



**Complete
Technology**
Group

Safe, high-quality digital infrastructure

Our vision is simple. We want every home to have safe and high-quality digital infrastructure so that everyone can connect with school, work and their community, and live life well.



Our services are provided **free of charge**
for landlords and residents

Let us help you deliver **social value** by improving
digital infrastructure and **inclusion**, keeping your residents
safe and reducing your **carbon footprint**



Who we are

Welcome to Complete Technology Group

At CTG we partner with housing association and local authority landlords responsible for multi-dwelling units (MDUs), helping deliver digital infrastructure strategies.

Keeping people and buildings safe is at the heart of our role. We are the bridge between landlords and telecommunications providers, facilitating for both parties so residents gain safe access to reliable, ultra-fast digital connectivity.

Our founders are committed to digital inclusion, and our objective is to enhance digital infrastructure for 700,000 homes across the UK by 2027. Our multi-sector expertise from the housing, telecoms, energy and charity sectors drives digital inclusion, maximises building safety and reduces environmental impact.



What we do

Giving landlords assurance and choice

CTG offers landlords a flexible series of digital infrastructure and advisory services spanning the building portfolio audit, route design and installation. Partnering with us reduces risk and assures safe, high-quality, futureproof and compliant outcomes.

“It has been a breath of fresh air to work with a company that says what they are going to do, and sticks to it.”

Contract Manager, A2 Dominion Housing Group

We make it
safe

We audit and manage digital infrastructure provision on behalf of landlords, enabling broadband installation into homes.

We make it
easy

We provide a route design and management service, planning and agreeing suitable equipment locations on behalf of landlords, and then inspecting installations once work is complete.

We hold providers to account and ensure all work is carried out to the highest regulatory standards.

We make it
happen

Landlords can choose the building to home, multi-fibre digital infrastructure solution provided by Complete Fibre.

This allows up to four broadband operators to plug in to the system, enabling them to offer a broadband service to every resident in the block. Complete Fibre eliminates the need for multiple installations, safeguarding building integrity and reducing the risk of fire.



Who we help


Everyone gains from joined-up thinking

When Complete Technology Group works on digital infrastructure provision for social and multi-occupancy homes, everyone benefits. We work with landlords, telecommunications providers and residents, facilitating the way to fast, safe broadband connection.

Residents

Landlords


**Broadband
Providers**



Residents want a choice of high-speed internet providers, and to be connected quickly, with as little disruption as possible.

What we deliver

- Enhanced inclusion
- Infrastructure for fast, reliable broadband
- Greater choice of provider
- Less disruption
- Reduced environmental impact




Landlords want to provide safe, high-quality homes and services for residents. They face a growing weight of legislative regulation and expectation – with limited resources.

Following the Grenfell tragedy, landlords are focused on fire safety while improving and futureproofing properties.

Balancing priorities can be challenging.

What we deliver

- Peace of mind: we adhere to Golden Thread principles
- Regulatory compliant buildings
- Infrastructure for fast digital connectivity for residents
- Reduced risk of fire
- Futureproofed buildings
- A trusted partner that takes the strain
- Services free of charge
- Reduced environmental impact



Providers want to offer fibre broadband to residents. They have legislative authority (Code powers), in line with the Government's Gigabit Britain policy.

Multi-occupancy and high-rise social housing can be difficult and time consuming to connect. In these cases, the risks to providers and their brands are increased.

What we deliver

- More customer opportunities
- Brand protection
- Certainty
- Easier access to homes
- Reduced risk
- Rapid scaling
- Reduced environmental impact



How we work



Customers and safety are at the heart of everything we do

CTG's multi-sector experience means we truly understand the challenges of enabling the provision of superfast gigabit broadband, and can achieve successful outcomes both for landlords and telecommunications providers.

Our end goal is to enable a choice of digital connectivity service providers for residents, with as little disruption and delay as possible.

Protecting the safety of residents is landlords', and our, first concern, so we always audit buildings after digital infrastructure works. Using Golden Thread principles, this approach provides full transparency on the structural integrity and safety of buildings, and drives up building standards.

Importantly, our services are free of charge for landlords and residents. The costs are paid by the telecommunications companies, for whom we enable faster and easier access to MDUs for fibre network installations.

