in your favour.
- ✓ **Asking is completely normal.** Agents handle broadband questions routinely, so a clear request is welcomed rather than awkward.

IF THE LISTING IS MISSING IT

Plenty of listings still do not show full detail; the government has noted that only around a third contain adequate material information. If broadband is missing, simply ask the agent to confirm it. A short request usually produces a helpful answer, and you can verify it independently anyway.

Verify it yourself in seconds.

QUICK ANSWER

Never rely on a single source. Run the exact postcode through a coverage map and a comparison check to see which technologies and providers genuinely reach the address, then sense-check the speed with a quick line test if there is an active connection. Two minutes of checking gives you the real picture, independent of the listing or the agent.

Verifying is quick, free and needs no personal details. It turns a rough estimate into a confident decision, and it is the single most useful thing you can do before you sign.

Three quick checks

- ✓ **Run a coverage map.** A postcode-level map shows full fibre, part fibre, cable, 4G and 5G at the address, so you can see exactly what is on offer.
- ✓ **Run a comparison check.** Putting the postcode into a comparison tool returns the real deals and providers available, so you can see live options and likely prices.
- ✓ **Test an active line.** If the current tenants still have a connection, a quick browser speed test gives a real-world sense of performance, though results depend on their equipment.

SISTER-SITE FAIRNESS CHECK

Map it, then test it

BroadbandMap.org.uk maps full fibre, part fibre, cable, 4G and 5G by postcode, so you can confirm coverage at a glance. If there is a live line to try, UKSpeedTest.co.uk (branded Pulse) is a free, no-signup, ad-free test for download, upload and jitter, and HowFast.uk runs a quick line check in the browser.

Built by the same SearchSwitchSave editorial team that publishes BroadbandSwitch.uk. Visit broadbandmap.org.uk, ukspeedtest.co.uk and howfast.uk.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Trust, but verify. A two-minute postcode check confirms what the listing and the agent told you, so you sign with the full, accurate picture in front of you.

Red flags to watch for.

QUICK ANSWER

Be a little cautious if the agent cannot say what broadband is available and will not find out, if the listing shows only a very slow basic line with no full-fibre option, if a landlord is reluctant to allow any install, or if broadband is described as included but with no detail on speed or whether you can upgrade. None is necessarily a deal-breaker, but each is worth clarifying.

Most agents and landlords are helpful, and most homes are well connected. Just keep an eye out for a few signs that are worth a follow-up question before you commit.

- ⚠️ **Vague or unwilling answers.** If nobody can confirm what is available and nobody will check, verify the postcode yourself and ask for confirmation in writing.
- ⚠️ **A slow line with no upgrade path.** If only a basic connection shows and full fibre has not reached the street, factor in a 4G or 5G option, or weigh it against other properties.
- ⚠️ **Reluctance to allow any install.** A landlord is entitled to consider install requests, but a flat refusal even where the work is tidy and free is worth understanding before you sign.
- ⚠️ **“Included” with no detail.** Included broadband is great, but ask the speed and whether you can upgrade, so you are not stuck on a slow shared line.
- ⚠️ **Listing and reality do not match.** If the portal estimate and your own check disagree, trust your independent check and raise it with the agent.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

A red flag is a prompt to ask one more question, not a reason to panic. Clarify it early and you either resolve it or learn something useful before you sign.

If the answer is not what you hoped.

QUICK ANSWER

A less-than-perfect answer rarely means being stuck offline. You can ask a different provider, as networks vary street by street; request a new full-fibre install with the landlord's permission; or use a plug-in 4G or 5G connection that needs no engineer, no drilling and no landlord sign-off. Between these, almost every home can get a good connection.

If the listing or your check shows only a slow line today, do not write the property off. Work through these options in order and you will usually find a good route.

- 1 Check another provider.** A different network, especially a smaller full-fibre builder, may reach the street even if the obvious names do not.
- 2 Request a new full-fibre install.** With the landlord's written permission, the provider's engineer can install a new line, usually tidily and at no cost to the landlord.
- 3 Use a 4G or 5G connection.** A plug-in hub connects over the mobile network in minutes, with no engineer, no drilling and no landlord permission, so you are never truly stuck.
- 4 Weigh it in your decision.** If broadband really matters to you and the options are limited, it is fair to factor that into which property you choose.

Found the place? Check the broadband in about ten seconds.

Postcode in, real prices out. No name, no email, no phone number needed.

broadbandswitch.uk/compare →

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Five mistakes to avoid.

Steer around these and broadband becomes one of the easiest things to sort before you move in.

