

## INFORMATION FOR LANDLORDS AND PROPERTY MANAGERS/FACTORS

### Changes to Freeview TV services in parts of the UK Q4 2019

Issued: 24 July 2019

Dear Sir/Madam,

I am writing to inform you of a change to Freeview television signals in parts of the UK which may affect your tenants and properties.

Some channels on Freeview will be moving to new airwaves to allow for the future development of new mobile broadband services, following a decision by the UK Government. Digital UK is working with Freeview and co-ordinating the technical planning of the updates needed at transmitters. This programme of changes will take place in stages between now and 2020.<sup>1</sup>

Engineering work will be carried out in the areas listed at the end of this letter in **October and November 2019**. Following this, any tenants who receive Freeview from one of the transmitter groups listed may need to retune their TV equipment on the date noted if they find they are missing channels. Those using other services based on terrestrial TV, such as YouView, BT TV or TalkTalk, will also be affected. For the majority of viewers, a retune should restore TV services to normal.

In some cases:

- Communal TV distribution systems that receive a signal from a transmitter in one of these groups, including MATV and IRS equipment, may need to be adjusted to work with new frequencies.
- Some older grouped aerials – notably ‘group C/D’ – may need to be replaced where these are still in use. A wideband model is generally recommended.

Freeview services will be subject to disruption while work is carried out at transmitters, which is expected to be completed at main stations by 6am and at smaller local relays by late afternoon on retune days. Equipment can be retuned at any point after this. Satellite and cable TV services are not affected.

A local information campaign will prepare people for the changes as they take place in each area. Should you receive questions about this from the public, information about the changes is available via the Freeview Advice Line on freephone 0808 100 0288 and on the Freeview website at [freeview.co.uk/tvchanges](http://freeview.co.uk/tvchanges).

I would be grateful if you would please share this information with relevant colleagues and the contractor or TV engineer responsible for maintaining communal aerial systems at your properties, so that you can make any necessary adjustments. Technical information about these upcoming signal changes for aerial installers can be downloaded from the Digital UK website at

digitaluk.co.uk/clearance. I will provide further updates as the dates for any additional changes to Freeview signals are confirmed.

If you have any further questions, please contact us at [housing@digitaluk.co.uk](mailto:housing@digitaluk.co.uk)



Kate Macefield  
Director, 700MHz Clearance Programme  
Digital UK

### Upcoming Freeview retunes in Q4 2019

Please check your area and advise those responsible for TV systems in your properties

Transmitter Group	Area Served	Retune Date
Dover	south and east Kent, and parts of East Sussex	16-Oct-19
Midhurst	much of West Sussex	16-Oct-19
Ventnor	Ventnor and the surrounding area	16-Oct-19
Whitehawk Hill	the Brighton area	16-Oct-19
Belmont	Lincolnshire and east Yorkshire	23-Oct-19
Emley Moor	most of Yorkshire	23-Oct-19
Idle	the Idle area	23-Oct-19
Sheffield	the Sheffield area	23-Oct-19
Winter Hill	Liverpool, Manchester, Lancashire, Cheshire and north Staffordshire	23-Oct-19
Bilsdale	Teesside and much of North Yorkshire	13-Nov-19
Chatton	north Northumberland	13-Nov-19
Bradford West	parts of west Bradford	13-Nov-19
Fenham	the Fenham area	13-Nov-19
Idle	the Idle area	13-Nov-19
Keighley Town	Central and north east Keighley	13-Nov-19
Oliver's Mount	the Scarborough area	13-Nov-19
Pontop Pike	Tyne and Wear and County Durham	13-Nov-19
Angus	Angus, Dundee, Perth and parts of Fife	27-Nov-19