

INFORMATION FOR LANDLORDS AND PROPERTY MANAGERS/FACTORS

Changes to Freeview TV services in parts of the UK Q3 2019

Updated: 2 July 2019

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 **July, August and September 2019**. 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 us at housing@digitaluk.co.uk



David Chidwick
 Director, 700MHz Clearance Programme
 Digital UK

Upcoming Freeview retunes in Q3 2019

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

Transmitter Group	Area Served	Retune Dates
Carmel	parts of south and central Wales	17-Jul-19
Kilvey Hill	the Swansea area	17-Jul-19
Crystal Palace (Hertford & Alexandra Palace relays only)	Hertford and parts of Ware; parts of Haringey and Barnet	24-Jul-19
Caldbeck	Cumbria, south west Scotland and the south Lakes	31-Jul-19
Caldbeck Scotland	parts of south west Scotland	31-Jul-19
Selkirk	Scottish Borders	14-Aug-19
Black Hill (some relays only)*	parts of Loch Fyne, Bute, Gigha, Jura, Seil, Knapdale and Kintyre	14-Aug-19
Dover	south and east Kent, and parts of East Sussex	22-Aug-19
Brougher Mountain	south west Northern Ireland	4-Sep-19
Caldbeck Scotland (Portpatrick relay only)	Portpatrick	4-Sep-19
Darvel (some relays only)	Dunure, Girvan and parts of Dailly and parts of Troon	4-Sep-19
Divis	Belfast and the surrounding area	4-Sep-19
Limavady	north west Northern Ireland	4-Sep-19
Black Hill (Uplawmoor relay only)	Uplawmoor and Lugton	11-Sep-19
Caldbeck (some relays only)	Workington and Threlkeld	11-Sep-19
Caldbeck Scotland (Ballantrae relay only)	Ballantrae	11-Sep-19
Pontop Pike	Tyne and Wear and County Durham	12-Sep-19

*rescheduled from Q2. A previously scheduled retune at the Angus transmitter in Q3 has been replanned.