



Newsletter,

Communal Digital TV Service Installation Programme

Homes for Haringey

We are writing to tell you about our new communal TV aerial upgrade installation programme. By the end of 2012, all TV broadcasts will be digital. We are therefore upgrading all communal TV aerial systems in the borough to ensure that you can continue to watch TV.

Have Your Say

We have enclosed a form for you to choose which of the TV service options offered by Haringey Council you prefer. There is a charge for each option through service charges. The cost of this charge is covered by housing benefit. The amount to be paid will depend on which option is installed. You must fill in and return the form attached to this newsletter in the enclosed pre-paid envelope by 14 September 2010.

It will not be possible for some residents to have option 1 and other residents to have option 2 in the same block. Once the system is installed, all individual satellite dishes and TV aerials will be taken down.

The contractor for the programme is SCCI. SCCI will soon be in your area, carrying out initial surveys. No internal surveys are required at present. SCCI operatives will wear an identity card to confirm that they are working on behalf of Homes for Haringey. Do not allow anyone into your home unless you are certain of their identity.

Residents' Drop in Session

Date: 31 August 2010

Time: 4:00pm – 7:00pm

Place: Campspace
Community Centre
1 Eastfield Road
London, N8 7AD

You are invited to come along to this drop in session about the communal digital aerial system installation programme.

This is an opportunity for you to ask questions and give us your opinions about the two options available.

It is also a chance for you to make your mind up before you choose.

Option 1

- a. Freeview TV and DAB radio
- b. Satellite services
 - Sky, Sky+, Sky HD, Freesat, Hotbird & Turksat

The service charge is expected to be about 77 pence a week over 10 years.

Option 2

- a. Freeview TV and DAB radio
- b. Satellite services
 - Sky and Sky+

The service charge is expected to be about 62 pence a week over 10 years.

Communal Digital TV Aerial Installation Programme Update

Translation and interpreting services

This is an important letter about your home, from Homes for Haringey.
To get a free copy in your own language, please complete and return the form.

☐ Albanian

Kjo është një letër e rëndësishme mbi shtëpinë tuaj, nga Homes for Haringey. Për të marrë një kopje falas në gjuhën tuaj, ju lutem plotësoni dhe ktheni formularin.

☐ Arabic

هذه رسالة مهمة بشأن منزلك مرسله من قبل "مسكن هارينجيه".
للحصول على نسخة مجانية بلغتك الأصلية، الرجاء أملء
الاستمارة وارجعها.

☐ Bengali

এটা আপনার ঘরের ব্যাপারে হোমস ফর হ্যারিংজে-র কাছ থেকে একটা জরুরী চিঠি। এটা আপনার নিজের ভাষায় পেতে চাইলে, দয়া করে এই ফর্মটা ভর্তি করুন আর ফেরত পাঠান।

☐ French

Voici une lettre importante de "Homes for Haringey" concernant votre logement. Pour en obtenir un exemplaire gratuit dans votre langue, veuillez remplir et nous renvoyer le coupon.

☐ Greek

Η σημαντική αυτή επιστολή αφορά το σπίτι σας και είναι από τον οργανισμό «Homes for Haringey» (Κατοικίες για το Χάριγκεϋ). Αν θέλετε δωρεάν αντίγραφο στη δική σας γλώσσα, παρακαλούμε συμπληρώστε και επιστρέψτε τη φόρμα.

☐ Kurdish

Ev name girîng e û li ser mala we ya ku Homes for Haringey daye we ye. Ji bo kopîyeke wê bi zimanê we, ji kerema xwe formê tije bikin û bi şûn ve bişînin.

☐ Portuguese

Essa é uma carta importante sobre seu lar, de Homes for Haringey (Lares para Haringey). Para obter uma cópia gratuita em sua própria língua, por favor complete e retorne o formulário.

☐ Romanian

Aceasta este o scrisoare importantă de la „Homes for Haringey”, în legătură cu locuința dvs. Pentru a obține o copie gratuită în limba dvs, vă rugăm completați și returnați formularul.

☐ Somali

Tani waa warqad muhiim ah oo ku saabsan gurigaaga, taas oo ka socota Homes for Haringey. Si aad u hesho koobbi lacag la'aan ah oo luqaddaada ku qoran, fadlan buuxi oo soo celi foomka.

☐ Turkish

Bu, Homes for Haringey adlı kurumdan, evinize ilişkin önemli bir mektuptur. Kendi dilinizde ücretsiz bir kopyası için lütfen formu doldurup gönderiniz.

