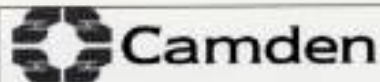


Your Reference: IRS installation
Enquiries to: ANDY CHRISTOU
Direct line: 0800-980-2596



Capital Investment Group
Housing & Adult Social Care
London Borough of Camden
Block D
33 - 35 Jamestown Road
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NW1 7DB

e-mail: paula.botha@camden.gov.uk

Dear Resident

Work to install your new digital television service

I am writing to let you know that we will be starting work to install the system for your new digital television. It is known as IRS, which is an Integrated Reception System, and means that all the homes in one building can share digital and satellite signals. The work involves surveying the outside of the building to find out the best way to install the cables to carry the signal.

Why are we doing the work?

By 2012 the old television signal system, called the analogue system, will be switched off nationally, and you will no longer be able to receive your television service this way. Carrying out the IRS work now means that residents will not have to install their own satellite dishes, for which we do not normally give permission.

How will the new television service be different?

You will have all the existing five non-digital channels (BBC1, BBC2, ITV, Channel 4 and Channel 5) and will also be able to view the many Freeview channels with the new digital service. You should also be able to get a better picture and sound from your television. You may also choose to pay for subscription to other channels such as films/movies and sports.

Who is carrying out the work?

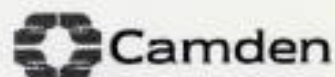
SCC INTERNATIONAL are responsible for carrying out the work and all technicians will be carrying identification.

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?

One TV socket will be installed to your living room. A cable will be run along the length of the building and along the side. A Cabinet, two satellite dishes and an aerial will be placed on the wall where all cables will be attached. This work should require minimal disruption to you.

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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.

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. If you wish to have additional sockets please arrange this with SCC 0845-4020223

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 up to 1 hour to complete.

If you have any questions that we have not answered then please do not hesitate to contact the Resident Liaison Officer ANDY CHRISTOU 0800-980-2596 Please be assured that every effort has been made to cause minimal disruption to you and we appreciate your co-operation during this time.

Yours sincerely

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Paula Botha

Project Manager

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