

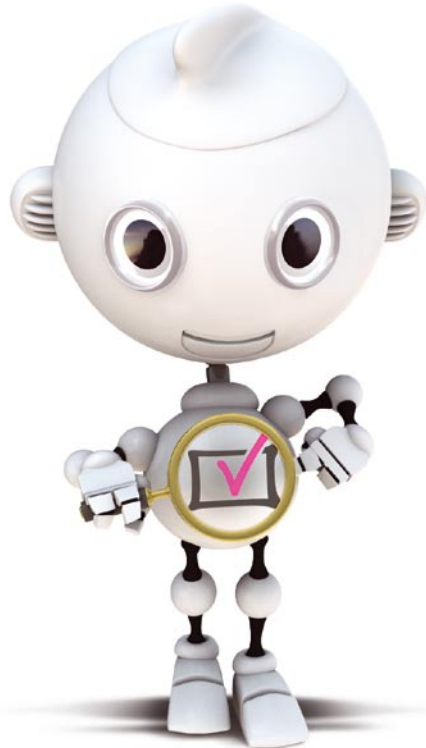
## Where to get advice and more information

Visit [digitaluk.co.uk](http://digitaluk.co.uk)

Call Digital UK on **08456 50 50 50\***

Look for the **digital**  when buying TV equipment

Direct your landlord to [digitaluk.co.uk/propertymanagers](http://digitaluk.co.uk/propertymanagers)



If you have a hearing impairment, contact us using Typetalk on **0845 234 0380**

If you need this information in large print, audio or Braille, or in another language please call **0845 234 0388**

digitaluk is working with



get set for digital 

\* Calls charged at BT rate of 3p per minute daytime and 1p per minute evenings and weekends. Rates may vary from calls from non-BT lines. The digital switchover logo is a Certification Mark

