

Digital TV Section 20 - Stage 1
Your questions and answers



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Your questions and answers

Introduction

Hyde is working towards meeting the government intention to switch over from analogue to digital TV services by 2012.

On the 1 and 15 April 2011 respectively Hyde issued a Notice of Intention to carry out works in order to meet the digital switchover requirements. Homeowners and tenants affected by this were invited to make observations on this intention, this leaflet summarises the observations received and Hyde's responses accordingly.

Should you require a hard copy of this leaflet, please email:

[**digitaltv@hyde-housing.co.uk**](mailto:digitaltv@hyde-housing.co.uk)

Alternatively a hard copy is available in your local office.

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1. Housing management observations

1.1 Costs for the scheme/works

| | Resident Issue | Landlord's Response |
|-------|--|---|
| 1.1.1 | <p>I appreciate that you may not have a final quote yet but I assume some form of cost-projections will have been carried out by this point which allowed you to conclude that this is the most cost effective solution.</p> | <p>The 'Notice of Intention', which you received, is the first in a series of legal notices which Hyde is required to issue in order to obtain a contribution towards the cost of the proposed works from its long-leaseholders. Following the expiry of the observation period, Hyde has obtained several quotes from contractors who are experienced in carrying out these works. One contractor was nominated by a leaseholder, but declined to provide estimates for the work. We have now sent out a Section 20 stage 2 consultation notice which includes the main details of these estimates. These estimates can be viewed by appointment. We have asked for your views on this short-list, following which we will make a decision on which contractor to appoint. (If, for any reason, Hyde decides not to appoint either a contractor nominated by leaseholders or the contractor who provides the lowest quote then we will be sending you a letter to explain our reasons).</p> <p>Once a contractor is selected, predominantly on the basis of high quality and low cost, a detailed property by property survey will be carried out. If no work is necessary none will be carried out in which case the issue of individual costs may not arise. If work is deemed to be necessary Hyde intends to install 9-wire IRS as the standard in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may be that Hyde elects to delay any further upgrade work to sometime in the future</p> |
| 1.1.2 | <p>As your letter stated that 'We intend to provide additional information including estimated costs and timing of the works during April 2011' and we are only a few days away from the end of the month, I assume that these will be available before the end of the consultation period.</p> | <p>Please see above response to 1.1.1.</p> |
| 1.1.3 | <p>It states in the letter that a subsequent letter will be sent out regarding estimates?</p> <p>Does this mean that I will have to pay for this work to be carried out?</p> | <p>Yes. Details of the costs have been provided within the Section 20 stage 2 consultation notice, which you will have recently received.</p> |

1.2 Timing for the works

| | Resident Issue | Landlord's Response |
|-------|--|---|
| 1.2.1 | What time frame are we talking about in terms of carrying the work out? | These works should be completed in time for switch off of analogue TV in April 2012. |
| 1.2.2 | You will need to give me a specific installation date for the new socket as I will have to move furniture. | The contractor will give you due notice and agree a mutually convenient appointment, but we will only require access for about 30 minutes once all the other system installation work has been completed. |
| 1.2.3 | If I am not here when the new socket is installed in the other flats in the building, will you make provisions for it to be installed upon my return in early October at no cost to myself? | Once Hyde has appointed the contractors we shall agree detailed procedure for access and no access arrangements. |
| 1.2.4 | Are tenants supposed to leave access to their property open? | No. Tenants should make an arrangement with the contractor for a mutually convenient appointment. Contact details will be provided as work starts. |

1.3 Sockets, information and costs

| | Resident Issue | Landlord's Response |
|-------|---|--|
| 1.3.1 | Would there be any charge if only one TV socket is installed in the lounge? | Yes. The charge will be included within the estimated cost and recoverable through the service charge. |
| 1.3.2 | How do I ask for additional sockets in my flat? | You will be notified in sufficient time to place an order with the contractor. |
| 1.3.3 | I currently have Sky HD set up in my living room and another Sky box in my bedroom. Am I correct in assuming that under this proposal I will have purchase an extra IRS socket for my bedroom at the cost of £250? | If residents wish, they can make arrangements to carry out extensions from the main socket themselves, provided that the wiring is only installed internally. There is no impact on system performance from extensions after the main socket. Hyde have not made any final decision regarding recovery of these costs. |
| 1.3.4 | I purchased my property with two working sockets. Why are we now going to be reduced to one? Why will you not upgrade our properties on a one to one basis? | Following appointment, contractors will survey the properties to determine existing arrangements, pending this we will agree individual requirements. |

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| 1.3.5 | <p>At the moment we have one socket in the bedroom, does this mean that when you install the new aerial this will no longer work and that if we wish to keep it we would have to pay £250?</p> | <p>Based on estimates that have now been received from contractors, additional, fully-functioning IRS sockets will cost a maximum of £234.19 (including VAT).. Other options will be available, including the option to split from the main TV location, at an average cost of £45.</p> |
| 1.3.6 | <p>Could you please explain why an additional socket should cost £250 as I feel this is rather expensive as it is only an extension running off the main TV socket?</p> | <p>Please see response to 1.3.5.</p> |
| 1.3.7 | <p>I can see many residents installing/splitting the signal themselves as £250 is far too much for most people in social housing to afford, this in turn could possibly effect the quality of signal received throughout the whole system forcing extra maintenance & increase on service charge.</p> <p>Could you please clarify the possible impact on the system if additional splitting occurs after installation (i.e. DIY's)?</p> | <p>If residents wish, they can make arrangements to carry out extensions from the main socket themselves, provided that the wiring is only installed internally. There is no impact on system performance from extensions after the main socket.</p> |

1.4 Maintenance and costs

| Resident Issue | Landlord's Response |
|--|--|
| <p>1.4.1 What happens if the 9 wire IRS communal TV system does not work or is intermittent? Currently, I have insurance with Sky for any repairs so can speak to them about my concern individually. It might be that with a communal set up some people are better served than others and there is no transparency around what happens should something go wrong.</p> | <p>Hyde will have a twelve month 'defect period' after installation of the communal TV system when the contractor will be responsible for maintaining the system. Thereafter Hyde will put in place a maintenance agreement with specified contact numbers and response times.</p> <p>Any existing insurances should remain in place for equipment in the home, including Sky set top boxes.</p> |

