

## **All About It - TV Aerials to receive Digital signals**

### **Why are we doing it?**

The London Borough of Sutton has nearly 3000 homes served by communal television aerials. Many of these systems are nearing the end of their useful life and were designed to carry only a few television channels using the analogue signal.

The Government intends to switch off the analogue signals in 2012 in order that the nation can take advantage of digital signals. All UK households will have to go to digital to continue receiving broadcast TV services.

Sutton Housing Partnership wants all its residents for whom communal systems are already provided to enjoy the benefits of digital TV and in order for this to happen in good time for the intended switch over, we have commenced a programme of communal system upgrades.

### **When are we going to do it?**

We currently have a programme in place, due to be completed by the end of April 2010. We have published a full list of the estates and blocks receiving works on our website. Alternatively speak to a member of our Customer Care Team.

### **What happens next?**

The contractor's representative will write to you to make an appointment to talk to you about what will happen and to arrange a convenient date for the work to take place.

We may also need to inspect your home for any materials which may contain asbestos so we will send another company who will remove small samples and take them away for analysis.

### **How long will it take?**

The time it takes to complete the installation of the cable and TV socket will vary with the size and layout of the property, but as a guide, should take no longer than 4 hours from the arrival of the installation engineer.

### **What will be done?**

The existing communal aerial system mounted on the outside of your block of flats will be replaced with an integrated aerial and dish along with a box of electronic equipment.

A cable is fed from the box generally on the outside of the block to a socket in your lounge similar to the socket shown in this booklet.

To receive the digital signals you will need to do one of the following:

Purchase a Freeview set top box to receive the signals through the new antenna. These cost from about £30.00

If you wish, purchase a new television set with an inbuilt Freeview decoder. Subscribe to a digital provider of your choice such as Sky to receive the signals through the dish.



### **What you need to do before the work starts**

- ◆ You should notify your contents insurance provider
- ◆ You should pack up all ornaments, pictures and valuable items so that you can safeguard them during the works.
- ◆ It is your responsibility to pack and move these items, but let us know if you have a disability which might make this difficult for you.
- ◆ Keep pets under control and out of the working area if possible.
- ◆ Keep children away from the working area
- ◆ Tell us if you or someone you care for in your home have special requirements.

### **What will the contractor do? They will:-**

- ◆ Give you plenty of notice
- ◆ Introduce themselves and show identification.
- ◆ Move most items of furniture but not large units such as large cabinets
- ◆ Cover floors and furniture with dust sheets

- ◆ Drill through walls, floors and ceilings which might cause some noise and dust
- ◆ Remove any redundant cabling or sockets and fill any holes left in your home
- ◆ Re-lay any carpets and flooring when work is complete
- ◆ Re-position furniture
- ◆ Clear up any mess
- ◆ Test the new system and explain how it works
- ◆ Give you instruction booklets
- ◆ Remove any redundant external equipment such as old satellite dishes that are no longer used.

### **Important points**

- ◆ The new wiring will be visible- look at the pictures in this booklet.
- ◆ The Contractor's representative will advise you how and where the wiring can be run when visiting your home.
- ◆ Our contractor will not carry out any redecoration.
- ◆ We cannot accept responsibility for lifting laminated flooring or foam backed carpets as these could be damaged.
- ◆ Please discuss any holidays or extended time away with the contractor's representative when they visit your home.
- ◆ Some systems are able to support SkyPlus which has a number of special features. Residents have been very clear during initial consultation and therefore we will not be providing this facility. Our duty is only to ensure that residents are able to watch Free to view channels such as BBC1 & 2, ITV and Channel 4 when the old signals are turned off.
- ◆ If you wish to have SkyPlus a further cable is required which will need to be installed at your own expense, please speak to the contractor's representative when they visit your home.
- ◆ An additional cable is not required in order to subscribe to the standard Sky service.

### **Finally-What happens if I already have a satellite dish?**

Sutton Housing Partnership will shortly complete a policy review and will write to individual residents. In the meantime our current policy is to leave existing dishes that have been installed by residents.

### **This all sound very complicated- I am not used to this type of thing**

Don't worry, if you have any questions we provide a question and answer sheet with this booklet and there are people at Sutton Housing Partnership who will be able to explain things more clearly. Please call our Customer Services Team who will be able to help you.

## **What happens if there is a problem while the work is being done?**

Please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) who will put you through to a member of our team.

We will send you a satisfaction survey form. Please take the time to fill this in so that we can deal with any issues and make sure that we can continue to improve our services.

## **Further information**

The information below is copied directly from digital television website <http://www.digitaltelevision.gov.uk>

In September 2005 the Government announced a support scheme to make sure that no one is left behind in the switch to digital TV. It will provide help with equipment and installation and follow-up support for people aged 75 years and over and people with significant disabilities. The scheme will be funded by the BBC through the licence fee.

The scope of the support scheme for the most vulnerable households is:

- ◆ Help will go to all households with one person aged 75 or over
- ◆ Help will go to all households with one person with a significant disability (receiving attendance allowance, disability living allowance)
- ◆ Help will be available free of charge to households with one person aged 75 or over/disabled households receiving pension credit, income support or jobseekers allowance; other households will pay a modest fee
- ◆ Specific support for households where one person is blind.

Assistance will consist of providing the necessary equipment to convert one TV set and the relevant support to install and use the equipment. Equivalent arrangements will be made to provide assistance if a different platform for receiving digital is opted for.

Further details about how the scheme will operate are currently being developed by the BBC and the Government. If you are eligible for the scheme, you will be sent more information well before your area goes digital. The Department for Culture Media and Sport is worked with charities – including the RNIB, the RNID, Age Concern, Help the Aged and the Consumers' Association – along with the Department for Work and Pensions and the BBC to develop the support package. The help will be free for the poorest eligible households – those on Income Support, Job Seekers' Allowance or Pension Credit. A modest fee will be charged to others.

For further enquiries phone DCMS (Department for Culture, Media and Sport) Public Enquiries: 020 7211 6200.