



"Offering our community more than a home"

Satellite Dish Policy

Housing Services Sub-Committee submission:	Staff Update
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CHA Objectives:

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction

Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being and economic effectiveness.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages.

Introduction

Satellite dishes can have an adverse effect on the external appearance of buildings and street scenes, particularly where concentrations of dishes are erected. Areas of outstanding townscape character and listed buildings are particularly vulnerable to the adverse effects of such equipment. This policy seeks to protect the environment and buildings from unsympathetic or poorly situated satellite dishes.

Legal Requirements

The Scottish Secure Tenancy Agreement Section 5.24 (Alterations and Improvements) states:

“If you want to:

- *alter, improve or enlarge the house, fittings or fixtures;*
- *add new fixtures or fittings (for example kitchen or bathroom installations, central heating or other fixed heaters, double glazing, or any kind of external aerial or **satellite dish**);*
- *put up a garage shed or other structure;*
- *decorate the outside of the house;*

You must first get our written permission. We will not refuse permission unreasonably. We may grant permission with conditions including conditions regarding the standard of the work.

If you make a request to us for permission to carry out alterations or improvements etc. to the house we will reply to your written request within one month of receipt of the written application. In that reply we will tell you if we agree to the proposed alterations etc. and if so whether we attach any conditions. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will let you know in writing our reasons for refusal within one month of receipt of your written application. If you are unhappy about our refusal you have the right to make application to the Sheriff. You can appeal against a refusal or the conditions we have attached.

Such works will not be taken into account in determining rent levels.”

Conditions for sharing owners and owner occupiers in mixed tenure blocks are contained within individual Occupancy Agreements and Deeds of Conditions.

Criteria required for granting permission

At present, common satellite feeds are available within all flatted accommodation within the Association's stock (including multi-storey flats). No permission will therefore be granted to any resident who applies to erect a satellite dish at these properties.

With the exception of flatted properties, the Association will not unreasonably refuse permission for the installation of a domestic satellite dish provided the following conditions are met:

- The proposed installation must comply with West Dunbartonshire Council's "permitted development" criteria as detailed in their Development Management Householder Advice Note No. 4. https://www.west-dunbarton.gov.uk/media/1620549/householder_advice_note_4.pdf
- Permission must be obtained from the Association and WDC (if applicable) before any dish is installed.
- The dish must be located in a position approved by the Association.
- Any dish installed should be of the "mini dish" type i.e. 50-75cm.
- All cabling shall be discretely fitted and sealed at the point (if necessary) of penetration through the building. No loose cabling will be permitted on the externals of the building.
- Routing of cabling through window or door frames will not be permitted.
- Any dish installed must be mounted securely.
- The installation will be completed by competent trades' people.
- The tenant will be responsible for any damaged caused to the fabric of the building.
- The tenant will be responsible for any maintenance of the dish and its wiring and for any fault arising from these items.
- The tenant will, at their own expense, arrange for removal of the dish and making good of any damage to the fabric of the building at the end of their tenancy.
- The Association will inspect approved installations on completion to ensure they comply with all required conditions. Any remedial works required will be made at the expense of the tenant.
- The Association reserves the right to remove any unapproved and/or unsafe installations and recover costs accordingly.

Where a resident requests permission to install a dish requiring extra cable feeds (for example Sky Q) and the current communal system would not have sufficient capacity to allow installation, the Association will refuse this request. If a fault is found within a property, caused by such installations, the Association retains the right to disconnect the cabling causing the problem and recharge the associated costs to the residents responsible.

Retrospective Permission

If during estate management visits, it becomes clear that a satellite installation has been effected without permission, then the tenant will be contacted and retrospective permission will be granted provided that the necessary paperwork is completed confirming that all of the above conditions have been met.

Equal Opportunities

Clydebank Housing Association will ensure equality of opportunity across the full range of our activities, including both employment and service provision.

We will not discriminate on the grounds of any protected characteristic as outlined within Equalities Act 2010.

For Office Use Only – Actions

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	Yes
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes