

TV not working

If your Freeview TV does not work in your lounge/bedroom please follow the instructions below:

1. Check you have an aerial cable plugged in to the back of your TV and in to the TV point on the wall.
2. Run the scan setting on your television to search for channels.
3. Check your TV works in other bedrooms or the lounge to rule out any problem with your TV.
4. Find the TV splitter (this can usually be found in the cellar or under stairs cupboard) and make sure the cables are being patched out to the various rooms. You will see television points on the wall with labels designating which room they are for.
5. If there are any cables missing please contact the office and we will arrange for a new cable to be brought out to you.
6. If your TV still does not work after the above steps have been followed please contact us via our website and we will organise for someone to call out and inspect the set up and act accordingly.

Please note that if we organise for an aerial engineer to call out and the problem is identified to be steps 1 to 4 the charge will be passed on to the tenants.