



## **SATELLITE DISHES AND TV AERIALS POLICY**

### **1. POLICY STATEMENT**

- 1.1 Erimus Housing is committed to providing a high quality service to tenants and prospective tenants in relation to the application for the erection of satellite dishes and radio/TV aerials with any associated costs and maintenance responsibility.
- 1.2 Erimus Housing aims to continually improve services based on customer needs, clear service standards and costs.
- 1.3 Erimus Housing aims to deal with all applications to erect a satellite dish or radio TV aerial sensitively and efficiently in a timely manner.
- 1.4 Erimus Housing will ensure that no individual is socially excluded or disadvantaged in accessing this service.
- 1.5 This policy is designed to illustrate how a tenant may apply to have satellite dish or radio/TV aerial erected and shows where responsibility for erection costs and maintenance lies for tenants, leaseholders and shared owners.
- 1.6 Erimus Housing will consider any applications for the erection of a satellite dish or radio/TV aerial on the completion of a 'request to carry out improvements' form.

### **2. REFERENCES**

#### **2.1.1 External**

Legislation and regulation

- Housing Act 1988;
- Housing (protection of Right To Buy) Regulations 1993;
- Disability Discrimination Act 1995.

Guidance

- KLOE 4 – Income Management;
- KLOE 6 - Tenancy and Estate Management;
- KLOE 7 – Allocations & Lettings;
- CRE Code of Practice on Racial Equality in Housing 2006.

#### **2.1.2 Internal**

- Strategic Plan / Strategic Priorities

Related documents

- Choice based lettings policy and procedure;
- Aids and adaptations policy and procedure;
- Service Standards;
- Tenants Handbook;
- Tenancy Agreement;
- Anti-social Behaviour Policy & Procedure;
- Equality & Diversity Strategy;
- Vulnerable Persons Policy.

### **3. DEFINITIONS**

3.1 There are no definitions required.

### **4. POLICY CONTENT**

4.1 Tenants subject to the following tenancy agreement types contain tenant responsibilities, prescribed within those agreements, with regards improvements:

- Assured Tenancy Agreement for Transferring Tenants;
- Starter/Assured Tenancy Agreement for New Tenants.

4.2 The following tenancy agreements do not contain such specific tenant responsibilities and such tenants do not have the right to make improvements, however, tenants may still receive written consent and each application will be considered on its own merits and may be refused:

- Contractual Tenancy Agreement (Licence);
- Assured Short hold Tenancy Agreement.

4.3 It is a condition of tenancies in 4.1 and good practice without liability for those included in 4.2 that the tenant will not make any improvements without the written consent of the Landlord.

4.4 Improvements for the purpose of the Housing Act 1988 include the erection of external aerials.

4.5 Erection of satellite dishes and radio/TV aerials

4.5.1 Erimus Housing is committed to dealing with applications for a satellite dish or radio/TV aerial in an open and sensitive manner, ensuring staff are aware of personal requirements, relevant legislation and contractual obligations.

4.5.2 Erimus Housing will not normally refuse an application to erect a satellite dish or radio/TV aerial unless:

- The structure would make the house less safe;
- The structure would cause the Landlord to incur expenditure;

- The structure would reduce the value of the dwelling;
- The tenant resides in a high rise block of flats or other excluded property type;

4.5.3 As with all requests to carry out improvements the tenant should undertake to:

- Meet all costs including future maintenance;
- Carry out the work by a reputable or approved contractor to a standard acceptable to Erimus Housing;
- Indemnify Erimus Housing against costs or claims that should arise;
- Meet the costs of any damage caused by unacceptable workmanship.

4.5.4 With particular regard to satellite dishes, most should be mounted on the wall on an adjustable bracket, secured with suitable screws and wall plugs and in the direction of any other dishes on properties in the vicinity.

4.5.5 In addition the following criteria apply:

- The size of the antenna when measured in any dimension must not exceed 90 cms excluding any projection feed elements);
- The highest part of the antenna must be no higher than the highest part of the roof on which it is to be installed;
- There must be no other satellite antenna already on the dwelling house or within its cartilage;

4.5.6 Where the tenant is asking for permission to erect a second antenna or dish, or where the property is a flat (which is not specifically excluded) planning permission and/or building regulation approval must be sought from Middlesbrough Borough Council. The tenant must apply in person to:

**Middlesbrough Borough Council**

Development Control

Vancouver House

Central Mews

Gurney Street

Middlesbrough

TS1 1JL

Tel: 01642 728414

Or on-line at:

[www.middlesbrough.gov.uk/ccm/content/environment/planning](http://www.middlesbrough.gov.uk/ccm/content/environment/planning)

The necessary forms will be provided on request and on return, an appropriate fee will be levied. All fees are the responsibility of the tenant. Planning permission and / or building regulation approval is in addition to the initial/ provisional consent to proceed from Erimus Housing and must be produced before commencing any work. A copy of planning permission and/ or building regulation approval when/ if granted will be held on file with the final written consent from Erimus Housing.

