

LIFELINE DEPARTMENT

Direct Line: 01628 543160

E Mail: Lifelines@housingsolutions.co.uk

LIFELINE ALARM SYSTEMS

Lifeline is a service that we offer to all people who live in the Royal Borough. It has already been installed in over 1,500 homes.

WHAT IS A LIFELINE?

Lifeline is an alarm system that is operated through a plug-in telephone point and a nearby 13 amp electrical socket. The Lifeline unit attaches to your present telephone and is used in conjunction with it. (A picture of the 400 Lifeline unit is included with this paperwork).

WHO CAN USE THIS SERVICE?

Anyone can apply, particularly if you are elderly or disabled, or if you just want the reassurance that the Lifeline offers.

WHAT DOES THE LIFELINE PROVIDE?

You will be provided with a Lifeline alarm unit and also a lightweight pendant that can be worn either around your neck or on your wrist.

If you need help you simply press the red button on the pendant or on the Lifeline base unit. A telephone call is automatically made to the monitoring centre and an operator will speak to you via the unit.

WHAT HAPPENS IF I AM UNABLE TO SPEAK TO THE OPERATOR?

If you are unable to tell the operator why you have called, the operator will alert one of your keyholders or the emergency services.

WHO IS A KEYHOLDER?

A keyholder is someone that you choose to hold a key to your home in the event of an emergency. It may be a relative, friend or even a neighbour – the decision is yours. If a keyholder is not available when an alarm call is made the operator will then call the police to gain access to your home.

KEY SAFE

You may want to consider having a key safe installed outside your home so that the emergency services can gain access even if your key-holder is unavailable. The cost of the key safe is £66 plus £14.30 for fitting (inc vat).

MUST I GIVE PERSONAL DETAILS?

We will need information about your health and your doctor as this helps the Lifeline operator to act quickly in an emergency. You may wish to give us the names of close relatives or friends, this information will be treated in confidence and will only be used when necessary.

WHO PAYS FOR MAINTENANCE AND REPAIRS?

These charges are covered within the quarterly rental cost. All technical faults will be attended to within 2 working days of them being reported. Please be aware that any problems with the Lifeline that is not technical ie. Spillage of any beverage or breakage must be paid for under your house contents insurance.

HOW MUCH DOES A LIFELINE COST?

Quarterly Lease (subject to annual increase)

£28.34 per quarter

There are no additional charges, however the first quarters payment is non-refundable.

NB - VAT is payable unless exemption is available under the "chronically sick & disabled persons act 1970". Please complete & return the enclosed exemption form.

FINANCIAL ASSISTANCE

If you live in privately owned accommodation you may be able to apply for a grant to purchase and install a unit. To qualify you must be claiming one or more of the following: pension credit, housing benefit or council tax benefit. A quarterly monitoring charge of £21.84 will still have to be paid. If you require a grant form or further information about the grant, please call the Lifeline department on 01628 543160.

If you are in rented accommodation and are claiming pension credit, housing benefit or council tax benefit your weekly lease charge may be paid for you by supporting people at the Royal Borough provided there is space available on the scheme.



HOW DO I PAY?

This depends on your circumstances and should be discussed upon application.

Please do not pay any money until your Lifeline has been installed, then a cheque or cash for the first quarters lease will be required. A direct debit will also need to be completed or you can choose to be invoiced.

MOBILE WARDEN SCHEME (subject to annual increase)

People who live in sheltered accommodation have the security of knowing that they can call on a warden for help at any time of the day or night. We now offer the option of a mobile warden service to all Lifeline users as a back up to alerting relatives or neighbours in the event of an emergency. This service gives you many of the benefits of sheltered accommodation whilst remaining in your own home. A weekly charge of £6.56 per week would be levied for this service. If you receive housing benefit it is possible that the charges may be covered by supporting people at the Royal Borough.

