

INFORMATION FOR LANDLORDS AND PROPERTY MANAGERS/FACTORS

Changes to Freeview TV services in parts of the UK Q2 2018

28 February 2018 – TABLE UPDATED 30 MAY 2018

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 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 2020.¹

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.

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. 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



Kate Macefield
Director, 700MHz Clearance Programme
Digital UK

Upcoming Freeview retunes in Q2 2018

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

Transmitter group	Area Served	Retune Dates
Crystal Palace (some relays)	parts of Greater London and parts of the Home Counties	18 Apr 2018
Guildford	Guildford	18 Apr 2018
Hannington	parts of Hampshire, Berkshire and Surrey	18 Apr 2018
Hemel Hempstead	Hemel Hempstead	18 Apr 2018
Salisbury	the Salisbury area	18 Apr 2018
Mendip (Crockerton)	Crockerton	18 Apr 2018
Mendip (Upavon)	Upavon	2 May 2018
Salisbury	the Salisbury area	2 May 2018
Rowridge	Hampshire, the Isle of Wight, parts of Dorset, Wiltshire and West Sussex	2 May 2018
Oxford	Oxfordshire, parts of Berkshire and Buckinghamshire	23 May 2018
Sandy Heath (relays only)	Cambridge, parts of Luton and Northampton, and the Kimpton area	6 Jun 2018
Tacolneston	Norfolk and north Suffolk	6 Jun 2018