# A guide to the digital TV switchover

For tenants and leaseholders

It's time to talk about the future of TV

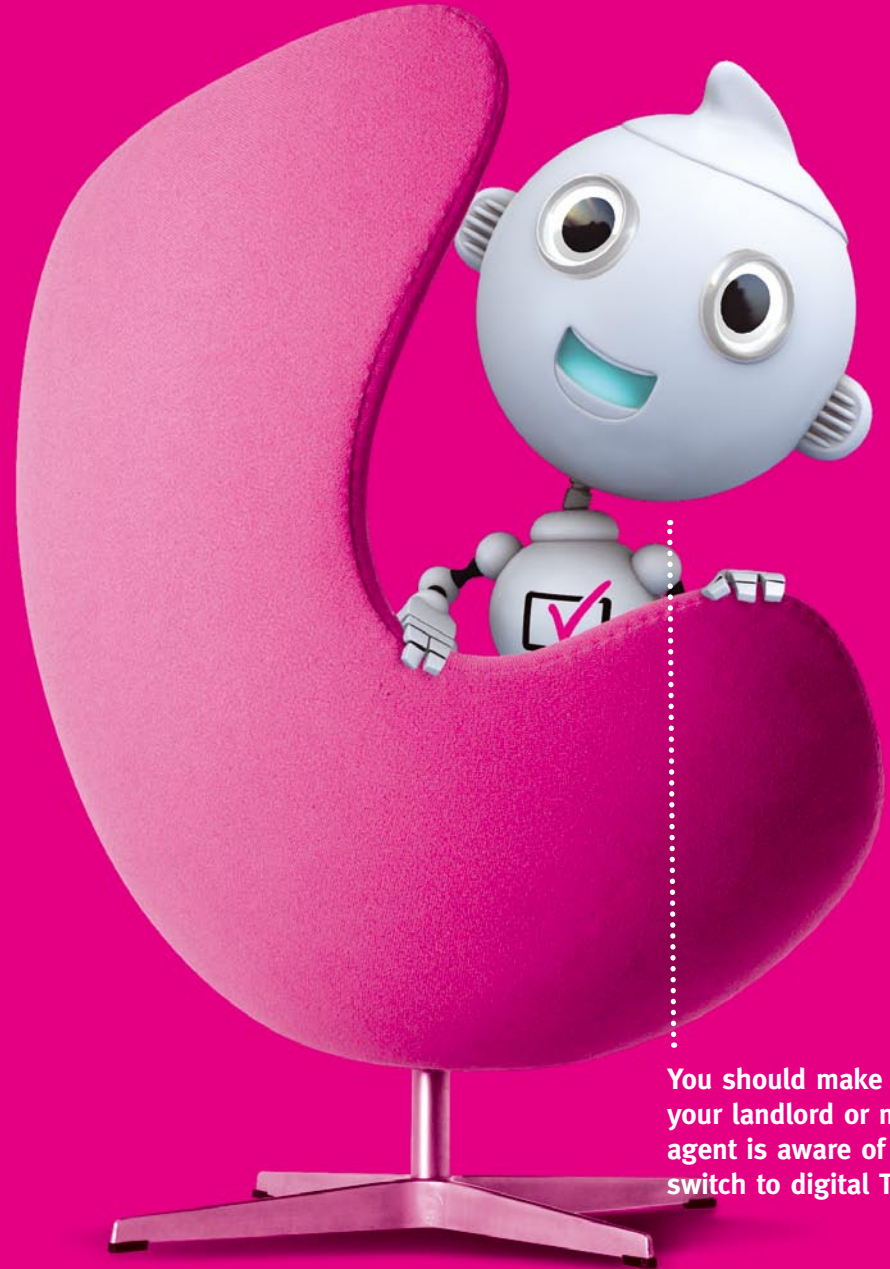


get set for digital 

# What is the digital TV switchover?

The UK is switching to digital TV between 2008 and 2012. This means that **all** your TV equipment may have to be upgraded or adapted to receive digital signals. Digital TV gives you all your usual TV channels and access to many more such as BBC Three, ITV2, E4, and digital radio stations.

If you live in a flat or share an aerial with another household it is likely that you receive your TV signal through a communal TV aerial system. A large number of these systems will also need to be upgraded or adapted to receive digital TV.



You should make sure your landlord or managing agent is aware of this switch to digital TV.

# What is a communal TV aerial system?

A communal TV aerial system provides television to a number of users from a single aerial or satellite dish. This can be a block of private flats or a shared house, detached houses where a rooftop aerial can't be installed, tower blocks, or entire estates of several thousand flats and houses.

There are **two** main types of communal TV aerial system that are suitable to receive digital TV signals.

1

## Master Antenna TV (MATV)

A modern MATV system can carry analogue and digital TV signals through an aerial. Most homes have a MATV system at the moment. This includes both non-subscription (Freeview) and subscription services (Top Up TV), FM radio and Digital Audio Broadcasting (DAB).

