

Guidance for applying to install aerials, cables and satellite dishes

****Please note – homes which have a communal aerial or satellite dish provided by Ongo are not permitted to install their own****

We will usually grant permission for you to install an aerial, cable or satellite dish. However, there are some cases we may refuse approval, for example:

- Planning permission has been refused (if it was required).
- It may interfere with any major repair work to your home.
- It would result in additional costs to us.

Radio aerials - Ongo Homes **will not grant** permission to erect radio aerials in or on Ongo properties.

You must not start the work to install a cable, aerial or satellite dish until you've received written permission from us to do so.

Ongo Homes will not unreasonably refuse permission for the installation of a domestic satellite dish provided the following conditions are met:

- A permission form must be completed including a sketch of the proposed layout showing where on the building the dish would be located and a written method statement on who would be installing this and how.
- If the property has EWI (External Wall Insulation) please read the guidance notes on the 'EWI Guidance section' below when fixing anything to the external walls of these properties.

An antenna for the purpose of this guidance is described as either a TV aerial or a satellite dish.



Antenna – TV aerial



Antenna – Satellite dish

Rules for single dwelling houses or flats in a block less than 15 meters

High (15 meters is roughly equivalent to 5 storeys):

The need to obtain planning permission for satellite dishes is considered in the Town and Country Planning (General Permitted Development) Order 1995.

Unless the property is in a designated area, you do not need to apply for planning permission to install an antenna on the property, as long as:

- There are **no more** than 2 antenna already on the house or block. The rules that apply depend on the building as a whole and not to each separate flat.
- The property is not located in a conservation area.
- The property is not a listed building.
- The dish is not more than 100 centimetres across.

Further info can be found:

https://www.planningportal.co.uk/info/200130/common_projects/48/satellitetv_and_radio_antenna

Our communal blocks already have a communal TV aerial (1st antenna) and a communal satellite dish (2nd antenna). Requests for provision of a satellite dish on a block of flats (where 2 antenna are already present) will not be granted.

Communal TV antenna		Communal Satellite antenna
	Picture above showing communal with 2 antenna	

*Please note: Sky Q is not available for customers living in our blocks of flats as the communal dishes are not compatible with Sky Q and we do not allow individual dishes on the block. You will be able to connect to the communal dish to access some satellite channels (see question and answer section for more details).

*Information correct as of June 2020

Permission would be granted with the following conditions:

- The standard of workmanship must be to the satisfaction of Ongo Homes and installed by qualified and competent trade person. The tenant will be responsible for any damaged caused to the fabric of the building.
- The asbestos report will be checked to ensure Asbestos Containing Materials' (ACM's) are not being removed or encapsulated. Any removal required will be undertaken by Ongo Homes at your expense.
- 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 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, aerial or cable and making good of any damage to the fabric of the building at the end of their tenancy.
- The Association may 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.
- All rubbish and debris relating to the works must be removed by the tenant to an appropriate disposal or recycling facility.
- No costs in connection with the work to be incurred by Ongo Homes.
- The work must be completed within 3 months of the initial request. Failure to do so will mean you having to apply again for permission.
- Applications to install alterations to cladded properties or properties with a shared communal entrance are automatically denied.

- We may ask you to move or take down the satellite dish, TV aerial or digital cable for the purposes of carrying out essential repairs and maintenance work. Any such work will be undertaken by you and at your own expense. If you fail to make reasonable adjustments within the proposed timescale, we reserve the right to carry out the work on your behalf and recharge you.
- We are unable to guarantee that the alteration or installation will be restored once the repair is complete and we will not be held responsible for any damage or loss of signal.
- Enforcement action may be taken by Ongo Homes where a satellite dish, TV aerial or digital cable aerial is sited such that it is unsightly, causing damage or where a planning enforcement notice is served. The satellite dish, TV aerial or digital cable shall be removed or re-sited at the tenant's own expense.

Retrospective Permission:

If at any time it becomes clear that a satellite installation has been installed without permission, then the tenant will be contacted and retrospective permission will be granted provided that the necessary paperwork is completed and returned confirming that all of the above conditions have been met.

We may ask you to remove, put back or make good any aerial or satellite installation we have not approved and/or which does not meet our standards.

Frequently asked Questions:

My flat is in a communal block and my neighbours have a sky connection via communal dish. How can I connect to this communal dish so I can receive Sky in my flat?

Tenants/Leaseholders can 'connect' to the communal satellite dish to receive normal sky packages. This would involve arranging for a tradesman to undertake this work. Tradesman would need access to the cupboard where the satellite wiring connections are and this may be locked. Please contact Ongo Homes to arrange access to the satellite dish wiring system if required.

If your flat is in a high rise, then you can contact the concierge team on site who will be able to arrange access. We do not require a permission form to be completed by tenants/leaseholders in this case.

The communal satellite dish is not compatible with Sky Q and Sky no longer install standard packages only Sky Q. What other options are available to me?

