

PAY TELEVISION SATELLITE DISHES AND ANTENNAS POLICY



The installation of pay television facilities such as satellite dishes or antennas requires structural changes to be made to a building. According to their Residential Tenancy Agreement, tenants are required to obtain permission before causing any structural changes to be made to their property. Tenants wishing to install pay TV must therefore ensure they have approval from Affordable Community Housing Limited (ACHL) and other relevant authorities before any structural changes are made to the property.

Written approval from ACHL

Tenants must seek prior written approval from ACHL if they wish to have pay TV facilities installed in any ACHL properties, including units, cottages, villas and townhouses.

Permission will not be granted automatically and is at the discretion of ACHL. The tenant is responsible for arranging their own contracts and for the cost of subscribing to pay TV.

When granting approval for installation, ACHL will not complete the standard landlord approval form used by most pay TV providers, as this form often indemnifies the provider against any property damage that is not noticed within a month after installation.

ACHL will provide a written certificate that grants approval subject to the provider rectifying any defect as a result of the installation. ACHL will not bear any costs for additional work that may need to be completed in relation to an application for approval.

Other relevant approvals

In some areas, local council approval may be required before pay TV facilities can be installed. In addition, some ACHL properties may be under the control of the Heritage Council or they may be strata-titled and managed by a body corporate. The service provider is responsible for obtaining prior approval for the installation of pay TV facilities from the relevant bodies where required.

Installation

A service provider cannot have more than one satellite dish per building. Any exception to this is at the discretion of the ACHL asset manager. The satellite dish or antenna must be installed in a position or angle that has the least visual impact from the street.

An approved dish or antenna may only be installed on the roof of a building; under no circumstances can a dish or antenna be permanently installed on a balcony. The size of satellite dishes should not exceed 600mm in diameter. There should also be no exposed cables.

It is the responsibility of service providers to ensure the installation of the facilities does not interfere with, diminish, or affect the reception of other tenants' or residents' services such as, free-to-air television, existing cable television, and radio, broadband or narrowcast.

Access to dwellings and common areas

The service provider, their employees, agents, contractors and consultants have the right to enter common areas to install, maintain or remove their company's facilities provided they carry photo identification. The company's representatives may only enter common areas between 8am-6pm Monday to Friday.

Service providers and/or their contractors must make arrangements with their subscriber if they wish to retrieve any of their property from the subscriber's home. Where equipment is located on a roof (other than a cottage), the service provider will need to contact ACHL to make arrangements.

Responsibilities and costs

ACHL will not be responsible for any installation, disconnection, subscription, security of installation, maintenance, technical quality of reception or billing problems. The wiring and equipment is the property of the service provider.

Tenants must deal directly with the service provider they subscribe to, including if they experience any problems with their pay TV services. Under no circumstances will ACHL sign or enter into individual pay TV contracts on behalf of a tenant or deal with service issues or disputes.

ACHL will not be responsible to a service provider or tenant for costs associated with:

- Selling
- Installation or wiring
- Subscription
- Connection
- Maintenance
- Technical issues, including quality of the reception
- Security of the installation
- Debt collection or any compensation claims arising from the connection of pay TV.

Rectifying damage

The contract between the service provider and their subscriber stipulates that the service provider is responsible for rectifying any damages to a property caused by the installation or maintenance of its facilities. The tenant should therefore contact their service provider to repair any damage that occurs to their home due to the pay TV facilities. If the damage is not rectified, the matter will be dealt with under the ACHL Tenant Charges Policy.

Service disruption due to maintenance

In the event that pay TV service may be affected by building maintenance work being undertaken on the roof, ACHL will generally provide 14 days notice to the tenant for the service to be temporarily disconnected. There may be occasions where we may need to undertake urgent repair work and little or no notice will be given.

In any of the above, ACHL will not be responsible for an associated costs to re-establish the service connection.

Compliance

ACHL manages all its properties in accordance with the Housing Act 2001 and the Residential Tenancy Act 2010.

Appealing a decision

If a tenant disagrees with a decision ACHL has made, they are encouraged to speak to their Housing Manager in the first instance to resolve those concerns. If the tenant still believes an incorrect decision was made, the next step is to lodge an appeal with ACHL to seek a formal review. It should be noted there is no option to appeal to the Housing Appeals Committee.