

Resident Questions for Housing Area Panel

Reference Number: E.3.4

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| 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

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| 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

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| 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> |

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| Action: | NONE |
| Start date: | 16.11.2022 |
| End date: | 16.11.2022 |