

INFORMATION FOR LANDLORDS AND PROPERTY MANAGERS/FACTORS

Changes to Freeview TV services in parts of the UK and Crown Dependencies in August 2020

Updated: 16 July 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 began in 2017 and is now scheduled to complete in August 2020. Final updates were postponed earlier this year due to the Coronavirus outbreak.

Engineering work will be carried out on **12 and 19 August** in the areas listed at the end of this letter. 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 Freeview website at 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



Kate Macefield
Director, 700MHz Clearance Programme
Digital UK

Upcoming Freeview retunes in August

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

Transmitter Group	Area Served	Retune Date
Moel-y-Parc	north east Wales	12-Aug-2020
Winter Hill	Liverpool, Manchester, Lancashire, Cheshire and north Staffordshire	12-Aug-2020
Pendle Forest (Trawden relay only)	parts of Trawden	12-Aug-2020
Saddleworth	the Saddleworth area	12-Aug-2020
Storeton	parts of The Wirral and Liverpool	12-Aug-2020
Lancaster (some relays only)	parts of the Lancaster area	12-Aug-2020
Caldbeck (some relays only)	parts of Gosforth and St Bees	12-Aug-2020
Caldbeck Scotland (Creetown relay only)	parts of Creetown	12-Aug-2020
Douglas	most of the Isle of Man	19-Aug-2020
Kendal	Kendal and parts of the Lake District	19-Aug-2020