



Digital TV – Frequently Asked Questions

- **Why do we need to have new communal TV aerials and Digital TV installed?**

Most of Haringey's flats and maisonettes have communal TV aerials that need to be replaced because they are old and not working very well.

At present we receive analogue TV signals but by 2012 the government will turn off the analogue signals in the UK and switch over to a digital system. The communal aerials we have now will not receive digital TV so we must replace them.

To be ready for the digital switchover, Homes for Haringey are in the process of replacing all the communal aerial systems. At the same time we are upgrading our systems to include communal satellite dishes that will allow you to subscribe to Sky, SkyPlus, Turkstat and Hotbird stations.

While we are doing this work we will remove all individual satellite dishes. You will not be allowed to fit an individual dish once the new communal aerial is installed.

- **When will analogue television be turned off?**

The government is turning off analogue broadcasts between the years 2007 and 2012 region by region. London will switch to digital in 2012. This means that for you to be able to watch TV then we must upgrade the aerial on your block.

- **Will leaseholders need to pay for this work to be completed?**

Yes, you will have to pay a proportion of the cost of the replacement communal aerial system, in accordance with the terms of your lease.

- **Why is this work being carried out now?**

We have a rolling programme to replace or upgrade all our communal aerial systems before the government turns off the analogue signal in 2012.

- **What will happen if I do not allow the contractor in to do the works?**

Once the new aerial is fitted you will not be able to connect to it and therefore you will not be able to watch TV. You will still have to pay towards the cost of the work. If you install a satellite dish, it will be removed. If after the project is finished you ask for the contractor to come back to do the work in your home, there will be an additional charge for this.

- **What will happen if any satellite dishes are installed in future?**

Satellite dishes installed after the works will be removed and the resident will be charged for the cost of the removal.

- **Will I be able to receive other language channels through the new system?**

Our new communal satellite systems will allow residents to receive Sky digital channels, Sky Plus and Sky High Definition. In addition you will also be able to receive a wide range of other channels via the Turksat and Hotbird (Eutelsat 13 degrees east) orbiting satellites.

There are a huge number of satellites providing all types of TV, radio and data services from countries in Europe and the Middle East. It is not practical due to the costs and the extensive systems required to provide all available services. The systems below are designed to provide a variety of services to cater for most communities within the borough:

- Turkish Services

There are at present three satellites that receive Turkish TV and radio. The main satellite is called Turksat located at 42° East. Turksat is the main source of Turkish TV and radio services in the UK. **Please note that not all Turkstat channels are available in the UK. Additionally some are subscription based services and only available in Turkey.**

- Other European TV Services

The Eutelsat range of satellites is located at 13° East, these satellites are known as Hotbird. These satellites provide more than 500 TV channels and radio services. The channels are a varied mix from most European countries. Some Arabic services are also available.

All satellite services require the user to have a satellite receiver, suitable for the service required and compatible with a communal system.

You can view the current channel list for each satellite at the following website pages:

Astra 28.2° E - <http://en.kingofsat.net/pos-28.2E.php>

Eurobird 28.5° E - <http://en.kingofsat.net/pos-28.5E.php>

Turksat 42.0° E (Europe)

<http://en.kingofsat.net/freqs.php?&b=19&pos=42E&standard=All&ordre=freq&filtre=no>

Hotbird 13.0° E - <http://en.kingofsat.net/pos-13E.php>

- **Why is the Council installing additional services such as Sky and Hotbird?**

We are installing these additional services so that residents can get more than free-to-air digital TV without needing to install their own satellite dish. We do not want residents fitting their own dishes as they can cause damage to our buildings.

- **Will the contractor have to come into my home to carry out the upgrade?**

Yes, two socket plates, each the size of a single power socket and a small amount of wiring have to be fitted in your home to complete the installation. These will be fitted in your living room. Each single box will have a faceplate containing outlets for:

- FM/DAB, TV (analogue & digital), Sky, Sky Plus (to allow recording one channel whilst viewing another).
- Another plate containing outlets for Hotbird / Turksat.

- **How long will I be without a signal while you carry out the work?**

Most of the installation work takes place within the communal areas. The engineers will only need access to your flat for approximately 1 hour. It is only during this hour that your TV reception may be disrupted.

- **Will the contractor let residents know when they are coming to do the work in my home?**

Yes, the contractor will send you a letter telling you the dates they intend to install the sockets in your block. You will be able to call them and arrange for either a morning or afternoon appointment.

- **Will my current TV work with the new system or do I have to buy a new TV?**

The new communal aerial and satellite system will allow you to receive the current terrestrial channels BBC1, BBC2, ITV1, C4 and C5. After the analogue signal is switched off in 2012 you will need either a digital TV or a digital set top box.

However with the new system you will have the option to buy additional services:

- a digital 'set top' box for Freeview channels; or
 - a 'set top' satellite receiver for subscription services from Sky TV, Turkstat and Hotbird.
- **I already have digital TV which I arranged myself – do I have to pay for the communal aerials?**

Yes and any existing dishes on the block will be removed. You may connect your set top box to the communal system, and continue to use it and your viewing card(s) to view the channel package that you subscribe to.

- **Who will re-set my TV/Video/ DVD etc when the system is installed?**

No re-tuning will be needed as the existing channels should be the same. However you should make sure that the engineer shows you that your TV is working before leaving. If later you buy a new TV or any other receiving equipment you may need to re-tune them yourself.

Some older satellite receivers will not work with communal systems. Please check with the engineer who will do the work in your home.

- **How many channels will I be able to receive with a Freeview box?**

If you buy a Freeview box you should be able to receive around 50 television channels and around 25 radio channels (*only if you are in a digital terrestrial transmission service area*). These can change at any time according to the supplier.

- **How much would Sky television cost me?**

Sky television offers a wide range of monthly subscription packages that can be tailored to your individual needs. The costs include buying a satellite receiver (not a satellite dish). There is also usually a one off installation fee.

You can also buy a "Freesat from Sky" receiver without subscription to receive a range of channels.

Since May 2008 a new BBC / ITV service called "Freesat" has been available. The cost of a receiver starts from approximately £50.00 for a standard definition receiver up to around £150.00 for a high definition receiver. These are satellite services so your block will need to have a communal satellite dish for you to receive them. **"Freesat" and "Freesat from Sky" will not work through an aerial.**

- **How will improving the FM aerial affect me?**

Improving the FM aerial when you connect your FM receiver means you will receive more stations and clearer reception, especially when listening in stereo.

You can also connect the new DAB (Digital Audio Broadcast) radios to the FM radio socket.