

Resident Questions for Housing Area Panel

Reference Number: E.3.4

Department	Housing
Date question raised	13/10/2022
Week of Area Panel	12/12/2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	Wednesday 16th November 2022
Name of officer responding	Adrian Day
Officer job title	Mechanical & Electrical Engineer

Resident Question

Title of Question	Maintenance Costs of incomplete aerial systems
Issue:	Residents are paying maintenance costs of aerial systems that were never fully commissioned.
Background:	Satellite aerials were rolled out and installed, but the system was never fully commissioned. Residents are paying the maintenance costs of this (Craven Vale, Robert Lodge).
Action requested by residents:	<ul style="list-style-type: none"> When are refunds going to be issued to residents for aerial systems that were never fully commissioned?

Officer Response

Officer contact details:	Adrian.Day@Brighton-Hove.gov.uk
Officer Response:	<p>The aerial systems were installed in 2012, in 2021 these were upgraded to meet new requirements and regulations.</p> <p>All aerial systems installed have been commissioned and are operating as expected and are maintained on a routine basis.</p> <p>Should a resident experience issues with the aerial system this can be reported to repairs in the usual manner and a job will be raised and attended to by the specialist contractor appointed to the contract.</p> <p>We are confident that systems are operating as expected, there is no consideration being given to provide a refund.</p>

Action:	NONE
Start date:	16.11.2022
End date:	16.11.2022