

# The Guinness Partnership

## Relax

We are getting ready for  
the Digital Switchover



Common questions and answers  
about the Communal Aerial Upgrade.

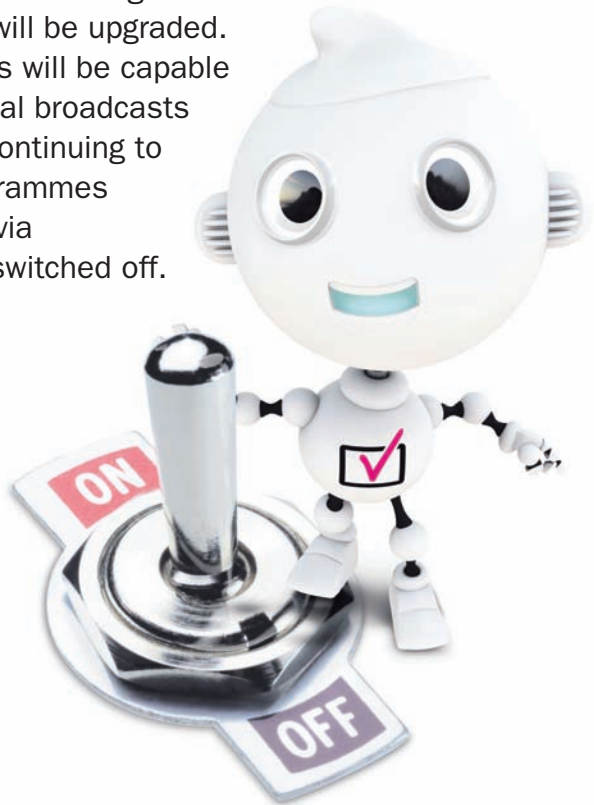
## In 2005 the UK Government confirmed that digital switchover would take place between 2008 and 2012.

You may have heard, through the press or on TV, traditional TV signals, often called analogue TV, will stop being transmitted in this country within the next few years.

Digital switchover means changing the current television broadcasting network by replacing the old analogue signal with a digital signal. This will allow everyone to access digital TV services. In order for this to be effective some aerials and TV equipment will need to be upgraded.

As a result of this, The Guinness Partnership, along with other landlords and managers of leasehold properties, are in the process of replacing old communal analogue systems. If you pay a service charge for a communal aerial, these will be upgraded. The replacement systems will be capable of receiving the new digital broadcasts for TV and radio, whilst continuing to provide the existing programmes that you already receive via analogue, until they are switched off.

This booklet contains information about what we are doing about communal aerials. If you have an individual aerial, please see the leaflet **'Get Set for Digital'** for more information on the digital switchover.



**Q. If I pay for a communal aerial, what will this mean for me?**

Your communal aerial will need to be converted to carry a digital signal before the Government turn off the analogue system. If you currently pay for the installation and maintenance of a communal aerial through your service charge, The Guinness Partnership will carry this work out.

**Q. When will work start where I live?**

Work to some of the communal aerials in your area will begin this year (2008). You will be contacted before works are due to start in your area.

**Q. Who will be the contractor responsible for the installation?**

We have selected the contractor for work on your home with the help of Resident representatives. The contractor selection interviews were very thorough and covered their working methods, health and safety, technical ability, security and how they would work with you throughout the programme. We are pleased to announce that SCC International Ltd (SCCI) was the successful contractor.

**Q. What is being installed?**

We will be installing an Integrated Reception System (IRS). This will give you choice in the way you receive your TV signal. Digital terrestrial TV (Free To Air services), satellite and broadband will be available. The IRS system will support Sky<sup>+</sup>.

## Q. What will happen in my property?

SCC International Limited, will replace or upgrade the communal aerial to the block or scheme. They will require access to your home to connect a socket plate, as well as undertake a small amount of wiring to complete the installation. To do this SCCI will send you a letter giving you the dates that they intend to install the socket plate. You will then need to phone to make a morning or afternoon appointment for those dates. It is important you respond as a recharge may be levied if the work has to be completed at a later date.

Our appointed contractor has been security checked and all their representatives will carry ID. You will be notified in writing when work is about to start.

**Beware of bogus installers who may call.  
If in doubt, contact your local office.**

## Q. Will the installation involve disruption to my home?

Some drilling may be required to attach the cables to the building and to run a cable through the wall to your own aerial point. However, drilling noise will be kept to a minimum and will only operate between 8.00am and 6.00pm.

