



# Policy: Television Antenna Service

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Land and Housing Corporation (LAHC)

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# 1 Purpose of policy

## 1.1 Purpose

The NSW Land and Housing Corporation (LAHC) Television Antenna Service Policy outlines LAHC's position on the installation and servicing of free to air TV antenna systems. The policy has been developed in consultation with the Aboriginal Housing Office (AHO), to ensure both agencies maintain a consistent approach.

## 1.2 Background and policy links

Typically household television (TV) antennas consists of an antenna and cables that lead to the TV outlet located on the wall. Some households may have an indoor antenna that is connected directly to the television. Such systems are able to receive free-to-air (FTA) TV signals from the major Australian TV channels.

# 2 Definitions

The table below is a list of terms, keywords and/or abbreviations used throughout this document.

Term	Definition
AHO	Aboriginal Housing Office
CHPs	Community Housing Providers
DCJ	The Department of Communities and Justice
DPE	Department of Planning and Environment
Head lease	A private rental market lease which is sub-leased by DCJ/LAHC to approved social housing tenants
LAHC	NSW Land and Housing Corporation
PRS	Private Rental Subsidy is a DCJ product that provides funding assistance to eligible clients to rent in the private rental sector whilst awaiting allocation of a LAHC property
RTA	Residential Tenancies Act 2010 (NSW)

# 3 Scope and application

This policy applies to:

- Land and Housing Corporation (LAHC) and Aboriginal Housing Office (AHO) properties managed by the Department of Communities and Justice (DCJ).

- DCJ Head leased and Private Rental Subsidy properties.

This policy does not apply to LAHC owned properties managed by Community Housing Providers (CHPs) under short term or long term leases.

LAHC and DCJ response to TV antenna installation and service requests will depend on property ownership and leasing arrangements.

## 4 Legislation and Policies

The Television Antenna Service Policy was developed in accordance with:

- Housing Act 2001
- Residential Tenancies Act 2010 NSW (RTA) and Regulations
- Terms of the residential tenancy agreement.
- Pay TV, Satellite Dishes and Antenna Policy
- Tenant Repair Costs Policy
- Alterations to a Home Policy

## 5 Policy statement

LAHC ensures its properties are habitable and fit for purpose through the timely delivery of maintenance to support LAHC's property condition and asset performance standards. These standards and conditions reflect the requirements of the RTA.

### 5.1 Television antenna service – free to air

LAHC and AHO install and maintain free to air TV antenna systems for properties managed by DCJ and owned either by LAHC or the AHO.

### 5.2 Television antenna service – Pay Television facilities

Provision of Pay TV facilities and the related services are contractual arrangements between tenants and their service providers. Tenants must first request approval from DCJ Housing to install a television antenna and/or cabling for Pay TV facilities. Information about tenant's obligations and how to request a Pay TV antenna and cable installation is outlined in the Pay TV, Satellite Dishes and Antennas Policy.

### 5.3 Free to air TV antenna for apartments with a common antenna system

#### 5.3.1 DCJ Head leased tenancies with a common antenna system

Responsibility for these common antenna systems is with the body corporate or owner's corporation. Any concerns regarding the TV reception or service should be directed in writing to DCJ, who will then contact the private landlord or the landlord's agent.

### 5.3.2 Private Rental Subsidy tenancies with a common antenna system

Private Rental Subsidy (PRS) clients must contact their Real Estate Agent or landlord for all matters concerning TV reception, installation and maintenance.

## 5.4 Free to air TV antenna for properties with an individual antenna system

### 5.4.1 DCJ Head leased properties with an individual antenna system

In most instances, a TV antenna and cabling system will be installed in properties head leased by DCJ in the private rental market and any service requests must be directed by the tenant to DCJ. In instances where one has not been installed, DCJ will, after receiving a written request from the tenant, approach the private landlord or the landlord's agent on behalf of the tenant. If approved, the tenant is responsible for the engagement and payment of a licensed contractor to complete the work.

### 5.4.2 Private Rental Subsidy tenancies with an individual antenna system

Private Rental Subsidy (PRS) clients must contact their Real Estate Agent or landlord for all matters concerning TV reception, installation and maintenance.

## 6 Roles and responsibilities

The main roles and responsibilities for the implementation of this policy are as follows:

1. The Chief Executive LAHC will approve the policy following endorsement by the LAHC Executive Committee
2. The Executive Director Head of Portfolio Management (Assets) will endorse and approve all related documents necessary to implement the policy.
3. The Director Operational Policy and Standards (OPS) will review the policy periodically.
4. LAHC staff will ensure the policy is effectively implemented.
5. DCJ Housing, CHPs and the AHO should be aware of the policy.

## 7 Monitoring, evaluation and review

It is the responsibility of LAHC Portfolio Management (Assets) Division to monitor, review and update this policy as required. This policy will be reviewed in line with any significant new information, LAHC strategic objectives and legislative changes.

## 8 Support and advice

You can get advice and support about this policy from:

- LAHC Portfolio Management (Assets) Division: Operational Policy & Standards Business Unit.

If you are reviewing a printed version of this document, please refer to the LAHC intranet/and/or internet to confirm it is the most recent version of the policy. Following any subsequent reviews and approval, this policy will be uploaded to the internet/and/or intranet and all previous versions removed.