



**Camden**

**Date: Thursday 15<sup>th</sup> April 2010**  
**Your Reference: IRS Installation**  
**Enquiries to: Ray Davies - Lakehouse**  
**Resident liaison officer)**  
**Direct line: 0800 0480123**

**Capital Investment Group**  
**Housing & Adult Social Care**  
**London Borough of Camden**  
**Gospel Oak District Office**  
**115 Wellesley Road**  
**London NW5 4PA**

Dear Resident

**Work to install your new digital television service**

We previously wrote to you regarding the installation of a new digital television service and are now writing to you to let you know what happens next. We will be working on the outside areas of your building and some small works within the communal areas.

**What work will be carried out?**

A cable will be run along the length of the building and along one side. A small cabinet will be placed on one wall where all cables will be attached. This work should require minimal disruption to you.

**Who is carrying out the work?**

Custom TV are responsible for carrying out the work and all technicians will be carrying Identification.

**Is there going to be any noise?**

The external work to install the cables will involve some drilling and may be noisy for short periods of time. Any drilling will be between the hours of 9am and 5pm and will be kept to a minimum. I apologise if this causes you any inconvenience.

**Will this affect my current TV viewing?**

There will be no disruption to your current TV viewing while we carry out this work.

**Red stickers**

We will provide you with a red sticker, please place it in your window nearest to the location of your television. This is so that we can make the holes in the best place to connect your TV.

Investing in Camden's homes



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**Will there be any mess?**

There will be cables being pulled up around the building and ladders placed against the side of the building but these areas will be cordoned off and all works will be left clean and tidy. If you have any problem with any obstructions then please do not hesitate to contact us.

**Will we need to be at home?**

All works will be carried out externally at this point so we don't need access to your home at the moment.

**What do I do now?**

While the external work is being carried out you will not have to do anything.

**Appointment to carry out the work**

When we have finished installing the external cables we will need to visit your home to carry out the work to install a new Aerial socket to connect your television to the system. We will write to you with an appointment shortly. The work will take around 30 minutes to complete.

Please be assured that we will make every effort to cause minimal disruption to you and we appreciate your cooperation during this time.

If you have any questions then please do not hesitate to contact us.

Ray Davies – Lakehouse Resident liaison officer – 0800 0480123

Custom TV – 0845 1800 613

Yours sincerely  
P. Botha  
Paula Botha  
Project Manager