Communal blocks are only allowed 2 antenna (we have 1 communal satellite and 1 communal TV aerial) – so our quota here is complete. You cannot have more than 2 antenna on a block without planning permission from the local authority.

There are 2 options available.

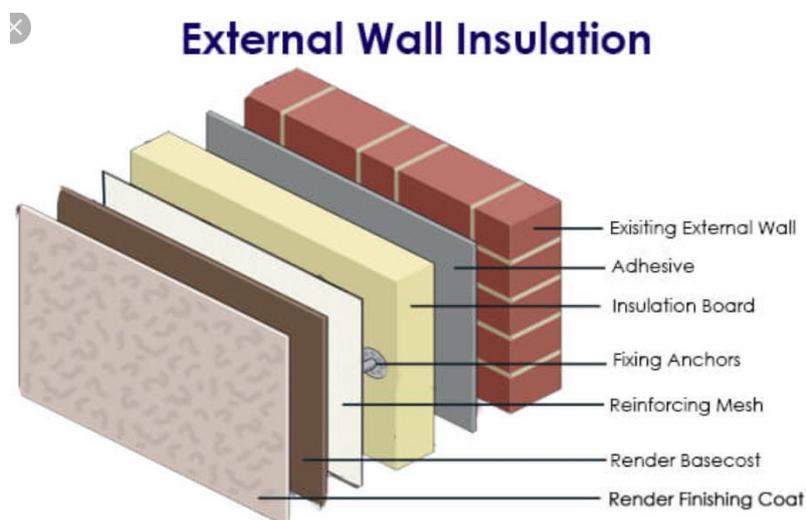
Option 1: Consider for e.g. Virgin Media who use cable method so the 2 antenna rule here does not apply. A suitable package maybe on offer that meets tenants/leaseholders needs. A permission form would only need to be completed and returned if this option was chosen.

Option 2: If tenant/leaseholder are strongly committed to having a new dish, they will have to contact North Lincolnshire Council (NLC) and apply for planning permission to install a new satellite dish to their block (after informing NLC that there are already 2 antenna's on the block). They will need to pay for any costs associated with the planning permission process and if planning permission is granted for this new dish, they will then have to complete an Ongo permission form and attach proof from NLC of this permission to install a new dish.

Ongo Homes will not grant permission for a new dish (where we already have 2 antenna) without proof from NLC or a document saying they have no objections for a dish to be installed as any request will automatically be refused. This is to ensure that any Planning and building regulations imposed by the local authority are satisfied prior to application and evidenced when seeking permission from Ongo Homes.

Guidance for Fixtures & Fittings for External Wall Insulation (EWI)

If after the work has been completed you wish to add fixtures and fittings, such as **satellite dishes**, gate posts, hanging baskets, lights etc. to the outside of your property, you must make sure that the correct fixings are applied and are long enough to pass through to the original wall.



Suitable fixings are available from any regular building merchant and it's recommended that the insulation fixings should be at least 110mm long to ensure they go through the insulation to the brickwork.

The 10mm holes are drilled first. The fixing is then fitted with a length of metal tube that is the same length as the gap between the cladding and the old wall (cut to size using a hacksaw) and then a wall plug screwed on the end hand tight. The whole thing is pushed in and tightened up and because of the metal tube there is no damage to the cladding. If unsure ask, as the building merchant will be able to advise on suitable fixtures available for the specific item – so long as you mention you have EWI!

- Care should be taken not to compress the system as this could affect the performance and security of the item being fixed. Fixtures must be anchored back to the original wall and not the EWI system.
- Percussion drilling must not be used as there is a risk of snagging the mesh layer.
- Mastic sealant should be used to prevent water entering the system around any fixings.

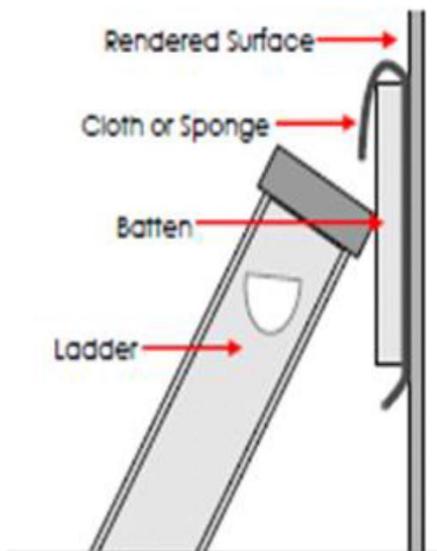
Tenants and Tradesmen should ensure the right fixings are used before starting any work which may affect the render.

Example of Insulation Fixings (110mm) holds up to 5kg of weight per fixing



Mastic sealant should be applied around the fixture to prevent water entering the insulation system.

USE OF LADDERS



All rendered wall surfaces can be permanently damaged by the careless use of ladders. Even ladders with protected ends can remove the render or mark the surface. To avoid problems please ensure you:-

- Spread the load on the surface with a batten wrapped in cloth or sponge.
- Do not drag the ladder over the surface when moving.