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Policy Name	Satellite Dish Policy
Policy Author	Deputy Director
Approved by Sub Committee	Feb 2022
Approved by Management Committee	Mar 2022
Latest date of Next Review	Mar 2025

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



HAPPY TO TRANSLATE

Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014

1. Introduction

The policy position on satellite dish installation in Co-operative properties is as detailed in the policy below.

2. Multi Storey Properties

Multi storey tenants have access to both Sky and Virgin television services.

Satellite dishes are prohibited within this property type due to the damage fixing an individual dish would cause to the cladding system and fabric of the building.

3. Low Rise Properties

Low rise tenants have access to Virgin television, but no access to Sky.

Satellite dishes are prohibited within this property type due to the damage fixing an individual dish would cause to the cladding system and fabric of the building.

4. New Build Properties

New build tenants have access to Sky television, but no access to Virgin.

Satellite dishes are allowed within this property type subject to written approval and conditions noted below.

5. Tenancy Agreement

The clauses in the Scottish Secure Tenancy Agreement relating to Alterations and Improvements are as follows:

Clause 5.21 If you want to:

- alter, improve or enlarge the house, fittings or fixtures;
- add new fittings or fixtures (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.

Clause 5.22 If you have made alterations or improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing such arrangements. We also

have the power, even if you do not qualify under these regulations to make a discretionary payment.

Clause 5.23 If you carry out any alterations or improvements without our permission we are entitled to restore the house to its previous condition during or at the end of your tenancy. If we do so, we are entitled to charge you for this work.

6. Applications

- Should a tenant wish to install a satellite dish on a new build property they must first apply in writing.
- Any permission will require that the dish is positioned as discreetly as possible, and only where there is no other alternative will permission be given to fit a dish to the front of a property.
- The installation must be carried out by a licensed installer.
- Any damage to the building will be reinstated by the tenant at their own cost.
- On leaving the property the tenant will arrange removal and reinstatement at their own cost.
- Written requests will be responded to within 28 days.
- If permission is refused, the tenant will be informed in writing of the reasons for refusal.

7. Complaints and Appeals

If the tenant is dissatisfied with the decision on satellite dishes it will be progressed through WWHC's Complaint Handling Procedure.

8. Equalities

We are committed to ensuring equal opportunities and fair treatment for all people in our work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

9. Review

This policy will be reviewed 3 yearly or sooner if required by legislative or regulatory changes.