

Digital TV Switchover



Between now and 2012 the government aims to turn off the analogue TV broadcast service and switch over to a digital signal.

Digital switchover by TV region has already begun with the rest of the UK switching between now and 2012, transmitter group by transmitter group.

WALES	2009/10
WEST	2010/11
CENTRAL	2011
ANGLIA	2011
MERIDIAN	2011/12
YORKSHIRE	2011
LONDON	2012
TYNE TEES	2012

For more information on the government's digital switchover, go to Digital UK's website at www.digitaluk.co.uk or call them on 08456 50 50 50.

Digital Switchover & Your Lease

If you live in a flat, your TV signal may well come through a communal aerial system. Many of these systems will need checking, upgrading or adapting for switchover. It is usually down to the landlord to do this, although under the terms of your Lease/Transfer the costs of the works needed could be recovered through your service charges.

Certain estates with freehold houses may also have communal TV systems.

Even if you are receiving digital TV currently, your aerial system may still need to be upgraded for switchover as it may not be suitable to support the delivery of the digital signals after switchover.

The new aerial system will carry both analogue and digital signals until switchover, when the analogue signals in your TV region will be turned off. So, you do not have to convert to digital straightaway.



We have been working over the last two years to ensure that all of our developments that have blocks or buildings with communal TV aerials are ready well in time for switchover. Not only will you know that the aerial system in your apartment block is ready for switchover, but if you live in an area where you can get Freeview now, you could enjoy digital TV straightaway.

Once approved by the manager, resident association and leaseholders, most of the upgrade work to the aerial system in your block or development will only affect communal areas. For certain older

properties it is possible that we might need to access your home to change the aerial socket. However, we would fully consult with customers before any work is carried out.

Impact on your Service Charge

Once approved, we would recover the cost of any upgrade of the communal TV system through annual service charges which will be governed by the terms of your Lease/Transfer agreements.

Our consultation will enable us to establish that leasehold customers are happy to

contribute to the chosen system and consider carefully leaseholders' statutory rights and other legal, social and logistical factors. Particular consideration will be given to the fact that a high specification system could cause financial hardship for some leasehold customers.

Buying TV equipment for the Digital Switchover

Many people think that because the analogue TV signals across the UK will be switched off by the end of 2012 they will have to buy a new television.

This is not the case as you will be able to watch digital TV services on almost every television by converting it with either a digital box (sometimes called a set top or digi-box) or a digital TV recorder.

Don't forget that every TV you want to use after switchover will need to be converted.

If you decide that you want a new TV, buy one that is ready for digital. Often called an Integrated Digital Television (IDTV) it will have a Freeview tuner built-in. Your TV doesn't need to be HD (High Definition) ready for it to be digital, although an increasing selection of programmes will be broadcast as HD.

If you decide to get new TV equipment, make sure it has the 'digital tick' logo, it looks like this;



It appears on products that are designed to continue working after switchover.

To see what services will be available after switchover in your area, visit www.digitaluk.co.uk.

Frequently Asked Questions

What is a communal TV aerial system?

A communal TV system provides television to a number of users from a single aerial, or set of satellite dishes. They serve properties like apartment blocks or estates of houses and, are also used in areas where planning constraints restrict the use and number of roof top aerials and satellite dishes.

The benefits of a communal TV system are;

- Reduction or elimination of the need for individual aerials and satellite dishes and any associated health and safety issues.
- Meets planning guidelines.

There are two main types of communal TV aerial systems:

- A MATV system that distributes a digital terrestrial television signal (Freeview) only.
- An IRS system that distributes digital terrestrial television signals (Freeview) as well as a satellite signals (Sky freesat etc).

What communal TV aerial systems are likely to require upgrading?

It is likely that most communal TV aerial systems will need upgrading for switchover. Communal systems that are older than **30 years old** will almost certainly need to be replaced. Systems aged between **10-20 years old** will need to be checked and systems under **10 years old** should be fine.

When will digital switchover happen?

Digital switchover by TV region has already begun with the rest of the UK switching between now and 2012, transmitter group by transmitter group.

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How do I check if my building has a communal TV aerial?