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| 1.4.2 | <p>How will the maintenance fees be calculated when blocks have flats with a mixture of one and more than one sockets? Although it is a small part of the annual/ weekly service charge for both tenants and leaseholders, maintenance and upkeep of the system is shown separately on our bills. There is a potential for dispute on how this should be apportioned. Put simply, if there are, say, 100 sockets installed in a block of 75 flats: will there be a standard fee per flat of 1/75th of the total annual electricity/servicing costs or a charge per socket of 1/100th?</p> | <p>Hyde has not entered into a maintenance contract for Digital TV.</p> <p>Residents will be involved with the procurement of the future maintenance contract. Decisions as to how maintenance fees will be calculated (eg per property; per socket) will be made following resident engagement</p> |
| 1.4.3 | <p>If there is a fault with the satellite how long will you take to rectify this?</p> | <p>Response times are subject to agreement with the maintenance contractor and will be part of the specification Hyde draws up for the agreement. Response times are typically next day for faults that affect the communal TV system.</p> |
| 1.4.4 | <p>How much extra will we have to pay in the way of service charge for maintenance and replacements parts?</p> | <p>We will provide this information as part of our consultation with residents when we tender the maintenance contract.</p> |
| 1.4.5 | <p>Will we be locked into an extra charge to maintain the system?</p> | <p>Cost of maintaining the communal TV system has always been part of the service charge and will continue to be so in the future.</p> |
| 1.4.6 | <p>How much will the on-going maintenance charge be per week?</p> | <p>We will provide this information as part of our consultation with residents when we tender the maintenance contract.</p> |

1.5 Satellite dish removal

| Resident Issue | Landlord's Response |
|---|---|
| <p>1.5.1 I would be most grateful if you DID NOT remove my satellite dish.</p> | <p>Residents have told us that they would like to see redundant dishes removed. Dishes that have not been installed by Hyde have usually not received planning permission and will not be covered by our insurance.</p> <p>Hyde's intention is to remove existing dishes serving individual homes in blocks where the communal TV system supplies the same service.</p> <p>Individual dishes will not be required with the installation of new communal digital system.</p> |

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| 1.5.2 | You will come round and remove the dish and then do what with it? | The dish will be removed and returned to you. If you wish, and only with your permission, the contractor will dispose of the dish for you. |
| 1.5.3 | It is the property of Sky the dish isn't mine and this applies everyone who already has a dish. | The Sky mini dish and set top are usually the property of the subscriber not of Sky. |
| 1.5.4 | I fail to see why I should have to pay for the dish to be removed. | The specification requires the contractor to remove all redundant antennas as part of the works. The costs include for dish removal regardless of whether those redundant antennas were installed with or without permission, the whole community will benefit from the improved visual amenity brought about by their removal. |

1.6 I do not own a TV – why should I pay?

| Resident Issue | Landlord's Response |
|--|---|
| <p data-bbox="245 954 619 1099">1.6.1 During my time at this address I have never owned or had possession of a television and therefore have never had a TV license.</p> <p data-bbox="245 1137 635 1469">I do not believe that it is fair to charge all residents for a service that you deem an essential service but I do not want and have no need for these services. As the current situation stands tenants who receive Freeview, Freesat, Sky or Virgin are personally responsible for any repairs to the services they receive.</p> | <p data-bbox="663 954 1366 1133">Hyde as the Landlord has a responsibility as stated in the Fourth Schedule Part 1 of the lease (clause 9) 'the cost of installing, maintaining repairing and renewing the television and radio receiving aerials electric systems or similar apparatus... on the said building and used or capable of being used by the tenants in common as aforesaid.'</p> <p data-bbox="663 1171 1390 1563">Common parts and infrastructure would usually include items which form a part of the external envelope; for example the roof, lifts if present, drainage and the television aerial. Some tenants will not live directly under the roof or use the lift at all but this would not exempt them from having to pay their share of keeping either of these items in good working order and the same applies to the television aerial. All of the available evidence (including a recent LVT decision) suggests that 9-wire IRS is a reasonable modern replacement for a terrestrial-only system. Whether there is an additional charge or not and how that is applied if necessary will depend on the terms and normal application of your lease.</p> |

1.7 We think our system is OK already

| Resident Issue | Landlord's Response |
|--|---|
| <p>1.7.1 I am slightly confused and am questioning if this needs to happen? As far as I'm aware we are running a digital system already. The letter does suggest it's only applicable to 'some' residents but it didn't seem to suggest who would and wouldn't need it. Given the digital switch over has been well known for a number of years I would be surprised that a system which was introduced just a few years ago needs to be replaced.</p> | <p>The digital switchover is a Government led initiative. Hyde has a responsibility for ensuring that residents currently receiving a communal TV service continue to receive TV signals after the switchover.</p> <p>Once a contractor is selected, predominantly on the basis of value for money, a detailed property by property survey will be carried out. If no work is necessary none will be carried out so the issue of individual costs may not arise. If work is deemed to be necessary Hyde intends to install 9-wire IRS as the standard in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may be that Hyde elects to delay any further upgrade work to sometime in the future.</p> |
| <p>1.7.2 We do not currently have a communal aerial system in this block of flats. I assume that your letter does not apply in this instance and that no work will be necessary?</p> | <p>Subject to survey, if there is no existing communal system in place then Hyde would consult with the residents to establish if a digital system is required.</p> |
| <p>1.7.3 You recently upgraded our aerial. I have a copy of the receipt to prove it. Why are you doing it again?</p> <p>I do not wish to pay twice.</p> | <p>It may be that no works are necessary in this block – only a survey can determine accurately. Hyde intends to install 9-wire IRS as the standard communal TV system in all stock that currently has a communal TV system.</p> <p>Where blocks already meet a minimum specification Hyde may elect to delay any further upgrade work.</p> <p>If works are deemed necessary to comply with the digital switchover, residents will be required to contribute towards any costs associated with these works</p> |
| <p>1.7.4 In response to the above referenced letter sent to all current residents, on checking it would appear this building was updated for digital reception including re-cabling, the only exception being no dish for Freesat or satellite reception, so another re-fit is not warranted. Some residents clubbed together and had a dish fitted for satellite reception, this could now be connected to the general system for anyone wishing to link up as this is the likely future way of transmission. Plus it would bring the building up to</p> | <p>Please see response to 1.7.3.</p> |

the standard you want to achieve at minimal expense.

