

For immediate release – 14 October, 2021

## **REIA AND nbn JOIN FORCES TO HELP AUSSIES HAVE A BETTER MOVE IN EXPERIENCE**

Real Estate Institute of Australia (REIA) and **nbn** have joined forces to assist real estate agents and property managers in keeping **nbn™** connection boxes at properties when they are sold or leased.

REIA President, Adrian Kelly said there had been a rise in reports of previous owners and tenants taking the **nbn™** connection boxes with them to their next property when they move.

“With Aussies spending more time at home than ever due to widespread working-from-home and more reliance on technology, internet connection has become one of the first questions prospects ask real estate agents.

“Fast internet is a major selling point for buyers and renters alike.

“However, if the **nbn™** connection box does not remain at the property in which it was first installed, customers may be impacted by delays in connecting to services over the **nbn™** network,” he said.

Mr Kelly said that the paid partnership with **nbn** had come about after an increase in customer reports of missing **nbn™** connection boxes.

“The new partnership – *Home is where the **nbn™** box is* – which is being launched today, will include a nation-wide campaign aimed at raising awareness about the importance of ensuring the **nbn™** connection box remains at the property in which it was first installed.

“Agents ultimately get contacted by new homeowners and tenants when the **nbn™** connection boxes are missing.

“Our new partnership with **nbn** looks to save agents time spent fielding calls about missing **nbn™** connection boxes and importantly, help give buyers and tenants a better connection experience when moving.

“Agents are now actively encouraged to treat the **nbn™** connection boxes as a permanent fixture of the home, which in effect belongs to the home in the same way an oven or heating appliance does,” Mr Kelly said.

Further information, including an e-book guide [Home is where the \*\*nbn™\*\* box is](#) can be accessed [here](#).

# Media Release



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Established in 1924, REIA is a federated body of State & Territory Real Estate Institutes representing 85% of Australian real estate agencies. We are a national advocate for the Australian real estate industry which is made up of 46,793 Australian businesses that employs 133,360 Australians. For more information visit [www.reia.com.au](http://www.reia.com.au)