If you live in a flat, or share an aerial with another household it is possible that you receive your signal through a communal TV aerial system. Many of these systems will need to be upgraded or adapted to be able to receive digital television after switchover.

Contact our Customer Services team on:

Phone: 0845 450 6022 (lo-call)

Email: customerservices@m-h-m.co.uk

- to ask if the aerial system for your development has been assessed to receive digital TV signals. Put "Digital Switchover Aerial System" followed by your Customer Reference number in the subject line of your email.

My development is in a conservation area and our main block is a listed building, how does the digital switch over affect us?

Listed buildings and conservation areas are subject to specific planning requirements.

There are restrictions as to the number and location of aerials and satellites dishes on buildings. This may restrict the options that are available. We can usually replace like with like where permission has been previously been granted. We



will always liaise with the local planning officer to check the current situation.

I am a leaseholder, how will I know if I am responsible for the aerial in my home?

The first place to look is in your Lease/Transfer document. Within the Lease there is likely to be a reference to the provision, maintenance and upkeep of communal services including cables and aerials and it will identify how the costs are to be met.

I have Freeview already - why would the communal aerial system need to be upgraded or changed?

Many communal aerial systems will need to be upgraded or changed for the digital switchover, even if you have been using it to watch digital television (Freeview) for some time. This is because some systems will be unable to carry the stronger digital TV signals which are launched at switchover.

We may want to change the communal system to one that allows residents a choice of TV services such as satellite, Freeview and cable. We always will consult with customers about the changes we plan to make.

Where there is an active Residents' Association or a Resident Management Company we would suggest that you forward views to your representative as well as ourselves.

What can I do if Marlborough House Management wants to carry out work to the communal TV aerial system, but most leaseholders don't agree to the proposals?

We will always consult with and take the views of all leaseholders into account when we make a decision to carry out work to the communal aerial system.

LEASE (The Leasehold Advisory Service) is also recommended as a source of free advice on the law affecting residential leasehold and commonhold property in England and Wales and would be able to give their view on the Digital Switchover. Website: www.lease-advice.org.

Will switching to digital mean that I can get High Definition TV (HDTV)?

Not necessarily, HDTV is a new technology that will enable viewers to get better quality and higher definition television pictures. A High Definition Compatible TV is not necessarily a digital TV. If you buy

or rent an HD Ready TV, you may not be able to get digital TV through it without a separate digital box. If you get a HD Ready TV make sure it has the 'digital tick'.



How much will it cost to convert to digital TV?

For details about the associated costs of subscribing to digital TV please visit the Digital UK website - www.digitaluk.co.uk.

Will my video or DVD recorder still work?

Your video recorder and DVD recorder will still play back and record, but most won't be able to record one channel whilst watching another. The simplest way to do this is to get a digital TV recorder such as Sky +, V+ or Freeview +. A digital TV recorder with a 'twin tuner' will also convert your TV to digital.

Will I need a new aerial?

Most rooftop and some set top aerials will continue to work after switchover. To check the condition of your aerial, visit



Teletext page 284 where a test shows your aerial strength.

If you think you need to repair or replace your aerial, look for an installer with the 'digital tick' it means they have been security checked. Only Registered Digital Installers (RDI) are permitted to use the 'digital tick' logo. If you can't find one, look for someone with an associate RDI, CAI Plus or IDSC status, or ask your local electrical retailer.

The main advice if you are buying TV equipment for the switchover is to look for the logo.



Is there extra help for people who need it?

There is a Help Scheme for people entitled to Disability Allowance (or equivalents),

registered blind or partially sighted, or 75 years or over. **Contact Digital UK for more details on 08456 50 50 50.**

Will you need to access my flat as part of the upgrade work for digital switchover?

Once approved by the landlord and leaseholders, most of the upgrade work to the aerial system in your block or development will only affect communal areas.



Contact Marlborough House Management's Customer Services team:

Phone: 0845 450 6022 (lo-call) **Fax:** 01582 393701 Monday-Friday 9am-5pm

Email: customerservices@m-h-m.co.uk

www.m-h-m.co.uk

Marlborough House Management

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*The 0845 number allows customers calling from BT landlines to have their call charged at a 'lo-call' rate wherever they are in the country. Mobile and other providers' charges may vary.

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