1.8 System OK already – Object as unnecessary

| | Resident Issue | Landlord's Response |
|-------|---|--|
| 1.8.1 | <p>The current aerial system is fully compatible with Freeview and every house has an individual Sky dish - so what is the point in replacing an existing and fully functional system?</p> | <p>Once a contractor is selected, predominantly on the basis of value for money, a detailed property by property survey will be carried out. If no work is necessary none will be carried out in which case the issue of individual costs may not arise. If work is deemed to be necessary Hyde intends to install 9-wire IRS as the standard in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may be that Hyde elects to delay any further upgrade work to sometime in the future.</p> <p>Depending on what type of lease they have in the first instance permission should be have been sought to erect the satellite dish. However, some leases state 'not to erect any external satellite dish wireless or television aerial.'</p> |
| 1.8.2 | <p>I share the neighbour's satellite dish and do not require or wish to pay for something I will not be using, and neither would any future tenant require this service.</p> | <p>Hyde as the Landlord has a responsibility as stated in the Fourth Schedule Part 1 of the lease (clause 9) 'the cost of installing, maintaining, repairing and renewing the television and radio receiving aerials electric systems or similar apparatus... on the said building and used or capable of being used by the tenants in common as aforesaid.'</p> <p>The shared dish must be connected to a safety earth in order to comply with BS EN 60728 part 11 safety (2005). Aside from the safety issue there might be problems in the future around responsibility for maintenance. The tenant cannot know what future tenants may or may not require and Hyde needs to ensure that its communal TV systems provide a suitable service for all residents.</p> <p>It may be that no works are necessary – only a survey can determine that accurately. Hyde intends to install 9-wire IRS as the standard communal TV system in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may be that Hyde elects to delay any further upgrade work to sometime in the future. If no work is necessary, none will be carried out in which case this issue may not arise.</p> <p>Most landlords have a legal obligation to maintain and keep in good order the common parts of the building. Common parts and infrastructure would usually include items which form a part of the external envelope; for example the roof, lifts if present, drainage and the television aerial. Some tenants will not live directly under the roof or use the lift at all but this would not exempt them from having to pay their share of keeping either of these items in good working order and the same applies to the television aerial. All of the available evidence (including a recent LVT decision) suggests that 9-wire IRS is a reasonable modern replacement for a terrestrial-only system. Whether there is</p> |

an additional charge or not and how that is applied if necessary will depend on the terms and normal application of your lease.

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| 1.8.3 | I thought we already had this installed as my kitchen runs on free view from the roof and also I have a five-socket aerial that runs all four flats. | Please see response to 1.8.1. |
| 1.8.4 | Our block was built in 2007, does that not mean it is digital compliant (in terms of the current shared aerial installed on completion of the block)? | Please see response to 1.8.1. |

1.9 Sky systems

| Resident Issue | Landlord's Response |
|--|---|
| 1.9.1 Will this make my current system obsolete? If so, do I need to contact Sky about the changes being made? | No. Most existing reception equipment will continue to work as it does now with the new communal TV system. There is no need to inform Sky of the change. The only exception to this is satellite equipment that receives signals from satellites that are not received by the IRS. |
| 1.9.2 Will I still be able to continue receiving my Sky subscription with no interruption? | Yes. |
| 1.9.3 Please confirm that when they install the new system that they are able to install our Sky boxes and if not will we be reimbursed for any out of pocket expenses? | The contractor will be required to install all existing reception equipment. |
| 1.9.4 I have Sky at the moment. Do I need to cancel it? | No. It will continue to work with the IRS and you will still need your own subscription arrangement with Sky. |
| 1.9.5 Will you put multi-room into my property at no extra charge? | No. This will be payable by resident if required |
| 1.9.6 I have Sky at the moment from which I receive both internet and a phone line as well. Will the new system affect this? | No. Hyde will repair the communal TV system (by installing IRS) and the individual dish will no longer be required. Internet and phone calls are received through the telephone landline and will be unaffected by these works. |
| 1.9.7 What will happen to my Sky multi-room that I currently subscribe to when we have our new IRS installed? | You will be able to agree with contractor to have a second viewing location installed and will be able to continue with your Sky multi-room subscription. |

Will I still be able to have the multi-room cables through my Sky subscription?

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- 1.9.8 Can you confirm that the new antenna you will be installing means I will not have to pay Sky for a new dish when I want to use Sky again? Will your new antenna also connect to Sky TV.**
- The IRS will provide at least one viewing location in each home. The signals for Sky television will always be present at every socket, but residents can choose for themselves whether or not to subscribe to Sky. Residents who choose to subscribe to Sky will not need an individual dish - they will simply need to connect a Sky set top box to the satellite sockets. The new communal TV systems are compatible with Sky+ and will carry Sky HD and Sky 3D so that residents can also choose to take those services if they wish.
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- 1.9.9 I currently have Sky but due to having a communal dish and talking with my neighbours, we have only one feed per flat so none of us can receive the full Sky+ package of being able to record one show whilst watching another. Your letter states that we will be! Is this true? Are new feeds from the dish being installed in each home?**
- This project will not include works to blocks that already have terrestrial and satellite signals in the communal TV system. Hyde is looking carefully at all of its communal TV systems and may, in the future, offer an upgrade to those existing IRS communal TV systems that have only a single feed to each flat.
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- 1.9.10 Sky has confirmed that I would be able to pick up the channels but would lose functionality of my box. I would no longer be able to record one channel and watch a different one using your aerial. I am paying for a service from Sky which I will not be able to receive in full and feel this is unfair. In order to receive the service in full I need my satellite dish.**
- The information as relayed is incorrect. The IRS communal TV system will work with all of Sky's broadcast services. Sky+, Sky HD and Sky 3D will all work with the new system.
-
- 1.9.11 We are concerned that you are going to disconnect our dish and we will be left with a cancellation fee from sky. This is not what we want to happen.**
- Anyone currently using a Sky dish to watch Sky through one set top box will have their Sky set top box connected to the new system and their reception will be unaffected. There will, therefore, not be a cancellation charge from Sky.
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1.10 Hyde general policy

| Resident Issue | Landlord's Response |
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| <p>1.10.1 If a leaseholder declines the installation but, after the event, changes their services (for example stops their Virgin Media TV subscription), will the prohibition on individual external aerials or dishes remain?</p> | <p>Yes. If all antennas that receive services carried by the new IRS are removed it would be inconsistent to allow leaseholders to install antennas carrying those services some time later. Permission has to be granted for such works.</p> |
| <p>1.10.2 Will Hyde be able to arrange to have a first outlet or an additional one installed and linked up to the system after the contract has been completed? How much is this likely to cost? Will this vary depending on the extra equipment that may be required to provide the new feeds? If a large new part that provides further possible connections (like a cascade unit or 16 out multi-switch where only two or four outs might be used) is needed to provide these extra outlets to a flat, would the resident be charged a proportion or the entire cost of this and/or its installation?</p> <p>(Note: the variables probably make an estimate impossible but I presume the cost will be considerably to prohibitively more than the price agreed with the contractor, thus making correct choices at a fairly early stage important)</p> | <p>Following resident engagement Hyde's decision is to include 100% overbuild to enable all flats to have one extra socket if they choose to.</p> |
| <p>1.10.3 If Hyde cannot or is not willing to arrange late additions, will a resident or somebody engaged by them be permitted to connect their flat up to the IRS?</p> | <p>No.</p> |
| <p>1.10.4 I fail to see how the benefits of the proposed new system can outweigh the initial and subsequent on-going costs as well as the inconvenience of the installation and need to modify personal systems within each flat.</p> <p>It would be wrong to charge all of us for something that we have not requested and something that we do not want.</p> | <p>Most landlords have a legal obligation to maintain and keep in good order the common parts of the building. Common parts and infrastructure would usually include items which form a part of the external envelope; for example the roof, lifts if present, drainage and the television aerial. Some tenants will not live directly under the roof or use the lift at all but this would not exempt them from having to pay their share of keeping either of these items in good working order and the same applies to the television aerial. All of the available evidence (including a recent LVT decision) suggests that 9-wire IRS is a reasonable modern replacement for a terrestrial-only MATV system. Whether there is an additional charge or not and how that is applied if necessary will depend on the terms and normal application of your lease.</p> |