The way we do it

A strong partnership and clear process

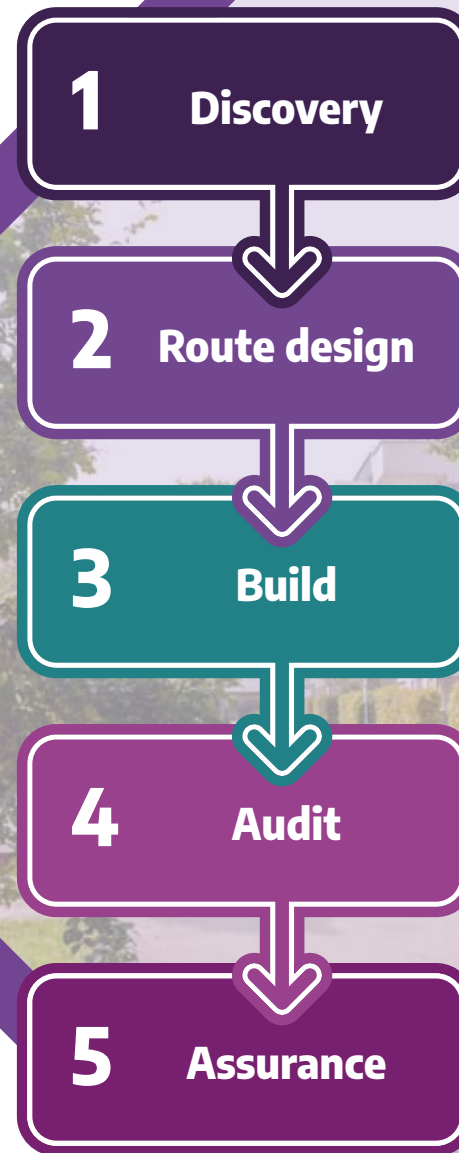
We're true believers in the power of strong partnerships with landlords, and the success of our digital infrastructure work is built on this, and our commitment to industry best practice regulatory and quality standards.

Working together starts with the initial discovery exercise, establishing a definitive picture of your current digital assets and connectivity needs.

We work through a five-stage process that ensures the safety and compliance of digital broadband technology. This tailored service can cover design and planning through to on-site activity and post-installation inspection and quality assurance, including our digital handover pack.

“Partnering with CTG has been the best decision we have made. In a sector that has many pitfalls and challenges for landlords, our partnership has removed the risk completely and allowed us to learn, without the mistakes.”

Head of Capital Delivery, Orbit Homes





Our **final assurance audit** assesses the build and installation against exacting standards, ensuring the **safety of residents and buildings**

We're flexible

Digital infrastructure delivery the way you want it

Partnering with CTG gives you as a landlord exactly the support you need. Our discovery phase is the starting point and cornerstone of this partnership, and empowers your subsequent choices.

From there, landlords can choose to take advantage of the building to home Complete Fibre solution, or we can just provide the component services you need. Either way, you have flexibility over who undertakes the route design, then building and installing of the specified digital infrastructure.

Regardless of who does what, CTG will always be there to oversee the process. Our final assurance audit assesses the build and installation against exacting standards, ensuring the safety of residents and buildings. This fully transparent and documented process aligns with Golden Thread principles and provides a high-quality, best practice solution that you can have full confidence in.



We audit



The start and finish to every digital installation

Our work begins with a thorough discovery exercise, where we gather and collate a variety of information, status updates and reports on your building portfolio. Taken together with the digital infrastructure design and build reports, this provides a vital part of the blueprint that informs the final audit.

The final audit is undertaken by our team of independent inspectors, giving full transparency over the structural integrity of buildings and safety of residents. This service is delivered at zero cost to you: it is paid for by the telecommunications providers, who are required to cover any reasonable costs incurred as part of the digital connectivity delivery.

The initial discovery phase includes an account plan, so you better understand the considerations and challenges the installation raises. Following this, we can also help you develop a digital connectivity strategy, and design the digital infrastructure for your MDUs. The Complete Fibre service gives you the further option of a building to home digital infrastructure solution.

Whoever you choose to work with on your digital infrastructure design and installation, the CTG discovery phase supports an evidence-based approach. Post-installation we complete an independent audit, to establish that all works are safe, meet industry standards and are in accordance with the design.

Our digital handover pack meets Golden Thread principles and meshes seamlessly with your in-house systems, providing a detailed and clear asset record to underpin ongoing compliance.

The CTG audit approach has been developed in consultation with a group of landlords and housing associations, and significantly reduces risk for landlords and telecommunications providers alike.