Most of the installation work takes place within the communal areas. The engineers will need access to your property for no more than 30 minutes. It is only during this half hour that your TV reception may be disrupted. Your decorations will not be disturbed, as the wiring is run externally. Our contractors have their own cleaning equipment and any small amounts of dust which may be created will be vacuumed and removed before they leave.

You can get independent advice from Digital UK either by calling one of their advisors on **08456 50 50 50** or visiting **[www.digitaluk.co.uk](http://www.digitaluk.co.uk)**

**get set for digital** 

**Q. Will the contractor connect my TV equipment to the new aerial and reset my TV/Video/DVD?**

Yes. The contractor will re-connect your equipment to the new aerial point in your home. If you have already got an Integrated Digital TV or Set Top Box (also known as a Digibox), they will also set up the new equipment for you and show you how to use it.

There should be no re-tuning to do on your own equipment as the existing channels should be the same. If for some reason there has had to be a change, the installation engineers will do this for you. Make sure that the engineers leave your TV pictures working. If you buy a new Digital TV after the engineers have completed their work, it will be up to you to ensure that the TV is tuned to the correct frequencies.

**Q. What if I have more than one TV in my home?**

After the date for switchover, every TV you want to carry on watching will have to be connected with a digital box, or you can buy a new TV with a digital box inside.

If you have more than one TV set in the property, all of them will need to be able to pick up the signal. This could mean that each aerial socket will need to be adapted. We will be providing just one socket plate and connection into your home.

If you have multiple aerial points within your home already or a satellite service that requires a multi room system, or would like the option of paying for this, then this will be identified at the time the contractor makes an appointment with you and they will discuss your options.

Any additional work requested will be chargeable to the householder.



**Q. Will I need a new TV to receive Digital TV after the installation and will I need to subscribe to Sky?**

Once works to the aerials have been completed, you do not need to do anything to your TV until nearer the date for switchover, unless you want to. You can continue to watch your TV as usual. Once the dates for the actual switchover have been confirmed you can then purchase a digital box to use with your existing TV or buy a new digital TV.

This new communal aerial system will deliver the same signals that you have been used to, without you having to subscribe to Sky or any other TV package. In addition, if you get a digital box (also known as a Set Top Box or Digi-Box), you will be able to tune into the new “Freeview” channels and the satellite signals from Sky. You do not need to subscribe to Sky or other packages to receive the 5 ‘analogue’ channels of BBC1, BBC2, ITV, Channel 4 and Channel 5 and the additional 30+ “Freeview” channels. (Although you will need the Digi box/Digital TV to view Freeview channels).

This upgrade to the communal system will not automatically give access to the Sky packages. You will need to subscribe to Sky yourself if you wish to view their TV packages.

Please note that some locations will still not be able to access Freeview or Channel 5 until after the analogue signal has been switched off.

**Q. I already have a satellite dish, so will I need a digital upgrade?**

Yes. Once the communal aerial has been upgraded to IRS the need for individual dishes should disappear. If you currently view Sky satellite TV, you will be able to access this via the new communal aerial. You will not need to keep or install your own dish.

When you no longer need an individual satellite dish because we have provided one, you will be asked to remove yours.

Further information on removing your dish will be available when work commences in your area.

**Q. How much will it cost?**

Tenants and Leaseholders currently pay a service charge for the installation and maintenance of the communal aerial. The cost of providing the replacement communal aerial system, and therefore the ability to receive TV pictures in your block or scheme will be shared between everyone who currently pays for this service. The cost of the works will be approximately fifty pence a week, spread over seven years. Full details of the costs are available in your rent and service charge letters for 2008. If you currently receive Housing Benefit, these costs will be covered by your benefit.

**Q. What if I live in a house which is on a communal aerial system?**

If you live in a house and are on a communal TV aerial system, the equipment will be upgraded or replaced to receive a digital signal. The contractor will carry out a survey before the work starts to confirm what equipment will be installed.

**Q. What if I do not want to have a Digital Aerial upgrade?**

The communal aerial will be upgraded as part of the programme to meet the switchover dates specified by the Government. You will have three opportunities to give access to your property to connect the new system to your aerial socket. If the contractor has been unable to get access then you will not be able to receive TV programmes from that socket after we remove the old aerial. You may also be charged if the socket has to be fitted later. If you have any concerns at all about the work or the appointment date please contact the helpdesk number on the back of this leaflet.