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| 1.10.5 Leaseholders must be free to opt out. | <p>Hyde as the Landlord has a responsibility as stated in the Fourth Schedule Part 1 of the lease (clause 9) ‘the cost of installing, maintaining repairing and renewing the television and radio receiving aerials electric systems or similar apparatus... on the said building and used or capable of being used by the tenants in common as aforesaid.’</p> <p>It may be that no works are necessary – only a survey can determine that accurately. Hyde intends to install 9-wire IRS as the standard communal TV system in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may that Hyde elects to delay any further upgrade work to sometime in the future. If no work is necessary none will be carried out in which case this issue may not arise.</p> <p>Most landlords have a legal obligation to maintain and keep in good order the common parts of the building. Common parts and infrastructure would usually include items which form a part of the external envelope; for example the roof, lifts if present, drainage and the television aerial. Some tenants will not live directly under the roof or use the lift at all but this would not exempt them from having to pay their share of keeping either of these items in good working order and the same applies to the television aerial. All of the available evidence (including a recent LVT decision) suggests that 9-wire IRS is a reasonable modern replacement for a terrestrial-only MATV system. Whether there is an additional charge or not and how that is applied if necessary will depend on the terms and normal application of your lease.</p> |
| 1.10.6 I would be interested to see the business case for this work and the expense it will incur. | <p>Please see response to 1.10.4.</p> |
| 1.10.7 If this has to be replaced I would expect this to be done free of charge. | <p>Please see response to 1.10.4.</p> |
| 1.10.8 I would also like to know what my rights are if I do not wish to comply with this as a point of principle for not having being consulted. | <p>Formal consultation has taken place through Section 20 Schedule 4 Part 2</p> |

1.10.9 It doesn't seem a fair argument to say these satellite dishes must be removed after all this time, whether they have had official approval or not: objections should have been raised from the start.

Permitted development rights created by the Town and Country Planning Act allow:

- Two dishes on buildings up to 15m tall – 1 x 60cm (max), 1 x 100cm (max)
- Four dishes on buildings over 15m tall – 4 x 130cm (max)
- Designated Areas (i.e. conservation areas) have same permitted rights but dishes must not be visible from a road
- Shared systems are a recommended way of minimising the environmental impact of dishes on blocks of flats

Hyde's option will be in accordance with the above legislation.

1.11 Section 20 and procurement procedural

| Resident Issue | Landlord's Response |
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| <p>1.11.1 What is the estimated value of the scheme?</p> <p>What procurement route will be used - i.e. open tender, three quotes, etc.?</p> | <p>Estimated costs have been provided with the Section 20 Stage 2 Notice.</p> <p>Hyde, in common with a number of other housing associations and registered social landlords has chosen to use a framework provider for digital switch over works.</p> <p>The framework was procured in compliance with relevant European regulations and every potential contractor across Europe was notified of the opportunity to tender for all works to be carried out under the framework. Hyde's call off from the framework will be by mini-competition amongst the three framework contractors to ensure that Hyde gets the best possible price for its specific requirements.</p> |
| <p>1.11.2 Could you clarify the meaning of the second paragraph under the section 'Invitation to nominate a contractor' as I am not clear what is meant by 'request the contractors to provide costs at block level' and 'The contract could then be let either as a whole or to any individual part.'</p> | <p>Hyde have chosen to award contracts for these works to more than one contractor to ensure that the works are carried out as cost effectively as possible and in time for analogue switch off.</p> |

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| <p>1.11.3 Do I have to nominate a contractor to do the work? I don't understand the letter.</p> | <p>The Commonhold Leasehold Reform Act, 2002 Section 151 introduced new requirements for the statutory consultation of leaseholders. One of the changes to the legislation was that it gave leaseholders the right to nominate an alternative contractor and the landlord (Hyde) would need to obtain an estimate from such nominees before the contract could be let.</p> |
| <p>1.11.4 I received two separate (and apparently identical) copies of your letter addressed to me at the above address on Friday 8th April 2011. This is one week after the letter is actually dated.</p> <p>I would like to urgently register my concern that this has reduced the proscribed time (30 days from the date of the notice) available to leaseholders to review this formal notice.</p> <p>In light of the delay of receipt of your letter, I do not therefore believe that the required procedure for the notice period has been followed.</p> <p>While it could be argued that a seven day delay could be blamed on the Royal Mail, I have received at my address many items of paper apparently delivered on behalf of Hyde Northside by hand – why was this method not used to guarantee prompt delivery such an important document when it seems to be used on an almost fortnightly basis to deliver other Hyde notices?</p> <p>In the interest of fairness, please confirm that the notice period will now be extended.</p> | <p>Our legal advice is that the Regulations do not leave any room for amendment or interpretation, except by dispensation. The observation period is 30 days from the date of the notice (no matter how long it took for the notice to be received).</p> <p>The observation period was set as 30 days from the date of the notice. On a strict interpretation, an observation period of 32 days from the date of the notice would be non-compliant with the Regulations.</p> |
| <p>1.11.5 I do not believe that you have properly demonstrated why it is necessary for Hyde to carry out the proposed works, as described in the notice, and I am concerned that these proposals are an unnecessary expense/disruption for households at a time when some may be experiencing economic difficulties.</p> | <p>In 2012, the analogue signal will no longer be available due to the Government switchover to digital reception. Many existing aerials may become obsolete and if Hyde do nothing residents served by communal TV may not benefit from a TV service. Hyde also feel that we should provide facilities to allow our residents to subscribe to satellite services as well as terrestrial if they should so choose to.</p> <p>Hyde as the Landlord has a responsibility as stated in the Fourth Schedule Part 1 of the lease (clause 9) 'the cost of installing, maintaining repairing and renewing the television and radio receiving aerials electric systems or similar apparatus... on the said building and used or capable of being used by the tenants in common as aforesaid.'</p> |

