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| <b>POLICY TITLE</b>                   | Satellite Dishes and TV Aerials Policy |
| <b>POLICY NUMBER</b>                  | JO/PO/17                               |
| <b>AUTHOR</b>                         | Brian Trodden                          |
| <b>DATE AGREED</b>                    | August 2010 ®                          |
| <b>REVIEW DATE</b>                    | 2013                                   |
| <b>OFFICER RESPONSIBLE FOR REVIEW</b> | Brian Trodden                          |

## 1 POLICY STATEMENT

- 1.1 Erimus Housing and Tees Valley Housing (EH & TVH) are 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 EH & TVH aim to continually improve services based on customer needs, clear service standards and costs.
- 1.3 EH & TVH aim to deal with all applications to erect a satellite dish or radio/TV aerial sensitively and efficiently in a timely manner.
- 1.4 EH & TVH 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 a satellite dish or radio/TV aerial erected, and shows whose responsibility for erection costs and maintenance are for tenants, leaseholders and shared owners.
- 1.6 EH & TVH will consider any applications for the erection of satellite dish or radio/TV aerial on the completion of a 'request to carry out improvement' form.

## 2 REFERENCES

### 2.1 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.

## 2.2 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 The Company relates to either or both Erimus Housing and Tees Valley Housing;

## 4 POLICY CONTENT

4.1 Tenants who have the following types of tenancy agreement are subject to responsibilities prescribed within those agreements in regard to improvements:

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

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 which will not be unreasonably withheld, and each application will be considered on its own merit.

- Contractual Tenancy Agreement (Licence);
- Assured Short Hold Tenancy Agreement;
- Intermediate Market Rented Agreement.

4.3 It is a condition of the tenancies listed at 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. Consent will be granted along with the issue of a permit to work from the Company, allowing a contractor to install the equipment on a property. No installation should take place without a permit to work being issued by the Landlord, to prevent fire doors and other such materials being unnecessarily breached, damaged or disturbed.

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

4.5 Erection of Satellite Dishes and Radio/TV Aerials

4.5.1 The Company 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 The Company 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;
- There is local planning or other constraints on the building.

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 using a reputable or approved contractor to a standard acceptable to the Company;
- Indemnify the Company against costs or claims that may arise;
- Meet the costs of any damage caused by unacceptable workmanship;
- Make good any damage if the satellite dish or radio/TV aerial is removed at a later date.

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 only where a tenant wishes to erect an aerial and may not apply when the Company is responsible for providing a communal aerial to feed a scheme.

- 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 boundary.

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 the relevant Local Authority.

4.5.7 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 EH and TVH, 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 EH or TVH.

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, the Company will be responsible for replacement and maintenance of the communal aerial and cable to the outlet;
- TV aerials left on void properties will be secured, if appropriate, and if they appear to be in danger of causing a health and safety hazard, and will be left for the benefit of the incoming tenant.

4.7 With particular regard to leaseholders of flats/apartments:

- Leaseholders must request the written consent of EH or TVH to erect a satellite dish or radio/TV aerial;
- Where communal TV aerials are provided, the Company will be responsible for replacement and maintenance of the communal aerial and cable to the outlet, which will be subject to a service charge.

4.8 With particular regard to shared ownership properties:

- Shared owners must request the written consent of the Landlord to erect a satellite dish or radio/TV aerial;
- The Landlord will check the individual lease when considering such requests, as certain lease specifically prohibit the erection of TV aerials or satellite dishes;

- Where the property is a flat/apartment, and where shared owners pay a service charge for repairs to the building structure and common parts, the Company 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, and 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 The Company 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, the Company aims to treat all customers fairly, and with respect and professionalism regardless of their gender, race, age and disability, religion, sexual orientation and marital status.
- 5.3 To enable all residents to have appropriate information and equal access to this policy, the Company 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 The Company 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 and 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 The Company recognises the importance of working in partnership with our customers to develop and continuously improve our services and raise standards.
- 6.2 The Company actively involves customers 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 customer panels;
- Involves customers in the monitoring and testing of service delivery standards laid out in this policy and relevant procedures;
- Publishes information in relation 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 the Company to track the impact of our approach to managing applications for the erection of a satellite dish or radio/TV aerial.

### 7.2 Review

7.2.1 Monitoring results will be used by the Company 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 are 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 appropriate.

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.

