

## INFORMATION FOR LANDLORDS AND PROPERTY MANAGERS/FACTORS

### Changes to Freeview TV services in parts of the UK Q1 2018

14 December 2017

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 Ofcom in November 2014. 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.

Engineering work will be carried out in the areas listed at the end of this letter in **February** and **March** next year. 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 'group C/D' aerials may need to be replaced where these are still in use.

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 will be 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. Technical information about these upcoming signal changes for aerial installers can be downloaded from the Digital UK website at [digitaluk.co.uk/clearance](http://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 Bridie Asprey on [housing@digitaluk.co.uk](mailto:housing@digitaluk.co.uk)



Kate Macefield  
Director, 700MHz Clearance Programme  
Digital UK

### Upcoming Freeview retunes in Q1 2018

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

Transmitter group	Area Served	Retune Dates
Mendip (Cirencester)	Cirencester	7 Feb 18
Sudbury	parts of Suffolk and Essex	7 Feb 18
Tacolneston	Norfolk and north Suffolk	7 Feb 18
Waltham	much of the east Midlands	7 Feb 18
Mendip	Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	27 Feb 18
Oxford	Oxfordshire, parts of Berkshire and Buckinghamshire	27 Feb 18
The Wrekin (Bucknell, Clun, Coalbrookdale, Halesowen)	Bucknell, Clun, Coalbrookdale, Halesowen	27 Feb 18
Brierley Hill	the Brierley Hill area	1 Mar 18
Malvern	the Malvern area	1 Mar 18
Mendip (Clearwell)	Clearwell	1 Mar 18
Ridge Hill	Herefordshire, south Shropshire and parts of Gloucestershire	1 Mar 18
Wenvoe (Monmouth)	Monmouth	1 Mar 18
Brierley Hill	the Brierley Hill area	7 Mar 18
Bromsgrove	the Bromsgrove area	7 Mar 18
Fenton	Stoke-on-Trent and Newcastle-under-Lyme	7 Mar 18
Lark Stoke	the Stratford-upon-Avon area	7 Mar 18
Malvern	the Malvern area	7 Mar 18
Sutton Coldfield	much of the West Midlands	7 Mar 18
Waltham (Belper)	Belper	7 Mar 18
Winter Hill	Liverpool, Manchester, Lancashire, Cheshire and north Staffordshire	7 Mar 18
Guildford	the Guildford area	14 Mar 18
Whitehawk Hill	the Brighton area	14 Mar 18
Crystal Palace	Greater London and parts of the Home Counties	21 Mar 18
Dover	south and east Kent, and parts of East Sussex	21 Mar 18
Hemel Hempstead	the Hemel Hempstead area	21 Mar 18
Midhurst	much of West Sussex	21 Mar 18
Reigate	Reigate and parts of east Surrey and west Kent	21 Mar 18
Rowridge	Hampshire, the Isle of Wight, parts of Dorset, Wiltshire and West Sussex	21 Mar 18