





## Digital TV switchover - questions & answers

### Contents

1. About digital TV Switchover.....	page 1
2. Benefits to you.....	page 1
3. Costs and installation.....	page 1
4. Viewing options.....	page 6
5. You said, we did.....	page 6
6. Further support.....	page 7

# 1. About the digital TV switchover

## What is the digital TV switchover?

By April 2012 this compulsory government scheme will see the UK's analogue signal replaced with digital signal. Hyde is beginning to install new communal TV systems to properties in time for the switchover.

## 2. Benefits to you

### How will this benefit me?

- You will have access to more UK and non-UK TV channels,
- If you have a visual or hearing impairment there are new features such as on-screen listings, inter-activity, audio description and sub-titling,
- You will have access to optional subscription services including movies or sports channels, broadband and telephone services,
- We will install aerials reducing risk of damage to the property.

### How will this affect my TV viewing?

Hyde has opted for a '9-wire IRS' which means the communal system can receive signals from two satellites. More channels are

available through this system, including some non-UK channels, so it caters for Hyde's diverse resident population.

With this system, residents will have access to Freeview and Freesat, the non-subscription TV services as well as some non-UK channels. The system will also support Sky+ and Freesat+ should residents wish to purchase these subscriptions. Existing subscriptions will not be affected by these upgrades.

Please note some channels can only be viewed via subscription services. To view a full list of the channels available with the new systems, visit:

**[www.hyde-housing.co.uk/make-contact/DTV\\_switchover](http://www.hyde-housing.co.uk/make-contact/DTV_switchover)**

## 3. Costs and installation

### Why do residents have to pay the costs?

Residents are responsible for contributing to the cost of maintaining communal areas such as lifts and television aerials, via service charges. This applies as stated in the lease or tenancy agreement, even if these facilities are not used by the resident.

## How much will this cost and when do I have to pay?

The cost of a single installation will be included within your service charge budget from 2012/13 onwards. Both tenants and leaseholders will be included. The cost will be spread over seven years to minimise the impact on residents. It is estimated that the equivalent weekly charge will be £1.15.

## Will maintenance costs be included within the service charge?

Yes, a small maintenance cost will be included within the charge from 2014/15 onwards. The exact cost will not be known until the contracts have been put into place. In the 12 months following completion of the new communal system all maintenance and costs will be covered by the installation contractor under the terms of the contract.

## If I move who pays the cost?

If the resident is a tenant, then the costs will be picked up by the new tenant, because they will benefit from the service. For a leaseholder or freeholder, any outstanding amount payable will be included within the documents supplied to the purchaser.

## Who will pay the cost for the vacant properties?

Hyde will pay the costs for vacant properties until they are re-let or sold.

## I cannot afford the charge, what should I do?

Hyde fully understands that some residents may need extra time and support to pay the charges. Everyone's situation will be treated individually and our income support team will be on hand to advise residents where needed. We would urge residents to get in touch with Hyde if they have any worries about paying for this service.

## Other housing providers are charging less, why are Hyde's costs higher?

Costs vary according to the type of system that is installed. Some landlords will select a basic aerial that is much cheaper but will not support services like Sky+ or any non-UK channels.

Hyde has opted for a system known as '9-wire IRS' which offers a full range of UK broadcast services and a wide selection of non-UK channels. A large number of social housing landlords have chosen to install this same system which meets the reasonable expectations of residents connected to a communal TV system.

## I have digital TV already so why do I need this aerial upgrade?

Hyde has a responsibility to ensure that existing and future residents, who have communal TV services, can receive digital signals after the switchover.

Site surveys will be carried out to find out what upgrades are required to each block to meet Hyde's upgrade standard. If upgrades are not needed, then none will be carried out and you will not be charged. If required, Hyde will be installing one digital TV point in the living room of each property and you will be responsible for contributing towards the cost.

Even if a resident has their own digital TV services, Hyde will be installing a new digital TV point in their living room to ensure any future residents that might move in can receive digital signal too.

## You recently upgraded our aerial; why are you doing it again?

Site surveys will tell us if any upgrades are required on your property. We will only upgrade the system where necessary. If upgrades are needed, residents will be required to contribute towards the costs of these works.

## How much building work is required?

Building work is limited to the installation of antennas, equipment cabinets and wiring. Installation of points in individual homes will typically take up to 40 minutes; disruption to residents should be minimal.

## Can leaseholders and freeholders 'opt out'?

No. Hyde is responsible for repairing and maintaining communal areas of properties as stated in the lease and tenancy agreement. It is therefore our responsibility to update the TV systems in preparation for the digital switchover.

Residents are responsible for contributing to the cost of keeping communal area items in good working order via service charges as stated in the lease and tenancy agreements. Even if these facilities are not used by the resident, they will be required to contribute towards the costs of system upgrades.

## 4. Viewing options

### If my TV doesn't have Freeview; will it work after the switchover?

The vast majority of TVs bought in recent years are Freeview compatible if they are set up correctly and have a good signal. If your TV is older than that and only able to receive analogue channels you can convert it by adding a Freeview set top box. These are available from about £20 from many high street retailers.

### Will my existing satellite dish be removed?

If Hyde's digital system provides the same or more number of channels than an existing dish offers, we will look to remove it with your agreement. Our aim is to reduce the number of satellite dishes on buildings as they do not look nice and may not be needed. Cost for dish removal will be at no extra cost to the resident.

If however your current digital set up provides UK or non-UK services in addition to those being offered by Hyde, your dish will not be removed. For example, if a resident currently pays for 'Sky Multiroom' they will continue to receive these services as normal.

### Can I have TV points installed in other rooms?

Yes, extra points can be installed as an extension, but residents will have to pay for each additional point. Hyde has negotiated a fixed cost with the contractor who will contact residents directly with further details.

Residents won't be able to receive Sky Plus or Sky HD at the same time in more than one room; however you can with Sky services. Additional points are not the same as 'Sky Multiroom'.

## 5. You said, we did

Over the past few months Hyde has been consulting with residents about the proposed works in preparation for the digital TV switchover.

Thanks to everyone who fed back their views. As a result of the feedback, here are some of the changes we made.

- You told us a payback period of two to three years was not long enough and payments would be too high. As a result we have extended the payback period to seven years and reduced the payment amounts.

- You told us you already have additional subscriptions and services that provide digital TV (e.g. 'Sky Multiroom' or Sky movies). As a result we will be leaving your existing satellites installed which provide you these additional services.
- You told us you would like more information about the digital TV switchover. As a result we have improved our communication by sending you this leaflet answering your frequently asked questions. We have also updated the website with more useful information.

## 6. Further support, help and advice

### Is there any help available for the elderly?

Yes. The government's 'Switchover Help Scheme' offers support to everyone who is registered disabled, aged 75 or over, registered blind or partially sighted or anyone who has lived in a care home for six months or more. The scheme will help these residents with all they need to switch one TV to digital including help with installation and an after care service.

For further information contact the Switchover Help Scheme on **0800 40 85 900** or visit their website at:  
**[www.helpscheme.co.uk](http://www.helpscheme.co.uk)**

### How can I find out more?

Visit **[www.digitaluk.co.uk](http://www.digitaluk.co.uk)** or call **08456 50 50 50**

### Contact Hyde directly

- Customer Services on **0800 389 3576**
- Visit the Hyde website: **[www.hyde-housing.co.uk/make-contact/DTV\\_switchover](http://www.hyde-housing.co.uk/make-contact/DTV_switchover)**
- Email: **[digitaltv@hyde-housing.co.uk](mailto:digitaltv@hyde-housing.co.uk)**



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