



Spitalfields  
Housing Association  
স্পিটালফিল্ডস হাউজিং এসোসিয়েশন লিমিটেড

# Sky Q upgrade



We are aware that some residents have been experiencing television signal problems. We have been advised by our specialist contractors that this may be caused by residents trying to upgrade to the new Sky Q package.

We do appreciate that Sky Q is potentially an attractive upgrade from the basic Sky HD system, but it does operate in a very different way and unfortunately is not compatible with all our communal television and satellite systems.

Some of our older systems have been replaced already and all the new installations will work with Sky Q. However, we will only replace systems when they start to fail or become unreliable; this means that many of our systems will not be upgraded soon as they are working efficiently.

If you were planning to upgrade to Sky Q, please contact sky first to find out if the system at your property will allow you to make the change.