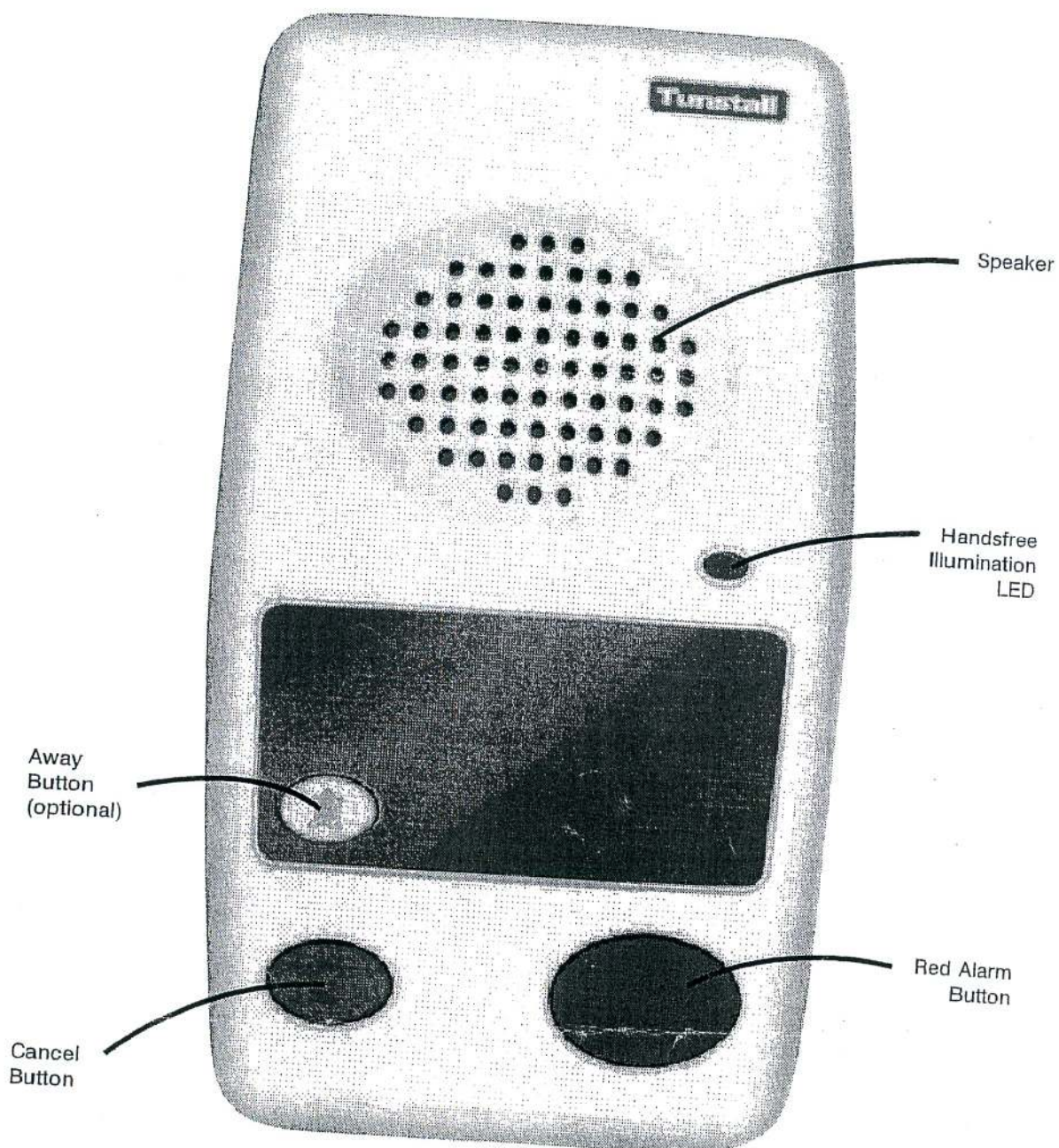
WHAT DO I DO NEXT?

If you would like more information about the Lifeline, please contact me on 01628 543160. If you require a unit to be installed please complete the enclosed forms and return them to us in the pre-paid envelope provided.

RETURNING THE LIFELINE

All Lifelines are the property of Housing Solutions and should be returned to us at Crown House, Crown Square, Waldeck Road, Maidenhead, SL6 8BY. Please inform the monitoring centre (by pushing the red button on the pendant) that the Lifeline will no longer be required. *Please note: you are responsible for any payments incurred until the Lifeline has been returned to Housing Solutions at the above address.*

Your Lifeline 400



Please return this form to Supported services in the enclosed envelope

HOUSING SOLUTIONS
LIFELINE COMMUNITY ALARM SYSTEM
PERSONAL FACT SHEET
RESIDENTS DETAILS (BLOCK CAPITALS PLEASE)

Name..... D.O.B.....

Name..... D.O.B.....

Address.....

..... Phone.....

Medical information.....

.....

.....

Doctors Name..... Phone.....

Surgery address.....

EMERGENCY CONTACTS – KEY HOLDERS

Name.....Phone.....

Address.....mobile.....

Name.....Phone.....

Address.....mobile.....

Name.....Phone.....

Address.....mobile.....

ANY OTHER USEFUL INFORMATION

.....

KEY SAFE CODE.....

**HOUSING SOLUTIONS
LIFELINE COMMUNITY ALARM SYSTEM**

I already have (or I have arranged to have fitted) a plug-in type telephone socket. For safety the plug-in telephone socket and a 13 amp power point should be within 6 feet of each other and be on the same wall to avoid trailing cables. This must be in place before your alarm can be installed.

Lifeline Alarm

Method of payment required

- Quarterly Lease
- Grant (see page 3 of attached letter)

I am:

- An owner/occupier
- A tenant of Housing Solutions /Windsor & District Housing Association
- A private tenant
- Receiving Housing Benefit

Maintenance and repair is all covered within the quarterly charge. All faults will be attended to within 48 hours of them being reported. Please note, any damage that occurs that is not technical ie. spillage of any beverage or breakage must be paid for under your house contents insurance.

The information supplied by you for the alarm system will be held on computer and under the terms of the Data Protection Act will be treated as confidential and not disclosed to any unauthorised person.