At switchover date the analogue system will be switched off and only Digital services will be available. No digital aerial connection will mean that you will not be able to access the channels of BBC1, BBC2, ITV and Channel 4 after switchover.

A minimal amount of work is required in your home to install the new socket plate to the new communal aerial system and our contractor will be working closely with us to ensure these works proceed with the minimum of disruption to you.

**Q. What will happen next?**

Our local office will be in touch with you soon to let you know when works will be starting. In the meantime if you have questions please contact SCCI using the number on the back cover.



A large print version of this leaflet is available. Please contact your local office for details.



If you need this document translated, please contact your area office.

English

ጽሑፍዎን ማተራረጥም ካስፈለገዎ :

እባክዎን የከባቢዉን ቢሮ ይገናኙ :

አማርኛ /Amharic

إذا كنت ترغب ترجمة هذه الوثيقة، يرجى الاتصال بالموظف المسؤول في منطقتك.

عربي /Arabic

আপনি এই ডকুমেন্টে বা দলিলের অনুবাদ পেতে চাইলে দয়া করে আপনার এরিয়া অফিসে যোগাযোগ করুন।

বাংলা /Bengali

如果你需要翻譯這份文件，請聯絡你所屬的地區辦事處。

中文 /Chinese

اگر احتیاج به ترجمه این مدرک دارید، لطفاً با اداره محل خود تماس بگیرید.

فارسی /Farsi

Si vous désirez avoir ce document traduit, contactez notre bureau le plus proche

Français/French

જો તમને આ દસ્તાવેજનું ભાષાંતર જોઈવું હોય તો, મહેરબાની કરી તમારી એરિયા ઓફિસનો સંપર્ક સાધો.

ગુજરાતી /Gujerati

Αν χρειάζεστε τη μετάφραση αυτού του εγγράφου, παρακαλούμε ελάτε σε επαφή με το τοπικό σας γραφείο.

Ελληνικά/Greek

Idan kana bukatar fassara wannan bayani, ka tupntunbi ofishin da ke kusa da kai

Hausa

यदि आपको इस दस्तावेज का अनुवाद चाहिये तो, कृपया अपनी ऐरिया ऑफिस से संपर्क करें।

हिन्दी /Hindi

Biko ga hu nde area office gi, oburu n'ichọ nkowa akwukwa n'asusu igbo.

Igbo/Ibo

Nel caso desideriate la traduzione di questo documento, siete pregati di rivolgervi al vostro ufficio di zona

Italiano/Italian

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕੀਤਾ ਹੋਈਆ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣੀ ਏਰਿਆ ਆਫਿਸ ਦੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

ਪੰਜਾਬੀ /Punjabi

Ako zelite ovaj dokument preveden, molim vas kontaktirajte vas ured

Serbo-Croat

Si necessitan traducir este documento, les rogamos dirigirse a su oficina de zona

Español/Spanish

உங்களுக்கு இப்பத்திரம் மொழி பெயர்த்து வேண்டியிருந்தால், தயவு செய்து உங்கள் ஏரியா அலுவலகத்துடன் தொடர்பு கொள்ளவும்.

தமிழ்/Tamil

Bu belgenin kendi dilinize çevrilmesi gereğ ini duyuyorsanız, yörenizdeki ilgili müdürlüğ e (area office) bu isteğ inizi iletebilirsiniz.

Türkçe/Turkish

Neem nea ye kyerew no, se wope se yen kyrew mu yea dea, enee hu wu panin a ewo wo wu bronu so.

Twí

اگر آپ کو اس رپورٹ کے ترجمے کی ضرورت ہو تو براے مہربانی اپنے ایریا آفیس سے رابطہ قائم کریں۔

Urdu

Nếu quí vị cần bản dịch tài liệu này, xin liên lạc với văn phòng khu vực của quí vị.

Tiếng Việt/Vietnamese

Ti ẹ. ba ẹ. iwé yi ni edè miran, ẹ. lo si ibi işẹ. wà nitosi.

Yoruba

The Contractor, **SCC International limited**,  
have a freephone helpline number for all residents  
involved in this programme.

Their helpline team will be able to answer further questions  
and offer advice on the upgrade programme.

Freephone Helpline Number  
**0800 0832 933**

The helpdesk can also be contacted on **020 8760 7670**