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| <p>1.11.6 Please can you provide information as to why Hyde thinks that the communal aerials need to be upgraded for the digital switchover? The existing Freeview reception at my address through the communal aerial is excellent.</p> | <p>Please see point 1.11.5.</p> |
| <p>1.11.7 Will the residence be shown all the estimates provided by these companies before a final decision is made?</p> | <p>Yes. Arrangements will be made for tenants to view all of the proposals as part of the Section 20 Stage 2 consultation.</p> |
| <p>1.11.8 Why should we have to pay for replacement costs when we will have no control over the decision making, i.e. workmanship and quality of parts.</p> | <p>Under the terms of almost every lease most landlords have a legal obligation to maintain and keep in good order the common parts of the building. Common parts and infrastructure would usually include items which form a part of the external envelope; for example the roof, lifts if present, drainage and the television aerial. Some tenants will not live directly under the roof or use the lift at all but this would not exempt them from having to pay their share of keeping either of these items in good working order and the same applies to the television aerial.</p> <p>It would be incorrect to say that tenants have no control over the decision making process. The 'Notice of Intention', which you recently received, is the first in a series of legal notices which Hyde is required to issue in order to obtain a contribution towards the cost of the proposed works.</p> <p>Following the expiry of the observation period, Hyde obtained quotes from contractors who are keen and deemed to be of a sufficient size and quality to carry out the works. One contractor was nominated by a leaseholder, but declined to provide estimates for the work. We have now sent out another notice which includes the main details of these quotes, which you will be able to see in their entirety by appointment. We have asked for your views on this short-list following which we will make a decision on which contractor to appoint. (If, for any reason, Hyde decides not to appoint either a contractor nominated by leaseholders or the contractor who provides the lowest quote then we will be sending you a letter to explain our reasons)</p> <p>Once a contractor is selected, predominantly on the basis of providing value for money, a detailed property by property survey will be carried out. If no work is necessary none will be carried out in which case the issue of individual costs may not arise. If work is deemed to be necessary Hyde intends to install 9-wire IRS as the standard in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may that Hyde elects to delay any further upgrade work to sometime in the future.</p> |

All of the available evidence (including a recent LVT decision) suggests that 9-wire IRS is a reasonable modern replacement for a terrestrial-only system.

Once a survey has been carried out and a decision has been taken on whether any work is necessary, then, if any contribution from a resident is likely to exceed £250, a third and final notice will be sent out which will contain specific costs per unit.

1.12 Property services

| | Resident Issue | Landlord's Response |
|--------|--|---|
| 1.12.1 | <p>Hyde promised that all residents in the block would have a digital TV connection before we moved in and this was not done.</p> <p>Why should we have to pay for Hyde not fulfilling their responsibilities as stated by themselves when the estate first started to be redeveloped?</p> | <p>This matter should be referred to the local Hyde office.</p> |
| 1.12.2 | <p>How can you expect a pensioner like myself and many in the block to pay this?</p> | <p>Hyde accepts that some residents will need time to pay for service. Each case of hardship or financial difficulty will be looked at on its own merit.</p> |
| 1.12.3 | <p>I had to pay Hyde a fee of £35 to have the Sky dish installed. Will we be refunded after your installation?</p> | <p>No.</p> |
| 1.12.4 | <p>As we have already had a wiring installation from Sky in our home, after your installation, who will become responsible for this wiring Hyde or Sky?</p> | <p>Hyde as the Landlord has a responsibility as stated in the Fourth Schedule Part 1 of the lease (clause 9) for 'the cost of installing, maintaining, repairing and renewing the television and radio receiving electric systems or similar apparatus... on the said building and used or capable of being used by the tenants in common as aforesaid.'</p> <p>If permission was granted by Hyde to install a satellite dish the following conditions would need to be adhered to by the resident:</p> <ul style="list-style-type: none"> • 'I/We will be responsible for the removal of the dish for outside maintenance to the property if required. The Hyde Group reserves the right to remove and charge costs if fail to comply' • The Hyde Group will not be held responsible for any damage to the dish • I/We will remove the dish and make good upon termination of the tenancy • I/We understand we are responsible for setting any financial claims for damage caused to the property or personal injury from incidents directly relating from or to the installation of the dish |

1.13 One-offs

| | Resident Issue | Landlord's Response |
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| 1.13.1 | The letter refers to a block of flats – but I live in a terraced house – am I affected? | <p>The project potentially involves all homes that are connected to a communal TV system, which can be in blocks or terraces.</p> <p>In some instances terraces can be treated as individual homes and Hyde has several options</p> <p>The survey will determine the most appropriate solution and we will work with affected residents to decide the best way forward.</p> |
| 1.13.2 | Every year the importance of TV is getting smaller while the Internet is its biggest threat with VOD and almost every major channel having some sort of online access. In the next 5 years the Internet may even overtake the terrestrial TV. Would it not be wise to install a permanent Internet connection (fibre optic or something similar) together with the IRS cables? I would be more than happy to quit TalkTalk and pay for such access. | <p>These works are required to prepare communal TV systems for the switch off of analogue TV in 2012 and are not intended to provide internet access.</p> <p>The vast majority of homes still use traditional broadcast methods to watch TV and are likely to continue to do so for many years.</p> <p>Adding internet access to these works would increase the cost substantially.</p> |
| 1.13.3 | How much building and electrical work will be required and will there be any damage to the walls or anything like that? | <p>Building work is limited to the installation of antennas, equipment cabinets and wiring. No damage will be intentionally caused and, if there is accidental damage, the contractor is required to make good.</p> |
| 1.13.4 | Has this system already been used somewhere else and has been successful? | <p>Yes, IRS is the most common specification for communal TV systems and has been in use since the late 1990s.</p> |
| 1.13.5 | None of the properties on our block (four maisonettes) share a communal aerial, we all have our own, so will this proposal affect us? | <p>Hyde will not install communal dishes to blocks with four or less homes.</p> |
| 1.13.6 | We had our television aerial upgraded to receive free view channels two years ago. My television receives both analogue and digital signals, so it is not the aerial that needs changing it's the individual televisions that will have to be changed? | <p>The proposed IRS communal TV system supplies a large range of channels and services broadcast from terrestrial and satellite sources.</p> |