Signed Date

FOR OFFICE USE ONLY

Signed Date Installed
Installer Model
Unit ID Number Unit Serial Number

BRACKNELL FOREST BOROUGH COUNCIL HOUSING DEPARTMENT

"FORESTCARE" Alarm System

VAT Declaration

I.....
of.....
declare that I am an eligible person under paragraph 1 of VAT Leaflet 701/7/86,
that I am suffering from:

and that I am receiving from Bracknell Forest Borough Council the service of monitoring a personal alarm system and I claim that the supply of these goods or services is eligible for relief from Value Added Tax under Group 14 of the Zero Rated Schedule to the Value Added Tax Act 1983.

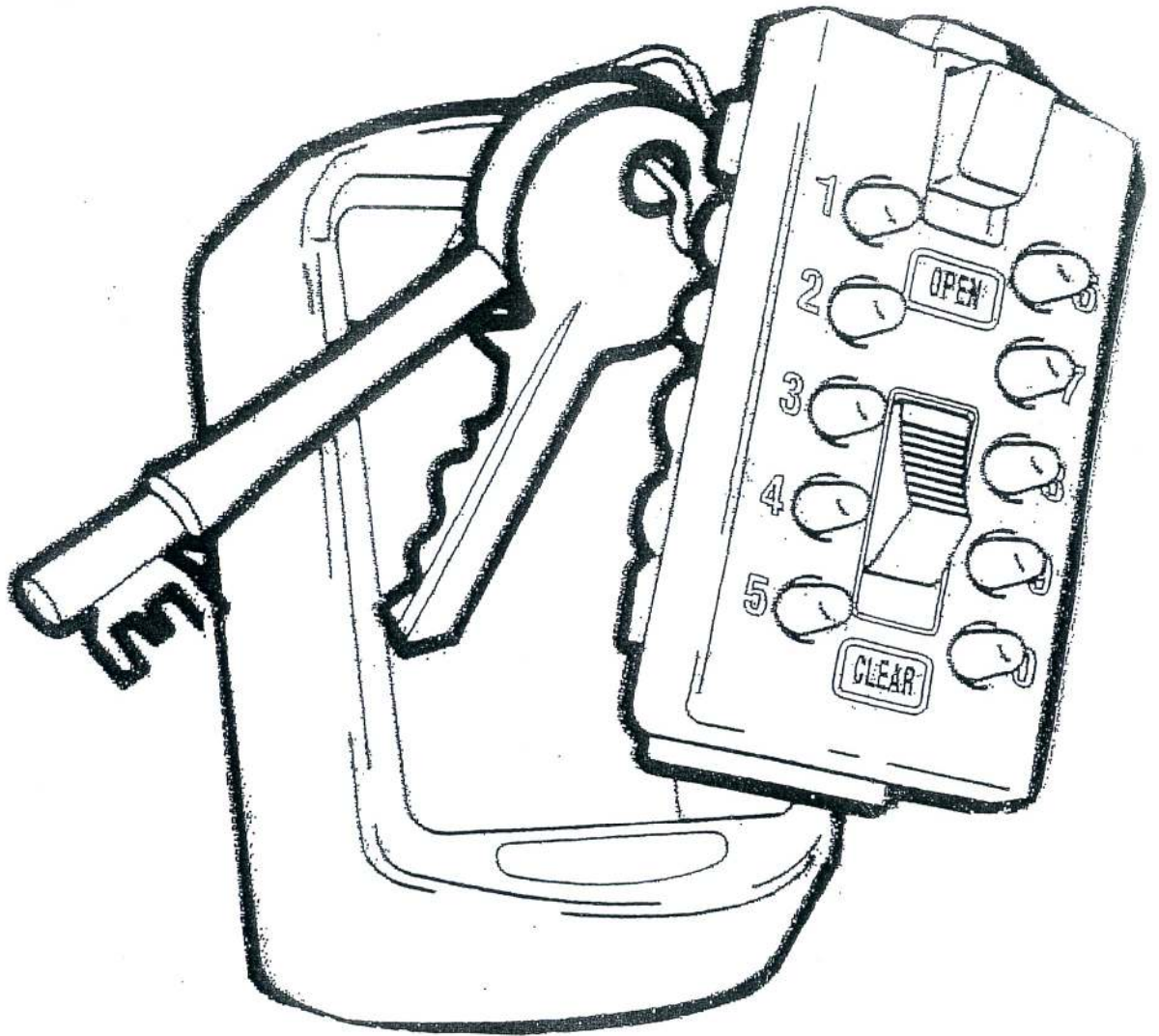
Signed: Date:

NOTE that the relief applies to anyone who is :

Blind, deaf or dumb and covered by the definition included in the Chronically Sick and Disabled Persons Act 1970 or

Substantially and permanently handicapped by illness, injury or congenital deformity.

KEY SAFE



£80.30 INC VAT

I WOULD LIKE A KEY SAFE INSTALLED

YES

NO