#### 4.6 With particular regard to TV aerials:

- Tenants will be responsible for providing, maintaining and replacing their own TV aerials even if an aerial was in place at the onset of the tenancy;
- Where communal TV aerials are provided e.g. in flat blocks, Erimus will be responsible for replacement and maintenance of the communal aerial and cable to the outlet.

#### 4.7 With particular regard to leaseholders of flats/apartments:

- Leaseholders must seek request the written consent of Erimus Housing to erect a satellite dish or radio/ TV aerial;
- Where communal TV aerials are provided, Erimus Housing will be responsible for replacement and maintenance of the communal aerial and cable to the outlet.

#### 4.8 With particular regard to shared ownership properties

- Shareholders must seek request the written consent of Erimus Housing to erect a satellite dish or radio/TV aerial.
- Where the property is a flat/apartment where shared owners pay a service charge for repairs to the building structure and common parts. Erimus Housing will be responsible for replacement and maintenance of the communal TV aerial and cable to the outlet, and a charge will be levied for any works required.
- Where the property is not a flat/apartment, the lease is 'full repairing' the shared owner is responsible for providing, maintaining and replacing their own TV aerials.

## 5. EQUALITY AND DIVERSITY

5.1 Erimus Housing recognises that it operates in a community within which there is wide social diversity, and are committed to providing equal opportunities and valuing diversity.

5.2 Throughout the application process Erimus Housing aims to treat all customers fairly, and with respect and professionalism regardless of their gender, race, age, disability, religion, sexual orientation and marital status.

5.3 To enable all residents to have clear information and equal access to this policy, Erimus Housing publishes clear information in a range of appropriate languages and formats and through a range of media. Feedback is also accepted through a variety of different routes to reflect individual customer's preferences or needs.

5.4 The consideration of each application is fully in keeping with our equality and diversity aims and objectives.

5.5 Erimus Housing will be accessible, responsive and sensitive to the diverse needs of individuals and officers will be trained to a high standard in valuing and promoting equality & diversity in the delivery of the satellite dish and radio/TV aerial policy.

5.6 Full details of our approach are set out in our Equality and Diversity Strategy.

## **6. CUSTOMER INVOLVEMENT AND CONSULTATION**

6.1 Erimus Housing recognises the importance of working in partnership with our customers to develop and continuously improve our services and raise standards.

6.2 Erimus Housing actively involves all customers in at the beginning of decision making processes and ensures tenants are empowered to play a part in wider consultation and involvement structures, as detailed in full in our Resident Involvement Strategy.

6.3 To demonstrate this commitment, this policy:

- Will be reviewed in consultation with service users and customers;
- Involves customers in the monitoring and testing of service delivery standards laid out in this policy and relevant procedures;
- Publishes information in relation to performance against the aims and standards set down by this policy;
- Will be developed and reviewed in light of customer feedback, comments and complaints.

## **7. POLICY MONITORING AND REVIEW**

7.1 Monitoring

7.1.1 The monitoring of outcomes is essential for Erimus Housing to track the impact of our approach to managing applications for the erection of a satellite dish or radio/ V aerial. Monitoring of the implementation of the satellite dish and radio/ TV aerial policy and the associated procedures will consider the following at monthly intervals with quarterly analysis reporting to Committee:

- The performance against service standards and targets set out in the procedures;
- Customer satisfaction and level of complaints, reviews and appeals;
- The policy will also be monitored in light of any subsequent responsive repair or recharge raised in relation to the erection of a satellite dish or radio/ TV aerial.

7.1.2 Monitoring information will be reported to Erimus Operations Committee and publicised to customers on a regular basis.

## 7.2 Review

7.2.1 Monitoring results will be used by Erimus Housing to inform future policy review in this area. All reviews will consider whether:

- The current policy adheres to legislative and regulatory requirements, and reflects current good practice;
- The aims and objectives of the policy being met;
- The current policy outcomes meet the needs and aspirations of our diverse customer base;
- Service users are aware of and understand the policy and believe it to be consistent and fair;
- The policy provides sufficient choice for customers;
- The service offers value for money;
- Partnership arrangements are working effectively.

7.2.2 Overall monitoring and review of the policy will be undertaken in consultation with:

- Staff groups;
- Board members;
- Existing and future service users;
- Resident and community groups;
- Relevant partners, local voluntary agencies and other statutory services as relevant.

7.2.3 This policy will be reviewed on a three yearly basis or in line with legislative or regulatory changes.

## 8. RESPONSIBILITY

8.1 The Managing Director retains the overall responsibility for the implementation of this policy.

8.2 The Group Director of Operations is responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and review, staff awareness and training, policy development and communication to customers.