- ⚠ **Leaving it until after you sign.** Ask before you commit, while you still have the choice to walk away if broadband is a deal-breaker for you.
- ⚠ **Relying on the listing estimate alone.** Portal figures are area estimates; confirm the exact address with your own coverage check.
- ⚠ **Not getting install permission in writing.** If a new line may be needed, a short email confirmation from the landlord protects you and your deposit.
- ⚠ **Assuming “included” means fast.** Check the speed and the upgrade options on any included broadband, especially in shared or student accommodation.
- ⚠ **Forgetting the stopgap exists.** Even if a fixed line needs arranging, a 4G or 5G hub keeps you online from day one, so a slow start is never the whole story.

Sorting your next move? Compare the address in about ten seconds.

Postcode in, real prices out. No name, no email, no phone number needed.

broadbandswitch.uk/compare →

FREE · INDEPENDENT · 35+ PROVIDERS · UPDATED DAILY

Frequently asked questions.

Should I check broadband before renting?

Yes, ideally before you sign. Broadband shapes daily life, and checking early means no surprises after you move in. Read the listing, ask the agent a couple of questions, and verify the postcode yourself. It takes only a few minutes and gives you the full picture.

Do agents have to tell me the broadband speed?

Broadband is treated as material information for property listings, and National Trading Standards guidance expects agents to include broadband and mobile-signal details for all properties. So while you should always verify it yourself, asking is entirely reasonable and the kind of detail the rules expect to be shared.

Does Rightmove show broadband?

Yes. Rightmove shows estimated broadband speeds and the providers available at a postcode on its listings, using third-party data, and Zoopla shows similar detail. Treat these as a strong starting point, then confirm the exact address with a coverage check, as the figures are area estimates rather than a guarantee for that specific home.

What exactly should I ask the agent?

Ask which broadband technologies reach the property, the typical speeds, whether there is an active line you could take over, and whether the landlord will allow a new full-fibre install if needed. For a house share, also ask whether the address can take a connection in one tenant's name.

What if the landlord will not allow an install?

You still have options. Another provider may already reach the street, or a 4G or 5G connection needs no install, no drilling and no permission at all. If you rent a flat and a freeholder is the blocker, your provider may have a legal route to gain access; our tenant-rights guide covers that.

Is broadband ever included in the rent?

Sometimes, especially in purpose-built student accommodation. If it is included, check the speed and whether you can upgrade, so you are happy with what you are getting rather than assuming it will be fast.

Is it the same when buying a home?

Largely, yes. When buying you deal with an estate agent rather than a letting agent, but the same approach applies: the listing should show broadband as material information, you can ask the agent to confirm it, and you should verify the postcode yourself. The only real difference is that, as the owner, you would arrange any new install directly rather than seeking a landlord's permission.

How do I verify the speed for myself?

Run the postcode through a coverage map and a comparison check to see what genuinely reaches the address. If the current tenants still have an active line, a quick browser speed test gives a real-world sense too, though the result depends on their equipment and connection.

Got your answers? Now see what the address can get.

Live UK comparison. Postcode in, deals out. The average switcher saves £180 to £292 a year.

broadbandswitch.uk/compare →

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Editorial standards.

This guide is part of the Moving & Renting Broadband series from BroadbandSwitch.uk, the UK's independent consumer broadband resource. It is general consumer information, not advice on your specific circumstances.

How we work

- ✓ We name the author and reviewer on every dated guide.
- ✓ We rank every deal in our comparison tool by total contract cost, never by paid placement.
- ✓ We earn a commission when readers switch through our journey; this never changes which deals we show or their order.
- ✓ We publish a public corrections log; any factual error is logged, dated and credited.
- ✓ We see the best in every provider in the British market and frame changes as positive consumer outcomes wherever we honestly can.

Ownership and sister sites

BroadbandSwitch.uk is part of the SearchSwitchSave Group's FBRE.uk network of UK broadband sites. One editorial team, one set of standards, one goal: helping Great Britain get online with confidence.

- **RightSpeed.co.uk** is an eight-question speed-needs calculator that right-sizes your plan before you overspend.
- **UKSpeedTest.co.uk** (branded Pulse) is a free, no-signup, ad-free speed test for download, upload and jitter.
- **HowFast.uk** is a quick browser-based line and performance check.
- **BroadbandMap.org.uk** is a postcode-level coverage map of full fibre, part fibre, cable, 4G and 5G.
- **ParentalControl.uk** is a free home-network and online-safety tool, useful when families set up a new home.

About the author



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Got a question this guide did not answer? Reach out on LinkedIn and a real member of our team will be glad to help.

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