

## **How digital switchover will affect tenants**

Every home in x {borough/region} will switch to digital TV by x [month/year], when the old analogue signal will be switched off.

Individual households will be responsible for converting their TV sets to digital to make sure they don't switch on to a blank screen. Many tenants have already done this and are enjoying the benefits. Most people will be able to convert to digital themselves, with information and advice available from the council and from Digital UK, the not-for-profit company responsible for leading switchover. There are a number of options available and it need not be expensive.

As your landlord, the council is responsible for making sure all communal TV systems are upgraded to receive digital signals and to deliver them with sufficient quality to every household. This applies to all properties where the TV signal comes from a single set of aerials or dishes shared with other households in the property. We will be consulting you fully about the different options and costs involved, to make sure that you get the system you want.

We will/may recover the costs of this upgrade from you through service charges xxx [specific information as required]. If you are eligible for Housing Benefit you will be able to claim this cost.

Extra practical help with converting to digital is available for older and disabled people who need it – if you are eligible, you will be contacted by post by the Switchover Help Scheme. You must respond in order to get the help.

Any tenant who wants to find out more about switchover or the Help Scheme can ring the council's customer services team on xxxxxx, or visit Digital UK's website at [digitaluk.co.uk](http://digitaluk.co.uk).

[280 words]