

## TV Licensing information for housing professionals.

**This information is designed for those who provide support to tenants.  
It's not intended to be used by the general public.**

### Who needs a TV Licence?

Your tenants need to be covered by a TV Licence to watch or record live TV programmes on any channel, or to download or watch any BBC programmes on BBC iPlayer – live, catch up or on demand. This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

**A colour TV Licence costs £159.00 per year,  
and a black and white licence costs £53.50 per year.**

There is a wide range of payment options to help people spread the cost of the licence fee.

**Landlord responsibilities** – if a landlord lets a property and provides, or intends to provide, TV receiving equipment for tenants to use, it's the landlord's responsibility to make sure the property is licensed.

**Tenant responsibilities** – if the lease or tenancy agreement makes it clear that the tenant is responsible for the TV Licence, even if the TV receiving equipment belongs to the landlord, the tenant must make sure the property is licensed. If the tenant is found to not be correctly licensed, they would risk prosecution\* and a fine of up to £1,000<sup>†</sup>, plus any legal costs and/or compensation they may be ordered to pay.

**Lodger responsibilities** – a lodger must have their own TV Licence if, in their bedroom, they watch or record live TV programmes on any channel, or download or watch any BBC programmes on BBC iPlayer – live, catch up or on demand. This applies to any device and provider they use. The exceptions are if a person is a member of the family, if they live in the same household due to their relationship (e.g. common law relationships), or as a necessary part of their employment (e.g. au pairs, housekeepers). Any separate or self-contained accommodation such as a flat or annexe will require its own TV Licence.

### Renewing a TV Licence.

We will write to all TV Licence holders by post, at least two weeks before their existing licence expires, to let them know they need to renew. Direct Debit payments will be renewed automatically each year.

#### Is your tenant, or someone they live with:

- **Aged 75 or older, and receiving Pension Credit?** They can apply for a free TV Licence.

They need to be receiving Pension Credit in their name, or this can be in their partner's name if they are a couple and living at the same address.

**74 years old and receiving Pension Credit?** They can apply for a free TV Licence now, plus a short-term licence to cover them until their 75th birthday.

If they live in the Channel Islands or Isle of Man, different conditions may apply.

- **Blind (severely sight impaired)?** They may be eligible to apply for a 50% concession. They can complete and print out an online application form at [tvlicensing.co.uk/blind](https://www.tvlicensing.co.uk/blind) and send it to us along with a copy of their document of blind registration or a certificate from their ophthalmologist. They'll also need their licence number, phone number and cheque payment. Please post to TV Licensing, Blind Concession Group, Darlington DL98 1TL.

For more information on concessions, go to [tvlicensing.co.uk/concessions](https://www.tvlicensing.co.uk/concessions) or call **0300 790 6112**.

**Accommodation for residential care concessions** – these are available to people who live in certain types of residential care accommodation, such as qualifying nursing homes or sheltered housing.

## Ways to pay.

There is a range of payment schemes and ways to spread the cost of a TV Licence. Your tenants can find out more by calling 0300 555 3456.

### How to buy a licence.

- **At any PayPoint:** the tenants can pay for a TV Licence by cash or debit card. They can find their nearest outlet at [paypoint.com/locator](https://www.paypoint.com/locator) or, if they live in the Channel Islands or Isle of Man, they can visit their local post office.
- **TV Licensing payment card:** the tenants can make payments from £6.00 per week with a TV Licensing payment card. They should go to [tvlicensing.co.uk/pay](https://www.tvlicensing.co.uk/pay) or call 0300 555 3456.
- **By post:** the tenants can send us a cheque for the full TV Licence fee payable to 'TV Licensing', writing their name, address and postcode clearly on the back of the cheque. Cheques should be sent to **TV Licensing, Darlington DL98 1TL**. Tenants should not send cash.
- **Direct Debit:** the tenants can choose to spread the cost of the licence by choosing from a range of Direct Debit options, or they can pay all in one go. Direct Debits can be set up at [tvlicensing.co.uk/dd](https://www.tvlicensing.co.uk/dd) or by calling 0300 790 6063. Please note that certain options are only available for a colour TV Licence.
- **Debit/credit card:** the tenants can make a single payment with a debit or credit card, including Maestro, Delta, Visa, Visa Electron or MasterCard. Payments can be made at [tvlicensing.co.uk](https://www.tvlicensing.co.uk) or by calling 0300 790 6063.

## Moving home.

If someone moves home and doesn't tell us, they won't be correctly licensed and their new address could be registered as unlicensed. They could then risk prosecution\* and a fine of up to £1,000†, plus any legal costs and/or compensation they may be ordered to pay. Tenants can change their address at [tvlicensing.co.uk/moving](https://www.tvlicensing.co.uk/moving) or by calling 0300 790 6037.

## Literature in accessible formats.

Our information and publications are available in a number of formats, including 26 languages, large print and Braille literature. If the tenants are deaf, hard of hearing or speech impaired, we support the Next Generation Text (NGT) Service. For more information see [tvlicensing.co.uk/accessibility](https://www.tvlicensing.co.uk/accessibility)

## Useful TV Licensing contact details.

- Our website – [tvlicensing.co.uk](https://www.tvlicensing.co.uk)
- Customer services/general enquiries – 0300 790 6071
- TV Licensing payment card – 0300 555 3456
- Aged 74 and over – 0300 790 6061
- Direct Debit and debit/credit card payments – 0300 790 6063
- Accommodation for residential care – 0300 790 6011
- For Braille, large print or audio formats – 0300 790 6076
- Moving home – 0300 790 6037
- Address – **Customer Services, TV Licensing, Darlington DL98 1TL**

TV Licensing works with bodies that provide money-management advice and customer support. If you would like more information about our work in the community, please call us on 020 8752 6537.

\*In Scotland, Scottish criminal law applies. A report will be sent to the Procurator Fiscal, who will decide on prosecution.

†The maximum fine is £2,000 in Guernsey.