



Television and Pay TV

How can I get Free-to-Air TV reception?

If you live in a free standing home you are responsible for setting up the digital TV reception that you want yourself. Housing Plus will provide the cabling inside the wall and a wall plug outlet. We will also provide a mast for an antenna to be connected to. You are permitted to attach your own antenna to the mast. If you do supply your own antenna you are permitted to take it with you at the end of your tenancy. If an antenna has been left at the premises when you move in it becomes the property of Housing Plus but we offer no guarantee that it will provide you with digital TV reception. You are responsible for tuning the antenna to receive digital signals. We recommend you use a qualified technician for installing and tuning TV antennae.

If you live in a building with one or more units in the building and you share a TV antenna with other units then the antenna will be supplied by Housing Plus. We will tune the antenna to get the best reception available for all units. If you cannot get reception on your TV we will not take any action unless we can confirm that others sharing the same antenna cannot get reception either.

In all cases you are responsible for tuning your own television set.

Can I subscribe to Pay TV?

If you wish to subscribe to Pay TV you will need to send a written application to the Property Services Team, telling us the name of the service provider you want to subscribe to. Alternatively, you can ask the service provider to write to us on your behalf. Approval isn't granted automatically.

Some of the factors we will consider in assessing an application include:

- Local council regulations and consent requirements
- The type and location of the property you live in
- How the installation will affect the building structurally
- Whether or not an Access Agreement exists between Housing Plus and your chosen service provider.
- Possible impacts upon neighbouring properties
- The number of antennae and dishes already on the building.

Once we have done this, we'll tell you and/or the service provider in writing whether or not your request has been given 'in principle' approval. The service provider is then required to outline the full detail of the installation to us. Once this is received from the service provider, we will look at the information and grant final approval if no issues exist.

Housing Plus will always retain the right to approve or deny any requests.

What is an Access Agreement?

An Access Agreement is a signed agreement between Housing Plus and a third party, setting out the requirements when accessing our properties. An Access

Looking for more info?

- Contact your local Housing Plus office
- Visit housingplus.com.au
- Call us on 1800 603 300

Agreement doesn't guarantee final approval because other factors may apply. Austar is the only Pay TV

What happens if I install Pay TV without obtaining approval?

If you do not have written approval, you are breaking the conditions of your tenancy agreement by allowing a service provider to install a satellite dish or antenna on your property. This will result in us taking action for the removal of the dish or antenna and charging you or the service provider a fee.

Responsibilities and costs

If your request is approved, your service provider is responsible for all costs associated with installing their facilities. They are also responsible for all customer service matters, such as fixing any damage to your home caused by the installation of its facilities, poor picture reception, maintenance of its service, technical issues and collection of subscription payments. So please do not contact Housing Plus about these service issues. The service provider is also responsible for resolving any heritage, body corporate or local government issues. You are responsible for meeting the terms of the contract you signed with your service provider, including paying your subscription fees to the company.

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