

## INFORMATION FOR LANDLORDS AND PROPERTY MANAGERS/FACTORS

### Changes to Freeview TV services in parts of the UK and Crown Dependencies Q1/Q2 2020

**Update:** Final required changes to airwaves used by Freeview channels in some areas this April have been postponed due to the Coronavirus outbreak. These will now be rescheduled for a later date.

Issued: 5 December 2019

Updated: 6 April 2020

Dear Sir/Madam,

I am writing to inform you of a change to Freeview television signals in parts of the UK and Crown Dependencies 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 mid 2020.<sup>1</sup>

Engineering work will be carried out in the areas listed at the end of this letter between **February and April 2020**. 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](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 Freeview website at [freeview.co.uk/clearance](http://freeview.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](mailto:housing@digitaluk.co.uk)



Kate Macefield  
 Director, 700MHz Clearance Programme  
 Digital UK

### Upcoming Freeview retunes in Q1/Q2 2020

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

Transmitter Group	Area Served	Retune Date
Emley Moor	most of Yorkshire	5-Feb-2020
Chesterfield	the Chesterfield area	5-Feb-2020
Sheffield (Totley Rise relay only)	parts of Sheffield	5-Feb-2020
Belmont	Lincolnshire and east Yorkshire	5-Feb-2020
Tacolneston (Creake relay only)	parts of the Creake area	5-Feb-2020
Emley Moor (some relays only)	parts of west Yorkshire	12-Feb-2020
Keighley	the Keighley area	12-Feb-2020
Idle	the Idle area	12-Feb-2020
Oliver's Mount	the Scarborough area	12-Feb-2020
Sandy Heath	Cambridgeshire, Northamptonshire and Bedfordshire	12-Feb-2020
Winter Hill*	Liverpool, Manchester, Lancashire, Cheshire and north Staffordshire	20-Feb-2020
Divis	Belfast and the surrounding area	4-Mar-2020
Belmont	Lincolnshire and east Yorkshire	4-Mar-2020
Waltham	much of the East Midlands	4-Mar-2020
Nottingham	the Nottingham area	4-Mar-2020
Darvel (Blackwaterfoot & Campbeltown relays only)	parts of Blackwaterfoot & Campbeltown	4-Mar-2020
Bilsdale	Teesside and much of North Yorkshire	12-Mar-2020
Winter Hill	Liverpool, Manchester, Lancashire, Cheshire and north Staffordshire	Postponed tbc
Pendle Forest (Trawden relay only)	parts of Trawden	Postponed tbc
Saddleworth	the Saddleworth area	Postponed tbc
Storeton	parts of The Wirral and Liverpool	Postponed tbc
Lancaster (some relays only)	parts of the Lancaster area	Postponed tbc

Caldbeck (some relays only)	parts of Gosforth and St Bees	Postponed tbc
Caldbeck Scotland (Creetown relay only)	parts of Creetown	Postponed tbc
Douglas	most of the Isle of Man	Postponed tbc
Kendal	Kendal and parts of the Lake District	Postponed tbc

\*Those receiving a TV signal from the main Winter Hill transmitter should retune after 10am.