



TV Antenna Policy

1. Purpose

To provide a guide to staff of Homes North's responsibility regarding pay TV, satellite dishes and antennas on Homes North managed properties

2. Scope

This policy outlines Homes North responsibility for maintaining and installing pay TV, satellite dishes and antennas on stand alone properties and units complexes. This policy covers Capital, owned, Fee for service and leasehold properties.

3. Policy Statement

Homes North is committed to ensuring all changes to properties are in compliance with Residential Tenancy Agreements.

This policy outlines the requirements of tenants wishing to install pay television in Homes North properties.

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 Homes North before any structural changes are made to the property.

Homes North does not supply, install or maintain satellite dishes on any properties.

3.1 Written approval from Homes North

Tenants must seek prior written approval from Homes North if they wish to have pay TV facilities installed in any Homes North properties, including: units, cottages, villas and townhouses. Permission will not be granted automatically and is at the discretion of Homes North. The tenant is responsible for arranging their own contracts and for the cost of subscribing to pay TV.

When granting approval for installation, Homes North will provide written approval, subject to the installer rectifying any defect as a result of the installation. Homes North will not bear any costs for additional work that may need to be completed in relation to an installation.

3.2 Capital and owned properties- Cottages or stand-alone dwellings

Homes North does not install or maintain TV antennas on cottages or stand-alone dwellings.

Homes North will however install and maintain a coaxial TV outlet in the lounge room and coaxial cable from the outlet to gutter line.

Homes North do not connect the coaxial to an antenna if one exists from a previous tenancy.

3.3 Capital and owned properties - units with a common shared TV antenna

Where units or dwellings have a common shared TV antenna Homes North will maintain these or install a new one where required.

Where units have an individual TV antenna not shared with another dwelling, this is to be treated the same as section 3.2.

Homes North does not supply, install or maintain satellite dishes.

3.4 Leasehold properties

All issues with pay TV, satellite dishes and antennas on leasehold properties are to be referred to the property owner or real estate agent.

3.5 Fee for service properties

Refer to the service level agreement for the specific fee for service program for clarification.

3.6 Rectifying damage

The contract between the Pay TV service provider and the subscriber/ Tenant must stipulate 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 the property due to the pay TV facilities. If the damage is not rectified by the pay TV service provider it becomes the responsibility of the tenant and the matter will be dealt with under the Homes North Tenant Repair Charges Policy.

4. Responsibilities

It is the responsibility of the:

Chief Executive Officer to ensure this policy and associated procedures are applied and committed to by the Senior Management Team.

Senior Housing Managers & Asset Manager to provide the team with timely policy-related support and guidance, to ensure familiarity with this policy and related procedures, to commit to following them accordingly and where relevant, promote the policy to their team.

Employees to ensure they comply with this policy, be responsible for their own behaviour and if required, attend relevant training as provided by the company from time to time.

5. Where to get more information

Contact Homes North on 67723155 or info@homesnorth.org.au . For further information see our [Appeals Policy](#) and [Appeals Factsheet](#).

Relevant legislation

Residential Tenancy Act (2010)

Related policies

- Appeals Policy
- Tenant Repair Charges Policy

National Community Housing Standards

Standard 2.2 Responsive maintenance and repairs

Policy Information

Policy number: 2.2.1\2

Adopted: 2.03.2017