



## INFORMATION FOR NEW TENANTS AND LEASEHOLDERS RECEIVING A TV SIGNAL

### **“Wired Vision” method of receiving a TV signal is being replaced by IRS.**

What is IRS? IRS is an “**Integrated Reception System**” (called “**IRS**” for short). It will bring both TV and Radio signals into your home to let you receive:

- **Analogue Transmission Programmes.** These are what most people get now (BBC1, BBC2, ITV, Ch4, Ch5) and to watch them you need an ordinary TV set.
- **Digital Terrestrial Transmission (DTT) Programmes,** like those from “Freeview”. To watch these DTT programmes you will need to have either a “Digibox” or a Digital TV set.
- **Sky Digital Satellite Transmission Programmes.** To watch these programmes you will have to get a Set-Top Box and subscribe to Sky, just like anyone else who wants to watch them.
- **FM Radio and Digital Radio (DAB) Programmes.** To listen to these programmes you will need a suitable radio set that you can connect to the IRS socket.

**If you live in a house you will not be connected to the IRS but you may be entitled to a new digital Aerial. For details on this please contact the Repairs Hotline on Freephone 0800 073 0184**

### **How Is IRS Installed?**

The IRS system is installed by Avonline. Avonline will also arrange for the system to be switched on in properties which have it installed but may not have it switched on.

To make your appointment to have the system installed and switched on please ring Avonline’s office using a local-rate telephone number **0845 1111855**. A limited number of early evening or Saturday morning appointments are available if a daytime visit is not practical because, for example, you are at work.

**Please note that the existing “Wired Vision” system will be switched off when the new IRS installation is complete. You will understand, therefore, how important it is to get your home connected to the new IRS to avoid any interruption in your TV or radio reception.**

On the day, the Avonline Engineer will drill through the outside wall, bring the cable into the living room, seal the hole, fit a multi-point aerial socket outlet on the wall at that point and then connect your TV to the new IRS, using a “fly-lead” up to a length of about two metres on average. There are three sockets:

1. **For Analogue and/or Digital Terrestrial Television (DTT).** Your ordinary TV is connected to this so you can watch BBC1, BBC2, ITV, Ch4, Ch5, as you may do now. A Digibox can also be connected so that you can watch the digital version of those channels and others that may be available from Freeview.
2. **For Sky Satellite broadcasts.** This allows connection to a Set-Top box if you have a Sky subscription.
3. **For FM or Digital Radio broadcasts.** This allows connection to a suitable radio receiver.

## **How Can I Connect My Existing Freeview Digibox Or Sky Set-Top Box To IRS?**

If you already have a Freeview Digibox, or a Sky Set-Top box with a current Sky subscription, they can be connected to the new system and you can choose any competent installer to do this for you. However, you would have to pay for this yourself, just as you would if you wanted to install these services for the first time, as we explain below. Avonline themselves are able to do this work and their engineers could connect your existing equipment when they call to make the basic IRS connection. However, just like any other installer you may choose, they will make a charge for the work, which you would have to pay direct to them.

## **How Can I Get A New Freeview Digibox Or Sky Set-Top Box And Subscription?**

**Freeview Digiboxes:** You can buy one in many electrical and TV retailers to install yourself. You can also buy direct from Avonline, who will fit it for you, either when the IRS is installed or any time afterwards.

**Sky Subscriptions:** You can contact Sky direct but it is very important that you explain to them that you are connected to an IRS TV Aerial System to make sure that the right type of installation is carried out. You will not need a satellite dish from Sky.

You can check out other TV retailers or aerial installers but you must also tell them about the IRS TV Aerial system. You may find that they cannot sell you a Set-Top box and arrange a Sky subscription on that basis. Avonline themselves are approved installers for Sky. They can supply and install a Set-Top Box and arrange a Sky subscription for you, either when the IRS is installed or any time afterwards.

### **Please note:**

- You do not need any further permission from Blackpool Coastal Housing to connect either Freeview or Sky to the IRS and you can choose any competent supplier or installer to do the work.
- Avonline will provide everyone with information about their Freeview and Sky connection services and prices so that you can make proper cost and service comparisons before deciding what to do.
- Whoever you choose, it is a private transaction between you and them. You must pay all of the costs to install and connect Freeview or Sky to the IRS and also to maintain your own equipment in the future.

## **How Will I Know That A Caller At My Home Is A Genuine Avonline Employee?**

**Avonline's "logo" or badge is printed at the top of this information sheet:**

- It is painted on all official Avonline vehicles.
- It is printed or embroidered on official Avonline Engineers' overalls or uniforms.
- It is printed on Official Avonline Engineers identity Cards

## **What Will it cost me?**

As with the old tv system there is no charge for the installation, however there is a service charge for the use and maintenance of the system.

**FOR THE SAKE OF EVERYONE'S SAFETY AND SECURITY PLEASE  
ASK TO SEE THIS IDENTITY CARD WHEN THE ENGINEER  
OR ANY OTHER AVONLINE EMPLOYEE CALLS AT YOUR HOME.**



INVESTOR IN PEOPLE