



14 July 2014

Dear Unit Owner and Agents

Units Plan No 2839 - Viridian Apartments
54 - 56 Printers Way, 51 - 55 Dawes Street, 45 - 47 Wentworth Ave
50 - 56 Eyre Street, KINGSTON ACT 2604

We wish to advise that the Executive Committee (EC) have been investigating improvements to the Free To Air (FTA) television (TV) reception in the Viridian complex to meet the standard required for Digital Television.

As these improvements have recently been completed the EC discussed that all owners/agents be advised of the process that should be taken if you encounter any issues with both your FTA TV reception and issues pertaining to Foxtel reception on the common property area only.

The EC have suggested that the current contractor who conducted recent upgrades of the antennas and subsequent checking of signal levels within the common property area, be the owners corporation recommended and preferred contractor to troubleshoot all future FTA TV problems and any Foxtel problems on common property area only. This will maintain some integrity of the Viridian TV infrastructure which will make troubleshooting future problems easier, less confusing, and less costly.

Therefore if you or your residents experience any issues would you please follow the procedures below:

FTA TV

1. The owner/agent to advise LINK (via email) of the issues experienced with FTA TV reception, which Link will respond with the attached troubleshooting guide to be tried in the first instance.
2. If the TV reception issue cannot be resolved with the troubleshooting guide. The owner/agent should return to Link (via email) noting contact details for access. Link will issue a work order to Peak Antennas to assist with further troubleshooting.
3. Link will respond noting a work order has been issued which will include the following advice:

“Please note: That you will be advised by return email that if the issue is internal to the unit then the unit owner will be responsible for all costs associated to repair the issue. However if the problem is found to be a body corporate responsibility (i.e. external to the unit) the costs associated will be borne by the owners corporation.”

Please note that the attached troubleshooting guide including the process will be available on the Viridian Website (under the heading publications):

<http://www.viridianatkingston.com/>

and the Strata Max Portal:

<https://www.stratamax.com.au/portal/login.aspx>

FOXTEL

1. The owner/agent to contact Foxtel and follow their troubleshooting procedure which may entail Foxtel dispatching a service technician to resolve your issue.
2. If the Foxtel technician indicates that the problem is external to the unit, the owner/agent advise LINK (via email) of the issues experienced including the advice offered by the Foxtel technician together with contact details for access. Link will issue a work order to Peak Antennas to assist with further troubleshooting.
3. Link will respond noting a work order has been issued which will include the following advice:

“Please note: That you will be advised by return email that if the issue is internal to the unit then the unit owner will be responsible for all costs associated to repair the issue. However if the problem is found to be a body corporate responsibility (i.e. external to the unit) the costs associated will be borne by the owners corporation.”

We wish to thank you in advance for your assistance and cooperation with this matter. By using our preferred contractor, who well understands the design and layout of the Viridian TV infrastructure, we can maintain a high level of reliability and availability of services for the future.

Yours sincerely

Janelle Adams

Strata Manager

For and on behalf of the Executive Committee representing the Owners Corporation of UP 2839