

INFORMATION FOR LANDLORDS AND PROPERTY MANAGERS/FACTORS

Changes to Freeview TV services in parts of the UK Q4 2018

Issued: 3 August 2018

Updated: 15 August 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 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 2020.¹

Engineering work will be carried out in the areas listed at the end of this letter in **October and November** 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 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.

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



David Chidwick
Director, 700MHz Clearance Programme
Digital UK

Upcoming Freeview retunes in Q4 2018

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

Table updated 15 August 2018

Transmitter group	Area Served	Retune Dates
Angus	Angus, Dundee, Perth and parts of Fife	03 Oct 2018
Black Hill	Glasgow, central Scotland and parts of Edinburgh	03 Oct 2018
Craigkelly	Lothian, parts of Edinburgh and parts of Fife	03 Oct 2018
Durris	Aberdeen and Aberdeenshire	03 Oct 2018
Kilvey Hill (Rheola relay)	Glynneath area	17 Oct 2018
Preseli (some relays only)	parts of west, south west and south Wales	17 Oct 2018
Blaenplwyf (some relays only)	parts of west and central Wales	31 Oct 2018
Long Mountain	parts of east and central Wales	31 Oct 2018
Preseli (Mynydd Pencarreg relay)	Lampeter area	31 Oct 2018
Ridge Hill (some relays only)	Worcester, Eardiston, Bishops Castle, Knighton, Presteigne, Hope under Dinmore, Upper Soudley, Peterchurch and the Dore valley	31 Oct 2018
Sutton Coldfield (Kidderminster and Hartington relays)	Kidderminster and Hartington	31 Oct 2018
Douglas (Foxdale relay)	Foxdale area	14 Nov 2018
Llandona	north west Wales	14 Nov 2018