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| <p>1.13.7 We already have a digital aerial which we have put up. Can we leave the existing aerial and have the new socket put somewhere else in the house?</p> | <p>The communal TV system is part of the building infrastructure and Hyde has a detailed specification to install against. As standard in each flat the lounge will have access to the communal TV system.</p> <p>However it may be that no works are necessary – only a survey can determine that accurately. Hyde intends to install 9-wire IRS as the standard communal TV system in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may that Hyde elects to delay any further upgrade work to sometime in the future. If no work is necessary none will be carried out in which case this issue may not arise.</p> |
| <p>1.13.8 I am pleased that you will be removing individual satellite dishes. Please assure me that the new equipment will not be visible from ground level. Please assure me that any damage caused by removal of redundant satellite dishes will be repaired and that the cost of removing old satellite dishes will not be paid through the service charge.</p> | <p>IRS will be installed as discreetly as possible, but we cannot guarantee that it will not be visible from the ground.</p> <p>Any damage caused by dish removal will be made good by the contractor.</p> <p>The cost of dish removal is included in the overall cost of the works.</p> |
| <p>1.13.9 I am in favour of the works but I have a specific enquiry relating to my particular house and neighbour. How do I ensure that this is taken up and dealt with?</p> | <p>By making observation during Stage 2 or by discussing the situation with Hyde and the contractor.</p> |
| <p>1.13.10 I would also like to know what my rights are if I do not wish to comply with this as a point of principle for not having being consulted. Why no consultation with tenants and residents?</p> | <p>'Not properly consulted' does not refer to S20 consultation. Hyde has consulted with residents at local Panel meetings with representation on the Hyde Digital TV Project Team</p> |
| <p>1.13.11 Our current reception is not good. Will the new IRS equipment provide a good reception?</p> | <p>Yes.</p> |
| <p>1.13.12 Where are the aerials going to be fixed?</p> | <p>Antenna location is determined during a detailed site survey and depends upon a number of factors including direction to the transmitters (terrestrial and satellite) any local obstructions and the visual impact on the building. Hyde will always aim to install antennas and all other equipment as discreetly as possible.</p> |
| <p>1.13.13 Is there going to be one communal aerial or one on each block?</p> | <p>The details of each communal TV system can only be decided after a detailed site survey, but it is Hyde's intention to reduce the amount of equipment required to a necessary minimum and to install that equipment as discreetly as possible.</p> |

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| <p>1.13.14 You have stated that the companies you are seeking estimates from are part of CYNTRA's framework for digital switch over works.</p> | <p>CYNTRA is a specialist procurement company owned by public sector landlord organisations. The Hyde Group is a member. Frameworks provide a way for Hyde to share with other housing organisations the cost of complying with the laws that apply to public sector procurement. CYNTRA's framework for digital switch over works is used by several other registered social landlords including, Octavia Housing, East Thames Group, Lambeth Living, Hounslow Homes, Hackney Homes, Barnet Homes and Brent Housing Partnership.</p> |
| <p>Can you explain who CYNTRA are and what their framework is?</p> | |
| <p>1.13.15 This building already has a communal satellite dish which was installed by a third party.</p> | <p>It may be that no works are necessary – only a survey can determine that accurately. Hyde intends to install 9-wire IRS as the standard communal TV system in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may be that Hyde elects to delay any further upgrade work to sometime in the future. If no work is necessary none will be carried out in which case this issue may not arise.</p> |
| <p>Can you confirm that replacing this with the new system will not in any way breach an existing contract with said third party and/or invoke any form of penalty clauses?</p> | |
| <p>1.13.16 This is a cable TV area and has been for a long time.</p> | <p>It may be that no works are necessary – only a survey can determine that accurately. Hyde intends to install 9-wire IRS as the standard communal TV system in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may that Hyde elects to delay any further upgrade work to sometime in the future. If no work is necessary none will be carried out in which case this issue may not arise.</p> |
| <p>Residents in these subscription contracts already receive all the digital Freeview channels (and more) in their service and will find no use for an IRS service as they already have cable TV equipment they are used to and like. Therefore they will never use it but still have to pay for it.</p> | |
| <p>1.13.17 Am I correct in assuming you will not be adding small, if irritating extra expenses by specifying standard equipment and not, for example, having every outlet faceplate stamped with your name as Lewisham Housing did with its installation?</p> | <p>Hyde has agreed a specification after engagement with residents that we believe offers value for money. Faceplates will not be stamped with Hyde name.</p> |
| <p>1.13.18 I presume the existing distribution equipment and even the copper in the existing cables have some residual value even if it cannot be upgraded or added to so that it meets the new specification. Will this be recovered by reuse, sale or recycling? Is this factored into the bidding document to both ensure value for money and take account of environmental considerations? If so, what conditions are laid on the contractor?</p> | <p>Contractors are expected to dispose of equipment in compliance with all relevant regulations. No allowance for costs either way are made for the scrap value of redundant material.</p> |

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| <p>1.13.19 Will all leaseholders be required have the new system installed in their flats and to pay for the installation/upgrade, even if they only use cable services (Virgin Media)?</p> | <p>It may be that no works are necessary – only a survey can determine that accurately. Hyde intends to install 9-wire IRS as the standard communal TV system in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may be that Hyde elects to delay any further upgrade work to sometime in the future.</p> <p>In blocks where only some leaseholders and/or residents receive cable services, and others within the same block do not and they do not wish to upgrade to receive cable services, then it is likely that Hyde will include these blocks as part of the digital TV upgrade programme. This is to ensure all residents can receive TV services following the government switchover to digital TV. Where works are carried out on a block, all leaseholders/residents will be required to contribute to the cost.</p> <p>If no work is necessary none will be carried out in which case this issue may not arise.</p> |
| <p>1.13.20 Similarly, will they still have to pay the element of the service charge relating to the TV system?</p> | <p>Please see item 1.13.19</p> |
| <p>1.13.21 Will you be needing to do work to my property or just to the building?</p> | <p>Dishes and associated wiring will be fixed to the block. Wiring will need to enter the property to connect to a socket to serve your TV.</p> |
| <p>1.13.22 After your installation the wiring in my home may need to be redone, who will bear the cost of this?</p> | <p>The existing electrical installation in your home will not be affected.</p> |
| <p>1.13.23 I thought on one of the government announcements it was said that people over 65 would have their equipment 'adjusted' free of charge? Has this changed?</p> | <p>Government 'Switchover Help Scheme' is available to support those residents 75 and over; severely disabled; registered blind/partially sighted or people in Care Homes (for over six months).</p> |
| <p>1.13.24 I have received a letter about the digital switchover and wonder if it applied to the freehold properties on the estate such as mine?</p> | <p>Applies only to residents served by existing communal analogue aerials (excluding blocks of four or less properties).</p> |