Please tell us if you would like a copy of this letter in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

☐ In large print

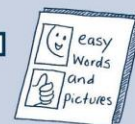
☐ On audio tape

☐ In Braille

☐

☐ In another language

Which language? _____



Name: _____

Address: _____

Telephone: _____

Email: _____

Please return to: **Freepost RLXS-XZGT-UGRJ Haringey Council,**
Translation and Interpretation Services, 8th Floor, River Park House,
225 High Road, London N22 8HQ



Homes for Haringey uses recycled paper as part of its commitment to improving the environment.

Homes for Haringey offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

Communal Digital TV Aerial Installation Programme Update

Here are some common questions about the communal digital TV service installation programme.

1. Why do I have to pay for a digital communal TV service? I don't watch television?

Haringey Council's policy is that all residents' homes that have a communal television aerial will have an integrated reception system (IRS) installed. All tenants and leaseholders will have to pay towards the new aerial system regardless of whether or not they use it. The costs of installing and maintaining the new equipment will form part of a service charge for both tenants and leaseholders.

2. Why do I have pay Haringey Council to watch TV?

You do not have to pay the Council to watch your TV channels. You will automatically get BBC1, BB2, ITV1, and Channel 4 and in some cases Channel 5. These channels are free to all.

To receive satellite TV you will have to contact the satellite TV company to subscribe to their packages. For example, if you want to subscribe to Turksat, Hotbird or Sky Satellite, you will need to contact them to arrange this. Please be aware that this depends on the option chosen by your block. The satellite company will tell you what your subscription costs will be. Once you've agreed a contract with them they will provide you with a box. When you receive the box, you or someone from the satellite TV company will plug the box into the upgraded communal aerial system.

3. I already have cable digital TV which I arranged myself – do I have to pay for the new communal TV service?

Some buildings have cable TV (Virgin Media) services installed and some residents subscribe to BT Vision. If you can subscribe to cable you may do so, but you will still have to pay for communal aerial system upgrade we are installing in your building. All tenants and leaseholders will have to pay towards the communal system regardless of whether or not they use it.

Haringey Council's policy is that the communal television aerial systems in the borough are updated with what's called Integrated Reception System (IRS) (a single installation usually on top of a block of flats). The upgrade will greatly increase the number of radio and TV channels available to residents.

4. I have BT Vision which I arranged myself – do I have to pay for the new communal TV service?

Some residents subscribe to BT Vision. Residents who subscribe to cable may do, you will still receive your cable services. If you decide to do this, you will still have to pay for the service charge for the communal aerial system upgrade we are about to install in your building. All tenants and leaseholders will have to pay towards the communal system regardless of whether or not they use it.

Communal Digital TV Aerial Installation Programme Update

Haringey Council's policy is that the communal television aerial system's in the borough is updated with integrated reception system (IRS). The upgrade will greatly increase the number of channels available to residents via radio and television.

5. What are the installation costs?

The installation costs range from £299 to £498. The Council has decided to cap the charges at £400. The charges will vary depending on the size of the building and which option the residents who use your communal aerial system choose. The installation costs will only be estimated after residents have made their choice. The cost depends on the chosen option, the size of the block and whether cables will be fitted inside or outside the building.

6. How will the installation affect my analogue TV viewing?

Your analogue TV viewing will not be affected at present. This installation will allow you to receive better quality pictures and enjoy better sound quality. When the Government does the digital switchover in 2012, you will not be able to receive TV or radio broadcasts without an upgraded digital aerial.

7. Will my current TV set work with the new system or do I have to buy a new one?

Almost any TV can be converted to a digital box, even black and white ones. Your television needs to have either a scart or RF input. The new system will allow you to receive the current terrestrial (analogue) channels (BBC1, BBC2, ITV1, Channel 4 and Channel 5). After the digital switchover, you will need a digital set top box to continue using your TV if it is not a digital TV set.

8. What will the contractor install in my flat to carry out the upgrade?

They will install a socket box (with an outlet plate) and a small amount of wiring to let you connect your TV and/or radio to the communal TV aerial system. The number of outlet points in the box will depend on the type of system being installed in your building.

9. What if I want to have sockets installed in more than one room?

The work that we have arranged for will only provide for the installation of one socket box or point in one room in each property. If you wish to have more points installed, then you should contact the Project Management team to make the necessary arrangements with the contractor. You will have to pay extra for the additional socket points.

If you already have a multi room system and have taken out a contract for this service we will only consider paying compensation if you are able to show that you had both our permission and the Council's planning permission for the installation.

Communal Digital TV Aerial Installation Programme Update

10. What will happen to my satellite dish?

Our contractors have been instructed to remove all satellite dishes and TV aerials from the outside of the building and return them to their owners when the new aerial system is installed.

When the new system has been installed, there will generally be no need for any resident to install a separate satellite dish, since the new system will provide a very good all round reception service.

Section 20 Notices to Leaseholders

Leaseholders are liable for a one off charge depending on which system is installed. Leaseholders will be sent a Section 20 Notice with the amount due. However, if you purchased your property from Haringey Council within the last five years, the proportion of the charge will be limited to the amount notified in your offer notice, also known as a Section 125 Notice.

Leaseholders may comment on the proposed scheme until the expiry date of the Section 20 Notice (30 days after issue). For more information about the Section 20 Notice, the amount payable, and payment options, leaseholders should contact the Home Ownership Team.

Keeping you informed

In our next newsletter, we will let you know which TV service option most residents in your block have chosen. We will also update you on the next steps of the installation works.

Communal Digital TV Aerial Installation Programme Update

Consultation plan

Homes for Haringey are committed to involving and consulting residents. We therefore would like your views on how we're planning to tell you about estate improvement works:

Consultation Plan	
Key Stage/Event	Objective of Consultation
Feasibility	To inform key stakeholders of the estate improvements identified by the design team and obtain residents views.
Outline stage	To inform key stakeholders of the scheme design following initial consultation and advise residents of the scheme to be delivered and obtain their comments.
Section 20 notices	To inform leaseholders of the initial proposal and the estimated cost and review observations made by the leaseholders.
Before works start	To introduce the contractor to key stakeholders and advise residents of start and completion date, and any disruption that may affect them.
Completion	To obtain residents satisfaction level on the delivery of the project, a customer satisfaction survey will be sent out. The results will help us improve on future projects.

Communal Digital TV Aerial Installation Programme Update

Project timescale

The project timescale to date / is proposed as follows

Project timescale		
Key event	Purpose of consultation	Proposed date range
Outline stage	Tell you about the details of the works to be carried out and for you to choose the option for your block. Advise you of the option your block has chosen.	June 2010 to August 2012
Section 20 notices	To inform leaseholders about the initial proposal and estimated costs, and invite comments.	September 2010 to September 2012
Before works start	To introduce you to the contractor and inform you about start and completion dates, and any disruption that may affect you.	November 2010 to November 2012
Contract period	Start to finish of the programme	December 2010 to December 2012
Customer satisfaction	Get your views by sending out a customer satisfaction survey – this will help us improve on future projects.	March 2011 to March 2013

Communal Digital TV Aerial Installation Programme Update

If you require any further information, please contact a member of the Project team

PROJECT TEAM

For any questions about the programme plan (for example when your block will be upgraded):

Project Manager

Ronke Adetunji
Project Management, 6th Floor,
River Park House, 225 High Road, London, N22 8HQ

Email: projectmanagement@homesforharingey.org
Tel: 020 8489 1778

For any questions about the two TV service options and installation methods:

Contract Administrator

Leonard Fevrier
Design and Engineering Services, 6th Floor,
River Park House, 225 High Road, London, N22 8HQ

Email: Leonard.Fevrier@HomesforHaringey.org
Tel: 020 8489 1795

For questions about permissions and how you pay:
Tenancy Management Officer

Zuned Ahmed
Tenancy Management Team Leader
Homes For Haringey
5th Floor, 48 Station Road
London N22 7TY

Email: housing.hornseyHfH@homesforharingey.org
Tel: 020 8489 4435

For questions about permissions and how you pay:
Home Ownership Team & 2 (leaseholder enquiries)

Michael Bester/Gwen Lewis
13-27 Station Road, Wood Green, N22 6UW

Email: home.ownershipteam1@homesforharingey.org
Tel: 020 8489 3313

For questions about how you and your neighbours can form a residents' association:
Resident Involvement team

6th Floor, River Park House, 225 High Road, N22 8HQ

Email: resident.involvement@homesforharingey.org
Tel: 020 8489 4463

Communal Digital TV Aerial Installation Programme Update

Please tell us which digital communal TV system you would like installed in your block. Fill out your details below and return this form in the enclosed pre-paid envelope by 14 September 2010.

Name:

Address:

.....

Signature:

Please choose the type of digital communal TV system you would like installed in your block by ticking one of the boxes below:-

- **Option 1 Cost £378 - £498: Capped at £400** ☐
 - The full IRS system
 - Freeview TV and DAB radio
 - Satellite services including:
 - Sky, Sky+, Sky HD and Freesat
 - Hotbird (Polish, Italian, French, German and other language channels)
 - Turksat (Turkish)
- **Option 2 Cost £322 – £410: Capped at 400** ☐
 - The standard system
 - Freeview TV and DAB radio
 - Satellite services including:
 - Sky, Sky+, Sky HD and Freesat

**Important: one of the above options will be installed in your block.
All residents will receive the same service.**

Each household is allowed one choice. Your choice will not count if you do not put out your name and signature on this form.

Thank you.