

## INFORMATION FOR LANDLORDS AND PROPERTY MANAGERS/FACTORS

### Changes to Freeview TV services in parts of the UK Q3 2018

First issued: 26 April 2018.  
Re-issued: 1 June 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.<sup>1</sup>

Engineering work will be carried out in the areas listed at the end of this letter in **July, August and September** this 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, 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 Bridie Asprey on [housing@digitaluk.co.uk](mailto:housing@digitaluk.co.uk)



David Chidwick  
Director, 700MHz Clearance Programme  
Digital UK

### Upcoming Freeview retunes in Q3 2018

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

Table updated: 29 May 2018. New dates are highlighted in bold.

Transmitter group	Area Served	Retune Dates
Sandy Heath	Cambridgeshire, Northamptonshire and Bedfordshire	<b>17 July 2018</b>
Tacolneston (Local)	Norwich and the surrounding area	<b>17 July 2018</b>
Bluebell Hill	North and mid Kent	<b>19 July 2018</b>
Crystal Palace (Forest Row)	Parts of Forest Row, Hartfield and Withyham	<b>19 July 2018</b>
Hastings (Hastings Old Town)	Hastings Old Town	<b>19 July 2018</b>
Heathfield	East Sussex and south west Kent	<b>19 July 2018</b>
Tacolneston (Linnet Valley)	Part of Bury St Edmunds	<b>19 July 2018</b>
Tunbridge Wells	Tunbridge Wells area	<b>19 July 2018</b>
Whitehawk Hill (Patcham)	Patcham and parts of Hollingbury	<b>19 July 2018</b>
Sudbury	Parts of Suffolk and Essex	1 August 2018
Durris	Aberdeen and Aberdeenshire	15 August 2018
Black Hill	Glasgow, central Scotland and parts of Edinburgh	5 September 2018
Craigkelly (Aberfoyle, Cannongate HP/VP and Newbattle)	Lothian, parts of Edinburgh and parts of Fife	5 September 2018
Darvel	Parts of central Scotland, Argyll and Bute	5 September 2018
Divis (Bellair)	Bellair	5 September 2018
Rosneath	Rosneath	5 September 2018
Black Hill (some relays only)	Haddington, parts of Glasgow and parts of central Scotland	19 September 2018