Planning digital connectivity

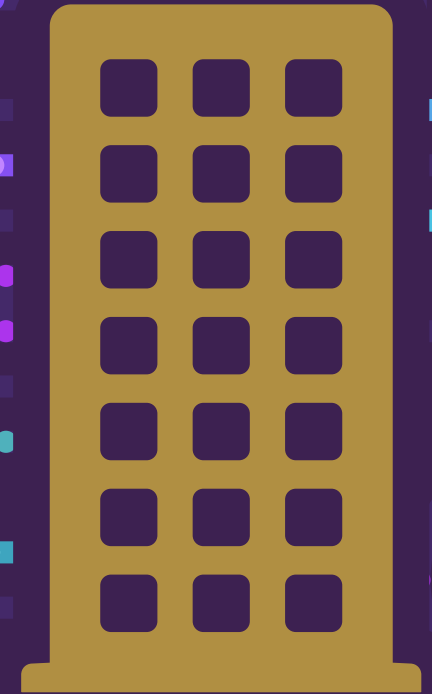
Our Route Design service has it covered


Following the discovery phase we can work with you to develop a digital connectivity strategy, including digital infrastructure planning and route design for your MDUs.

We recommend the most suitable locations for digital infrastructure to come into and through buildings, up to the floors or landings where residents live. Communicating this process clearly to residents is vital, and we can also support you on this front.

Once the design for digital infrastructure is developed, strict administrative and quality assurance protocols need to be passed before the build phase (also known as installation) commences.

In keeping with Golden Thread principles, a digital asset record is maintained during the build, with route design details continually reviewed and adapted. This rigorous process means providers are fully accountable, and all work is carried out to the highest regulatory standards.





Complete Fibre involves
a single installation – this
protects building integrity and
reduces disruption for residents,
while lowering CO2 emissions
and wider environmental
impacts

Complete Fibre

Your digital infrastructure. Sorted.

Complete Fibre, the independent installation arm of CTG Holdings, is a building to home digital connectivity service. It exists to improve digital inclusion for thousands of multi-occupancy and social housing homes including high-rise blocks, across the UK.

Complete Fibre does all of the hard work for telecommunications providers, creating the fibre optic infrastructure for up to four broadband operators to quickly, easily and safely plug in to the system within a building, offering digital connectivity choices to every resident in the block.

Simplicity and safety

This approach removes the need for multiple installations by different companies, reducing disruption for residents, CO2 emissions and wider environmental impacts. And having fewer installations protects building integrity and lowers the risk of fire, too.

The service comes to landlords at no cost: access to the fibre network is leased by Complete Fibre to telecommunications companies at a fair market rate.

Just as for any installer of digital infrastructure, the Complete Fibre solution is independently audited by CTG. We hold Complete Fibre to account against recognised national standards, in a fully transparent and documented process.





ESG matters

Making the difference

We help landlords work towards their environmental, social and corporate governance goals. These considerations are part of our own ethos and management systems, underpinning everything we do to support your long term success.

Access to broadband connectivity and technology make it more possible for people to realise opportunities and achieve their potential. We want to enable this access, working with landlords, residents and telecommunications companies to make it happen.

While pursuing this goal we are determined to reduce carbon emissions and further environmental impacts through our technology and approach, leaving a legacy of safe and futureproofed buildings.

We believe that building technology has an important role to play in monitoring, registering and enabling carbon savings. Installation of Complete Fibre can create a **65 - 75% carbon saving** for the average MDU, when compared to installing multiple networks.

Our values

We have **integrity**
without compromise

Results are **recognised**,
behaviours are **rewarded**

We deliver results
in the **right way**

We're commercial and
ethical, that makes us
different



A smart future

Are you ready for innovation?

Providing futureproof digital infrastructure is key to what we offer, paving the way for exciting innovations. These include the arrival of 'smart building' services enabled through the Complete Fibre solution.

Utilising IoT (Internet of Things) devices, this smart building technology will enable landlords to enhance the tenant experience, keep residents safe, and homes in good condition, whilst realising a multitude of management efficiencies and improvements.

Environmental performance is something we are passionate about at CTG, and technology has an an important role to play in helping you to monitor, register and enable carbon savings. Our work improving digital connectivity supports this drive for building management efficiency, and positions you to meet the more stringent building compliance standards of the future.



Time to talk

Contact us to find out more

We trust that you now know a bit more about who we are, what we do and the difference we make for landlords like you.

If you like what you've read, the next step is to get in touch with us. We'll have a conversation focused on your needs, and how we can help you deliver results.

We can't wait to hear from you.

✉ contactus@completetechnologygroup.com

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