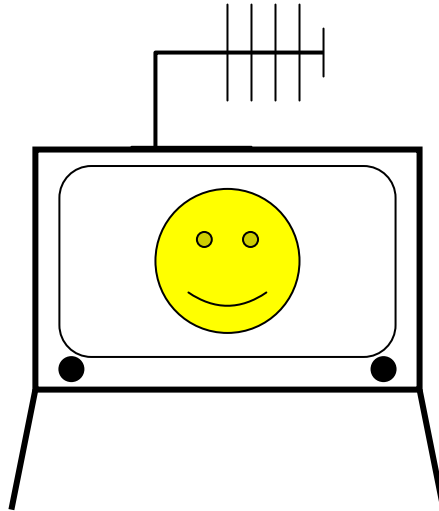




DIGITAL SWITCHOVER



WHAT YOU NEED TO KNOW

- **WHAT WILL HAPPEN**

The UK's old analogue television broadcast signal is being switched off and replaced with a digital signal. Any TV set or video recorder that is not converted when switchover takes place will no longer receive TV programmes. In addition aerials will also need to be able to receive a digital signal.

- **WHEN WILL IT HAPPEN**

The digital switchover should take place in 2009 in the Border region. However Whitehaven has been selected as the first pilot area, where it will take place during October/November 2007.

WHAT WILL IMPACT DO

We have a large number of schemes where televisions run off communal aerials and therefore as landlord we are responsible for the system. These were installed by us at the development stage. This is not the case for individual houses and bungalows, where we do not provide aerials and therefore the tenant is responsible for their own installation. In addition we have shared housing schemes, again where we are

responsible as the landlord for the aerial or where we have provided a TV set or Video recorder for residents' use.

Our programme of upgrades to all communal aerial systems, usually in blocks of flats not recently built and in our shared accommodation, is well underway and should be complete by the end of 2007. Property Services are dealing with the programme and Layzell Satellite are carrying out the work. We will only undertake conversion or replacement work to the aerial systems, amplifiers or to the cabling as necessary. Where we have supplied a TV set and remain responsible for its replacement, we will either provide a digital box or replacement TV as appropriate.

Currently we recover the cost of analogue TV services boosters through a service charge. It is our intention to do so as well for digital services.

• **WHAT WILL YOU NEED TO DO**

Tenants will need to either replace their current TV, if it is not already digital, and some recent ones are, or buy a digital box. If they use a video recorder, they will also need to buy another digital box for that or purchase a digital recorder from an appropriate retailer.

Tenants in houses and bungalows with individual aerials will also need to ensure that these are capable of receiving a digital system and contact a reputable installer. Without this no signal will be receivable after switchover.

• **HELP SCHEME**

This scheme is focussed on providing practical assistance & support to those who need it most, i.e. the over 75's, those in receipt of either Attendance Allowance, Disability Living Allowance or equivalent allowances, those registered blind or partially sighted.

Digital UK will send out details on the Help Scheme well before each area switches to Digital, allowing plenty of time to prepare for switchover.

• **WHERE TO GO FOR FURTHER INFORMATION**

- Visit: www.digitaluk.co.uk/border
- Phone: 0845 6 50 50 50 (Digital UK)
0800 5 19 20 21 (Help Scheme)
- Look at: teletext page 106
- Ask an electrical retailer or supplier