

Further information

For further information about our Lifelink service please contact us by phone, text, email, online, in person or in writing using the following contact information:

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www.gloscityhomes.co.uk

If you would like any part of this leaflet explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

লাইফলিংক

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

平安線

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

ભાઈફલિન્ક

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Lifelink - pomoc i porady dla ludzi w kryzysowych sytuacjach

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

لائف لنک

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

Bengali

Chinese

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Lifelink

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www.gloscityhomes.co.uk

Introduction

Gloucester City Homes provides Lifelink, a service for anyone of any age who would like to feel safer, more protected and independent in their own home. Lifelink will bring peace of mind to you and your family and friends.

What is Lifelink?

It's a community alarm service that enables you to contact a control centre in an emergency, 24 hours a day, 7 days a week, when you can't reach your telephone.

How does it work?

Lifelink is linked to the telephone network. You make an alarm call by pressing the pendant button. You can call from anywhere in your home, even in your garden. When you press the pendant your alarm will activate and your details will appear on a computer screen at the control centre. The staff at the control centre will be able to talk to you via the alarm box and take whatever action is needed, for example contacting a friend, neighbour or relative. If you press the alarm button but can't speak to the operator for some reason, the operator will ask someone to go to your property immediately to check on your well-being.

What if I don't know anyone they can contact?

Lifelink can provide a back-up service if you don't have a local contact. Lifelink works closely with Gloucester City Homes' Community Scheme Managers, who can act as your local contact in an emergency. You will need to have a key-safe fitted to use this service. A key-safe is a security box that holds your door key, which we fit to the outside of your property in a place of your choice. This allows access to your home in an emergency situation without causing any damage. Please contact the Lifelink team if you'd like to know more about key-safes and the back-up service.

What equipment will I need?

All you need is a modern telephone socket located near to a 13 amp electrical socket. The Lifelink alarm box is plugged into these sockets. There must not be a door opening or fireplace between the sockets. Ideally they should be side-by-side as shown opposite.

How can I pay for the service?

You have 3 choices:

1 Buy an alarm

You can buy an alarm: you will then pay the monitoring and maintenance charge every 3 months in advance. The charge is subject to VAT.

2 Rent an alarm

You pay the rental charge, plus the monitoring and maintenance charge, every 3 months in advance. The charge is subject to VAT.

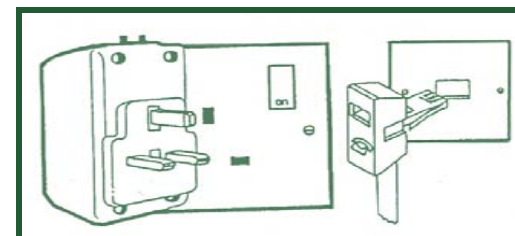
3 Apply for a donated alarm

You may qualify for one of these alarms if you are getting council tax benefit or housing benefit, subject to their availability. You will then pay the monitoring and maintenance charge every 3 months in advance. The charge is subject to VAT.

Key-safes

Lifelink staff can supply and fit a key-safe to your home. The key-safe comes with a 12-month manufacturer's warranty.

Lifelink service area



Equipment you will need