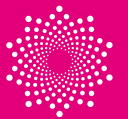




DIGITAL SWITCHOVER PROGRAMME

Your guide to the digital switchover programme

digital 



PEABODY



Digital TV works and your home

This booklet explains what will happen when we switch your estate over to digital TV, and how we will respect your home and property during this programme of work.

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Before the work begins

Survey of viewing needs

Please fill in the 'survey of viewing needs' we have provided with this pack. It is important that you give us the information we ask for so we can work out which extra services, if any, to offer to your estate other than Freesat, Sky and Freeview.

Contractors' survey of your home

The contractors who will be doing the work will write to you to tell you when they plan to carry out a survey of your estate. During this survey they are not likely to need to enter your home.

If you are thinking of subscribing to Sky Multiroom, the contractors will also be able to give you a quote for the work. For more information, see our 'Introducing the digital TV switchover programme' leaflet.

Work outside your home

The contractors will then write to you again two to three weeks before starting work on your estate to let you know when they will begin. They will start with work outside your home, including installing satellite dishes and aerials, and fitting the cables running along the walls outside people's homes.

Our contractors' resident liaison officer will then arrange a convenient date with you to do the work needed in your home. We will always give you at least two weeks' notice before we start work on your estate. The work inside your home should take less than an hour.

Preparing for the work

Once you have agreed a date for the contractors to do the work in your home, there are several things you should do to prepare.

PERSONAL BELONGINGS

You will need to move any belongings from the areas where we will need to work.

ARRANGEMENTS TO LET US INTO YOUR HOME

Before the work starts, please make arrangements for letting the contractors into your home. You or someone acting on your behalf must be at home while the work is being carried out. If you need to change an appointment, please contact the resident liaison officer.

During the work

In your home

ACCESS DURING THE WORK

Please make sure our contractors are able to get into your home during the time you have agreed they will do the work.

We would appreciate it if you could give at least 24 hours' notice if you have to cancel an appointment. If you do not do this, the work may take longer to finish.

CHILDREN AND PETS

Please make sure that any children under the age of 16 and any pets are supervised at all times while we are doing work in your home.

WORKING HOURS AND TIMESCALES

The contractors' working hours are 8am to 8pm, Monday to Friday. They do not work on Saturdays, Sundays or bank holidays. They will limit any noisy work to between 9am to 4.30pm whenever possible.

The contractors' resident liaison officer will contact you to arrange when they will carry out the work. They will keep you informed of any changes to their schedule as the work progresses.





Contractors' responsibilities to you

Treating you with respect

Our contractors will always be friendly and efficient. They will keep to certain rules when working in your home and on your estate. They must:

- be polite;
- arrive on time when they have made an appointment with you;
- wear high-visibility clothing with their logo on it and clearly display their ID; and
- be dressed appropriately, even in hot weather.

You should ask to see the contractors' ID before you let them into your home. If you are not sure whether the ID is genuine, you should contact the resident liaison officer or call us on 0800 022 4040. Contractors' vehicles should also have their company logo on them.

CONTRACTORS MUST NOT:

- smoke or play radios anywhere on the site; or
- ask to use facilities in your home (for example, your phone or toilet).

Treating your property with respect

Our contractors will make sure their work causes as little inconvenience as possible. They will:

- give you notice (where possible) if they have to turn off the electricity;
- use dust sheets to protect your home; and
- clean up all their mess at the end of the job.

If our contractors break any of the above rules, please report the incident to the resident liaison officer, who will look into your concerns. We will give you the contact details for your resident liaison officer when we write to you with further information about when we will begin the work on your estate.

After the work has finished

When our contractors have finished the work on your home, we will ask you to sign a form to give us permission to remove any existing satellite dishes or aerials.

Feedback on the work

We will also ask you to fill in and return a satisfaction form once we have finished the work. We will post this form to you before we begin any work on your estate.

Our staff or contractors may make another appointment with you to come back and check the quality of the work, make sure it is finished, and record any concerns you may have. We will need to get into your home to be able to do this.

Charges

We will charge you for the work through your current service charge, in the same way as you contribute to costs for other shared services you receive. At the moment, we estimate the charge for this work will be no more than 73p a week, but we will give you a definite amount once we know it.

LET US KNOW HOW WE CAN HELP

Remember, at any time during the work our resident liaison officers are available to help with your comments and questions.

Reporting any faults

If you experience any problems or faults as a result of the work we have carried out, please call us on **020 7021 4444** or **0800 022 4040** (free from landlines) or email peabody.direct@peabody.org.uk.



Checklist - what you need to do

- Fill in your 'survey of viewing needs' and return it in the prepaid envelope.
- Wait until we contact you to agree a time and date for our contractors to do the work.
- When we ask, move any personal belongings from the areas where we will need to work.
- Make sure you, or someone acting on your behalf, are at home when we come to do the work.
- Sign the form our contractors provide on the day of the work, to give us permission to remove any existing TV dishes or aerials (if this applies).
- When the work is done, fill in and return your satisfaction form to give us your feedback on the work.
- Think about what TV services you may want to subscribe to (apart from Sky and Freeview), if any, and make arrangements with the companies that provide those services.



Translation service

যদি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনক্লুশন সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
 - ই-মেইল করুন translate@peabody.org.uk
- আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উলেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ya da
 - İnternet üzerinden e-posta gönderin: translate@peabody.org.uk
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسية باللغة العربية، فيمكنك أن:

- تكتب رسالة إلى:

Policy and Inclusion Service, 45 Westminster Bridge Road
أو : London SE1 7JB

- تبعث برسالة عبر البريد الإلكتروني على العنوان: translate@peabody.org.uk
- وإبلاغنا عن اسمك وعنوانك وكتابة العبارة 'ARA Ara' باللغة الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Ecrire à Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à translate@peabody.org.uk en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Inclusion Service) na morada 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para translate@peabody.org.uk apresentando o seu nome e a sua morada, e citando 'ARA Por'.

**This publication is also available in
Large print, braille or audio tape**

Peabody

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