2. Service charge observations

2.1 Service charges

| | Resident Issue | Landlord's Response |
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| 2.1.1 | With regards to the estimated costs we are assuming that this has been budgeted through our service charges and we will not be invoiced for this additional work. | Estimated costs have not been included within the Service Charge Estimates for 2011/12. Depending on the terms of your lease or tenancy agreement, a charge will be included within the Service Charge Estimates for 2012/13. |
| 2.1.2 | Will this charge come from reserves or from an additional charge? | Where provisions for TV aerials are available for the scheme in question, they will be deducted from the charge included within the Estimates for 2012/13. This again will depend on the terms of your lease or tenancy agreement. |
| 2.1.3 | What method are you envisaging to charge for this system? | For tenants the cost of the Digital TV installation will be included within the Service Charge Estimates for 2012/13. The charges will be spread over two to three years, depending on the amount to be recharged. Leaseholders will be invoiced for the cost as soon as the works are complete. This again will depend on the terms of your lease or tenancy agreement. |
| 2.1.4 | How much will this cost in extra service charges? | Estimates of costs will be provided as part of Section 20 Stage 2 Notices. |
| 2.1.5 | I would like to know exactly how much this work is to cost me and my neighbours and how and when this cost will be charged to us. | Estimates of costs will be provided as part of Section 20 Stage 2 Notices. |
| 2.1.6 | Will the cost of this work be spread across the financial year and added to our existing monthly payments to Hyde – or will we be required to pay all the costs in one additional payment? | For tenants the cost of the Digital TV Installation will be included within the Service Charge Estimates for 2012/13. The charges will be spread over two to three years, depending on the amount to be recharged. Leaseholders will be invoiced for the cost as soon as the works are complete. This again will depend on the terms of your lease or tenancy agreement. |
| 2.1.7 | Does this also indicate that we do not have to pay anything towards the installation and that Hyde are carrying the cost? | No. Costs of the upgrade works will be initially borne by Hyde but reclaimed from tenants via service charges. Leaseholders will be invoiced separately. |
| 2.1.8 | Will our service charge be increased to cover maintenance costs? | Maintenance costs will be included within the service charge. |

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| 2.1.9 | I note that there is not a reference to an anticipated cost for leaseholders but I assume that as this is a Section 20 Notice that a charge for these works will be made. | Correct. Details of estimated costs will form part of the Section 20 Stage 2 Notice. |
| 2.1.10 | After the installation will my service charge increase from the point of installation or from a later date? | For tenants the cost of the Digital TV installation will be included within the Service Charge Estimates for 2012/13. The charges will be spread over two to three years, depending on the amount to be recharged. Leaseholders will be invoiced for the cost as soon as the works are complete. This again will depend on the terms of your lease or tenancy agreement. |
| 2.1.11 | I object to contributing towards these works via the service charge. | The obligation to contribute towards the cost of the works is determined by the terms of your lease or tenancy agreement. |

3. Technical observations

3.1 Technical questions

| | Resident Issue | Landlord's Response |
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| 3.1.1 | The current cabling would be fine to transmit the UHF signal coming from the IRS system supplying the standard terrestrial UHF signals. The cable is most likely capable of carrying a multiplexed signal containing both the satellite and UHF feeds. | Cables that were originally installed to carry UHF signals (470- 862 MHz) are usually not suitable for the frequencies required for satellite signals (970- 2,150 MHz) and are often not sufficiently robust in their construction to allow for connection to earth as required by BS EN 60728. Additionally, there is almost always only one cable to each viewing location while the IRS requires two cables to allow for PVRs. |
| 3.1.2 | The majority of tenants/residents are now worried they are going to have thick cables hanging from their properties. | The details of each communal TV system can only be decided after a detailed site survey, but it is Hyde's intention to reduce the amount of equipment required to a necessary minimum and to install that equipment as discreetly as possible. |
| 3.1.3 | Can you advise why the 9-Wire IRS communal TV system was chosen as the most appropriate way to proceed and what other options were considered? | 9-wire IRS is widely considered to be the best way to replace an old MATV system and provide a reasonable selection of services. A recent decision by the Leaseholder Valuation Tribunal upheld this view. Hyde has not depended solely on this decision and has investigated alternatives. Terrestrial only systems are known not to provide sufficient choice for many households. 5-wire IRS fails to provide services for families who choose non-UK services. We also considered 13-wire IRS, but decided that the additional cost was not justified by the small increase in services. |
| 3.1.4 | What advantages does this system have over any others? | Please see response 3.1.3. |
| 3.1.5 | As the building has no communal areas (i.e. hallway, stairs, landings) if a system is to be installed where will the power source be placed? | This will be dependent on the specific arrangements within each block and thus will be determined by contractors' surveys. |

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| 3.1.6 | <p>Can we receive services from Hispasat Satellite and not from Eutelsat Hotbird. Can you please consider this and do a survey on each block to know what TV services the non-UK nationals are receiving because we were granted consent before and we had to spend money on equipment and contracts in order to receive non-UK services. It will be unfair if we cannot receive those any more.</p> | <p>Hyde is planning to install two satellite dishes for each system. One dish will receive UK satellite services including those from Sky, the BBC and others. The second dish will receive non-UK services from Eutelsat Hotbird (13° East). This satellite was selected because it has a good range of non-UK services from many other countries. In exceptional circumstances it may be possible to point the second dish at another satellite. Hyde intends to remove only those dishes that are receiving a service that is also received by the new communal system.</p> |
| 3.1.7 | <p>I have a normal old TV set and I am not sure whether I need to buy a TV that is digital enabled or if I can just buy a free view box to go with the TV I have got?</p> | <p>A Freeview set top box can be used to upgrade any TV that is currently being used to receive analogue TV.</p> |
| 3.1.8 | <p>The very much cheaper option of ‘splitting’ the terrestrial signal (only) to provide an outlet in another room which would only be useable by a Freeview receiver – or perhaps a Freeview receiver and/or a suitable radio – would be technically possible but is not an option being offered.</p> | <p>It is possible and it will be offered.</p> |
| 3.1.9 | <p>If they do refuse the installation, will the existing aerial system continue to work?</p> | <p>No, part of the works is to remove the existing MATV system and individual antennas.</p> |
| 3.1.10 | <p>Will the cost and therefore the estimated installation charge to leaseholders be reduced because of there being an existing, much less than 10 years old terrestrial aerial and a satellite dish, albeit the latter needs upgrading, and the presence of existing distribution equipment and cabling?</p> | <p>Only a survey can determine precisely what works are required. Hyde intends to install 9-wire IRS as the standard communal TV system in all stock that currently has a communal TV system. Where blocks already meet a minimum specification it may that Hyde elects to delay any further upgrade work to sometime in the future. If no work is necessary none will be carried out in which case this issue may not arise.</p> |
| 3.1.11 | <p>Why is the probably cheaper option of a terrestrial signal only box in a second room not being offered?</p> | <p>It will be.</p> |