**Note:** Older MATV systems will require modification or replacement

2

## Integrated Reception Systems (IRS)

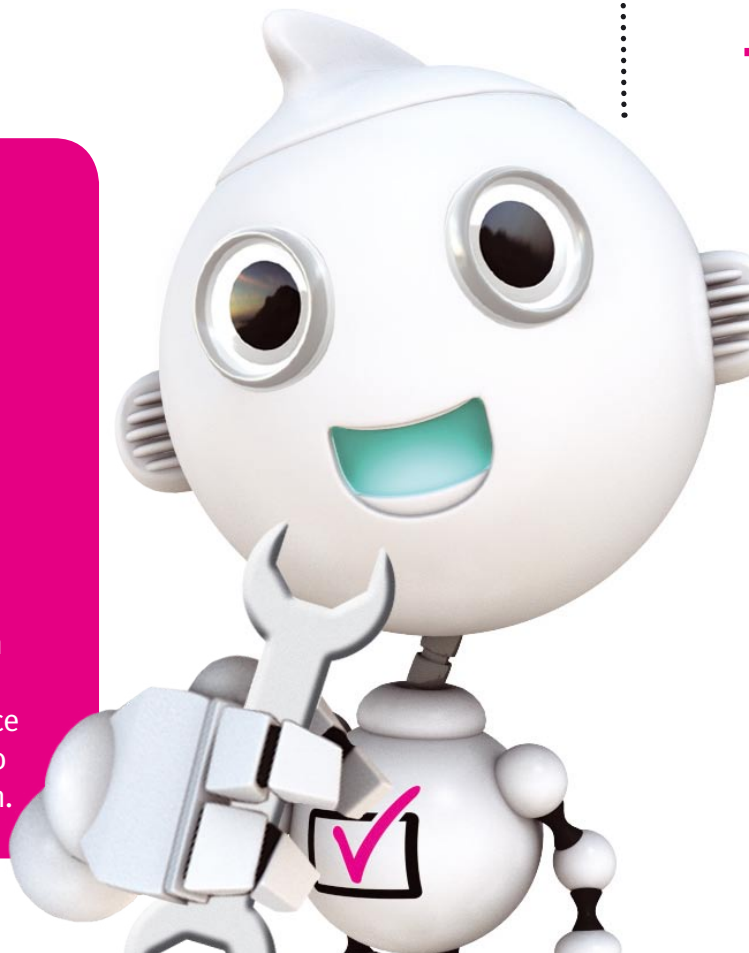
An IRS system is a MATV system that has been extended to carry satellite signals. This includes both non-subscription (freesat from Sky) and subscription (Sky Digital) services. It provides the greatest choice for users but costs more to install than a MATV system.

Check with your landlord or managing agent to find out whether your building is ready to receive digital TV

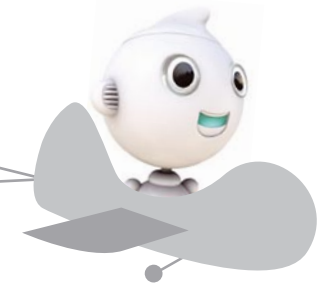
## The cost

However your communal TV aerial system is upgraded or adapted, there are likely to be costs involved. Depending on your tenancy, lease or agreement, your landlord or managing agent **may** charge you.

In most cases you should be consulted about any changes or proposed upgrades (especially if this leads to extra charges). If you are not sure about the position, ask your landlord or managing agent to discuss the situation with you and other residents.



# Going digital: Your options



Adapting or upgrading your television to receive a digital TV signal can be simple and inexpensive. There are currently up to four ways to receive digital TV. Check availability of these services in your area at [digitaluk.co.uk](http://digitaluk.co.uk) and ensure that your communal TV aerial system can support the service you want.

## Through an aerial

- Available through a MATV and IRS System
- Non-subscription service for a one-off equipment cost (Freeview)
- Optional add-on subscription services from Top Up TV
- After switchover virtually everyone should be able to receive digital TV through an aerial
- If you receive a good picture through a set top aerial now you should receive a good digital TV picture after switchover

Or...

## Through a satellite

- Available through an IRS system
- Subscription service available from Sky Digital
- Non-subscription service for a one-off equipment cost (freesat from Sky)

Or...

## Through a cable

- Available through the cable TV system from your local cable provider
- Subscription services from ntl:Telewest or Wightcable North\*

\*There may be other local TV services providers in your area who can provide multichannel TV services

Or...

## Through your telephone line

(DSL / broadband)

- Subscription services from HomeChoice (currently limited to certain areas)
- Availability varies

# Getting set for digital

If you live in a property that has a communal TV aerial system this is what you need to do:

**1** Check with your landlord or managing agent what will work in your building and whether there are any plans to change the communal TV aerial system

**2** Based on the above, choose how you want to receive your digital TV signal

**3** If you have chosen and want cable, satellite or broadband, speak to the provider to arrange an installation

**Or...**

If you have chosen to get digital TV through your aerial, get a digital box and plug it into your TV set or buy a TV with a digital box already built in.

**Remember you will need to adapt or upgrade every TV set**

You will need to adapt or upgrade any TV that you want use to watch broadcast TV. If you are upgrading or adapting more than one TV set and are linked to a communal TV aerial system, you may need to ensure you have more than one connection to the communal system.

