



POLICY AMP 8 INTERNET, PHONE LINE & ANTENNA POLICY

Version	Date	Comment
1.0	16 May 2018	Megan Ward, GM Operations
2.0	16 May 2019	Megan Ward, GM Operations
2.0	07 May 2020	Reviewed – no amendments made

1. AUTHORISING AUTHORITY

The Board has delegated authority to the Chief Executive Officer (CEO) for approval of all operational policies, including this policy.

The General Manager Operations is responsible for administering this policy.

2. PURPOSE / BACKGROUND

- To provide guidance regarding CHC responsibility for the provision and replacement of TV Antennas, phone and internet data lines.
- CHC will supply and maintain a single internal TV point as well as an external TV antenna for all freestanding and non-strata properties.
- It is the responsibility of CHC to install a phone line and cover the necessary new line connection costs at any CHC constructed new build houses and complexes.
- CHC will not be responsible for the installation of dedicated internet data lines.

3. RESPONSIBILITY

General Manager Operations

4. POLICY DETAIL

- 1) CHC will ensure all dwellings are fitted with one (minimum) internal TV point to the living area
- 2) CHC will also ensure all dwellings are fitted with a single TV antenna to allow tenants to access free to air TV.
- 3) CHC will not supply or install a satellite/ pay television dish on any property. Tenants may request the installation of pay TV at their cost, by completing a home improvement form.
- 4) CHC will maintain a TV point and antenna however will not be responsible for the tenants' television, DVD player, set top box or other electrical equipment.
- 5) Should a tenant request a repair and the antenna and the TV point is found to be in good working order, the costs associated with the repair will be charged to the tenant.
- 6) If a tenant requests an internet line or additional television/phone connections to be installed the request is to be made by completing a home improvement form. Upon approval, it will be the tenants' responsibility and cost. All works must be carried out by a licenced contractor.

5. FURTHER ACTIONS

This policy is to be read in conjunction with relevant CHC Work Instructions.

6. REVIEW

The Policy is to be reviewed annually or when deemed appropriate.