



## **AERIALS AND SATELLITE SYSTEMS (PRIVATE OR COMMUNAL)**

### ***What is this fact sheet about?***

This fact sheet gives information about issues regarding Members individual aerials and satellite systems. Full details can be obtained from our offices in Aberdeen and Peterhead or on our web site at <http://tenantsfirst.com/customer-services/repairs-&-maintenance/fact-sheets.asp>

### **Questions & Answers**

- Q Who is responsible for the maintenance of the aerial/signal in my home?
- A Where individual aerials are fitted to properties, it is the responsibility of the Member to maintain these. Where communal aerials/satellite systems are in place, these will be maintained by Tenants First Housing Co-operative. Tenants First is not responsible for your television/dvd/video/satellite box/internal leads etc. **If we instruct repair work and it is found that the fault lies with your equipment, you will be recharged for the works.**
- Q I cannot receive some channels – so obviously the aerial system must be faulty?
- A Not necessarily. If you are served by a communal system, first check if any of your neighbours are experiencing the same problems? If they aren't then the problem will probably be with your equipment. Check all of the leads/connections and ensure your TV is tuned correctly. Please note that weather conditions can affect television reception (for both satellite dishes and aerials) and it may be that your signal will return in time.
- Q I want to have an aerial point in my bedroom – will Tenants First fit this for me?
- A It is the responsibility for the Member to fit any additional aerial points in other rooms. However, these works should only be carried out by qualified tradesmen – we can help you contact a tradesman if you wish.
- Q I want to put up a satellite dish – what do I do?
- A In the first instance, you should speak to your Property Management Officer who would advise if this is possible. Sometimes they are not allowed for planning reasons. (Please note however that if you live within a development where there is a communal dish in place, you will **not** be given permission to fit your own private satellite dish to the building).

- Q I have moved into a house that has a multi point aerial socket in the lounge. I get a signal in my living room, but not through the aerial point in the bedroom – why is this?
- A We have a separate sheet that explains how to enable the aerial point in the bedroom – please contact your Property Management Officer or Housing Officer to request this.

Please remember: **If we instruct repair work and it is found that the fault lies with your equipment, you will be recharged for the works.**

If you require any clarification on any issues within this fact sheet, please telephone the Property Management Department on 01224 628400 where we will endeavour to assist you with any problems.