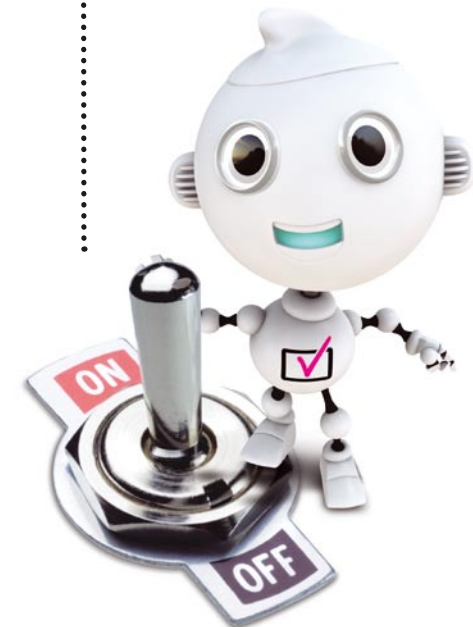
**Video recorders and DVDs**

If you use a video (VCR) or DVD recorder for recording one channel whilst watching another, then you will need to replace it with a digital TV recorder.

**Look for the digital tick**

When buying digital TV equipment, look for the **digital** . It appears on products and services that are designed to work before, during and after switchover.

**You will need to make sure you have adapted or upgraded all of your TVs to receive digital TV**



# Frequently asked questions

## about communal TV aerial systems

**Q How do I know if my home is linked to a communal TV aerial system and whether it has already been upgraded for digital?**

**A** Your landlord or managing agent should be able to tell you.

**Q What if my landlord or managing agent refuses to upgrade my communal TV aerial system?**

**A** Your tenancy lease or agreement may require your landlord or managing agent to provide a communal TV aerial system and keep it in working order.

Private landlords or managing agents may have problems with letting their properties after switchover if there is no TV signal. In some cases e.g. private flats, it may be up to the freeholder to decide to upgrade the communal TV aerial system and your landlord or managing agent may not be able to act without their agreement.

Direct your landlord to [digitaluk.co.uk/propertymanagers](http://digitaluk.co.uk/propertymanagers)

If you have problems with your landlord or managing agent, contact your local Citizen's Advice Bureau.


**Q Who will have to pay for any upgrade?**

**A** It is up to your landlord or managing agent to arrange and pay for any system upgrade to your communal TV aerial system. You may be asked to make a special contribution or it may be paid for out of existing service charges or management payments. As with any householder, you will be responsible for the cost of upgrading the TV equipment in your home and paying for any additional TV packages.

**Q How do I make my landlord or managing agent install a system that gives me choice?**

**A** Your landlord or managing agent should be open to views on the options available. Make sure that you raise these issues with your landlord or managing agent and your tenants organisation if you have one.

**Q Can I take steps by myself to upgrade the system?**

**A** No. However, landlords or managing agents may allow you to install your own satellite dish, cable service or an individual aerial that will allow your property only to receive digital TV. Sometimes planning regulations may limit what you can do, so you should check with your landlord before spending any money. If you are upgrading your aerial, look for a Registered Digital Installer (RDI), identified by the **digital** . If there isn't an RDI installer in your area, look for a member of the CAI or IDSC.

**Q Will I be able to get digital TV with an indoor set top aerial to receive digital TV through an aerial?**

**A** If you have a TV with an indoor set-top aerial, and get a good picture today, you should be able to receive a good digital TV picture through your aerial (and digital box or digital TV) after switchover.

**Q Will anyone need to come into my home to upgrade my TV signal?**

**A** Your landlord or managing agent will let you know if any work is needed to the aerial system in your home in advance. They will contact you to arrange for the work to be carried out and their installers will always carry identification.

**Q Is the Government planning to advise landlords and managing agents on what to do?**

**A** The Government has previously written to all local authorities and housing associations and a number of leading housing bodies, to ensure that they know that landlords and managing agents must adapt or upgrade communal TV aerial systems in advance of digital switchover. A guide has also been produced to provide them with further advice which can be found at [digitaluk.co.uk/propertymanagers](http://digitaluk.co.uk/propertymanagers)

