



PAY TELEVISION AND SATELLITE DISHES FACTSHEET

Installing pay television, satellite dishes and antennae involves making structural changes to your property. As a condition of your lease with Affordable Community Housing Limited (ACHL), you must obtain our written approval before signing a contract with your chosen service provider and allowing such facilities to be installed. Your service provider may also need to obtain approval from the local council, Heritage Council, body corporate or strata manager.

How do I obtain approval?

You need to apply in writing to ACHL to obtain approval to install pay TV facilities (we always retain the right to approve or deny any request). We will consider the possible impact on your neighbours, the number of antennas or satellite dishes already on the building and whether it is a strata block or a property leased by ACHL from a private owner.

Once we have considered these matters, we may give you conditional approval. This enables your service provider to apply for any final approval that may be required from your local council, heritage body or body corporate, and resolve any issues. If no issues exist, then final approval may be granted.

Access agreement

Your service provider will need to sign an access agreement with ACHL before installing your service. The agreement sets out the days and times the contractor may enter the property, where the antennae or dish may be placed and what size it is. ACHL will not allow the antenna or dish to be permanently erected on a balcony. If it is erected on the roof, it must be in a position and angle that has the least visual impact on the street.

What happens if I install pay TV without obtaining approval?

If you do not have written approval from ACHL to install a satellite dish or antenna, you are breaking the conditions of your lease agreement by allowing a structural change to be made to the property. ACHL may take action against you for the removal of the dish or antennae and charge you or the service provider a fee.

Responsibilities and costs

If your request for installation is approved, your service provider is responsible for all costs associated with installing and maintaining their facilities at your property. They are also responsible for all customer service matters such as repairing any damage they cause to your home, fixing poor reception and technical issues, maintaining their equipment and collecting subscription payments from you. Please do not contact ACHL about any of these matters.

What if I don't agree with ACHL's decision?

If you do not agree with our decision, you should first discuss your concerns with a Housing Manager. If you still do not agree with the decision, you may lodge an appeal to ACHL seeking a review. There is no further option to appeal to the Housing Appeals Committee (HAC).

Where can I get more information?

For further details or answers to any questions, please visit or call your local ACHL office:

ACHL Silverwater: (02) 8622 1500
ACHL Bankstown: (02) 8760 8500

Website: www.achl.org.au

Providing secure, affordable housing to those most in need.

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