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- 3.1.12** We are 8km from the Crystal Palace transmitter and in direct line of sight, at least at the rear of the buildings where the aerial is located. By final stage DSO, the power will increase by at least 10 times. Mux BBCB (HD) is currently 10kW rather than the others which are 20kW now. All will be 200kW by the end of DSO. The Foreshore buildings completely block any direct signal to flats on the front, river aspect. I have used a crude 6inch 'stick' aerial in a river facing window to acquire the many multipath signals reflected off the Canary Wharf complex and the Thames. An analogue tuner struggles to make anything of the resulting mess. I have used this as a temporary expedient during the periods when our existing system has been down. Despite all these negatives (and accepting it also owes a lot to the resilience of DVB-T2), I have tuned to stations on Mux BBCB with only intermittent 'blocking'. In light of this, I have real concerns that our distribution system and even some people's tuners may be overloaded when the power is ramped up. I am told this can result in a misleading 'loss of signal' message until a suitable attenuation is added. Have provisions been made in the contract to allow for potential problems caused by the transmitter power increase and if so, what?
- IRS installers are required to commission systems so that the analogue signals are inside the permitted maximum levels. No increase in digital levels is proposed that will put digital levels above the current level for analogue signals. Provided the analogue levels are correct at commissioning, the digital signals should always remain inside the permitted maximum.
- Additionally, overload in IRS networks caused by too much signal is a consequence of harmonics generated by the system's amplifiers as they reach saturation (the point at which no more output power can usefully be generated). The effect is based on the sum total of energy passing through the amplifier. There are differing views on whether the increase in power at analogue switch off will cause problems. Given that the analogue channels will be turned off it is likely that IRS networks will not be overloaded by the increased digital power levels.
- There is a further problem related to digital receivers (TVs and set top boxes), which have a dynamic range bounded by minimum and maximum levels. Too much signal can cause overload in the receiver tuner similar to that experienced in system amplifiers. However, the receiver will also benefit from the removal of analogue signals at its input.
- No provision is made in the contract for corrections in systems caused by changing signal levels from the transmitter. If they arise, they will be dealt with as service issues.
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- 3.1.13** Under the main DSO plan, the Crystal Palace muxes will be on frequencies between UHF channel 22 and 30. All of these are within aerial group A as is, I understand, the '600 MHz Band', equating to UHF Channels 31 to 37. The latter is due to be auctioned by OfCom in the coming year. Can you confirm that the proposed installation allows for the reception of the already announced muxes and any future TV services that the winners of this auction may use those frequencies for?
- Group A covers UHF channels 21-37 as stated. As a minimum, the aerial installed will receive all transmissions broadcast in that group of channels. However, there may be other reasons why specific services that are currently unknown will not be distributed through the network. It is not possible to plan for unknown services. System performance issues can make it useful to block reception of all services except those intended for distribution. If new services are added in the future, additional works may be considered necessary.
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| 3.1.14 | <p>Ofcom plans also include a second auction of “interleaved frequencies” which may have to be transmitted at lower power. The proposal for Crystal Palace included using UHF 29, which is within aerial Band A, for Mux New 7. I understand Band A specific aerials are used in preference to wideband aerials in areas like London because the sensitivity of the latter falls off at the lower frequencies – like UHF 22 to be used by Mux Arqiva A and UHF 23 allocated to Mux BBCA. The OfCom scheme also included a Mux New8 on UHF Channel 42, which is “out of band”. How does the specification ensure proper reception of both Mux Arqiva A and the possible Mux New8?</p> | <p>See the previous answer about planning for unknown possible future services and the response above about aerial groups. Hyde will install wideband aerials.</p> |
| 3.1.15 | <p>Will the specification make it clear that the equipment to receive from the Astra cluster at 28.2°E must also include reception from the Eurobird 1 satellite at 28.5°E? This is used for some services including, I understand, the shortly to start “free to air” Channel 4HD but in particular the Freesat Electronic Programme Guide. Eurobird 1’s slightly different orbital position is within the ‘viewing angle’ of small dishes however it may not be if larger (and possibly more directional) dishes are installed to also receive Hotbird.</p> | <p>Pointing error between 28.2° East and 28.5° East is small even for an 80cm dish. The specification refers to the 28° East position (i.e. incorporating both satellite locations) and has a minimum requirement for signal level that applies to all satellite channels including those broadcast from Eurobird 28.5° East.</p> |
| 3.1.16 | <p>Which Hotbird orbital position will the “non-UK” services come from; the commonly used 13°E where Hot Birds 6, 8 and 9 are currently located</p> | <p>Eutelsat Hotbird satellites at 13° East.</p> |
| 3.1.17 | <p>Does the phrase “or similar” after “Eutelsat Hotbird” imply residents have a choice of which orbital position the second dish/LNB is pointed at? If so, how is this to be decided?</p> | <p>The second dish will provide Eutelsat Hotbird as this provides the greatest variety of channels to meet the diverse needs of our residents. However in exceptional circumstances this will be reviewed at individual block level if demand within that block from customers dictates an alternative provider is preferred</p> |
| 3.1.18 | <p>In the unlikely event that switching between satellites using DiSEqC signals is not the method, will suitable equipment be provided to achieve this switching for those requesting it?</p> | <p>Hyde provides signals through a shared system. Any additional equipment required (set top box, TV, PVR, additional switches) is the responsibility of the tenant.</p> |

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| 3.1.19 | <p>As we do not receive any Freeview digital signal in this area, I was forced into purchasing my own sat system via a twin LNB for recording and watching two channels at the same time. I see that you quote that only a basic system will be installed... will I still be able to offer my satellite digital box with the two signal inputs that I have at present with this new system that you propose to install in our block of 12 flats?</p> | <p>Yes. The IRS will provide two connections at each viewing location so that personal video recorders such as Sky+ and the like will still work.</p> |
| 3.1.20 | <p>There are some electricity issues already within the building, how will this work further affect electricity usage and costs?</p> | <p>This work will have no effect on the existing electrical installation and its usage is about the same as the existing communal TV system.</p> |
| 3.1.21 | <p>Please can you confirm if existing television sockets will continue to work after the switch-over. All flats in this block have at least two existing aerial points – will the bedroom sockets continue to allow television (but not satellite) reception as at present after this is carried out?</p> | <p>Hyde is investigating options to allow existing terrestrial-only sockets to continue to work after the new communal system is installed. It is necessary to survey each block and therefore not possible to say ahead of survey what the outcome might be in a particular block.</p> |
| 3.1.22 | <p>I have an old television – will I need a new one?</p> | <p>You will not need a new TV.</p> |