

خدمة الرعاية المجتمعية

কমিউনিটির (সম্প্রদায়) বিপদসঙ্কেত পরিষেবা

سرويس هشدار دهى اجتماعى

Lokalna Służba Alarmowa

Community Alarm Service

ਕਮਿਊਨਿਟੀ ਅਲਾਰਮ ਸੇਵਾ

کمیونٹی کے لیے الارم سروس

Service d'alerte communautaire

Adeegga Qaylo dhaanta Bulshada



Chevin
HOUSING ASSOCIATION LTD

A Member of The Chevin Housing Group
Charitable



What are community alarm services?

Community alarm services allow people to maintain a tenancy and live as independently as possible by providing a 24-hour remote monitoring service. We have schemes housing people over the age of 55 and people with physical disabilities for whom community alarm services provide a vital key to maintaining independence. It can provide peace of mind and security knowing that someone is there at the end of a telephone line, should you need it.

Who provides the service?

At the moment Chevin HA is responsible for the maintenance of the system in your home. The remote monitoring company is employed by Chevin HA to answer any alarm calls that you may make. Your housing officer will have completed a proforma when you moved in and passed this on to the monitoring company. These details may need to be checked and updated if your circumstances change.

Checking the alarm

Chevin HA will repair any faults with the alarm if they are reported by yourself or the monitoring agency. Any faults should be reported to our repairs and maintenance section on Freephone 0800 5877189. We will employ a contractor to formally call each year to check the operation of your alarm system.

Important

Chevin HA would like you to self-check your alarm each month by pulling the cords, pressing the button or activating the pendants if you have one. If you are unable to do this you could ask a visiting relative, friend, homecare worker etc to do this on your behalf. We will provide you with a proforma which you can use to remind you and tick when completed.

Change of circumstances

If you have a change of circumstances with regard to your health, new doctor, next of kin etc, please telephone your housing officer as it may be appropriate for them to inform the alarm monitoring company of the changes.

Emergency access arrangements

The Association does not keep any spare keys for your property so it may be appropriate to provide the alarm monitoring company with details of friends, relatives, Social Services contacts etc who may have a spare key. This may help people get access to your property quickly in case of an emergency.

What if I am not satisfied with the service?

We want to deliver a high quality service that meets your needs therefore if you feel you need extra support please contact our office and we can discuss your requirements with you.

We will regularly review the service and consult with you on any changes. However, if you feel dissatisfied with the quality of the service, please contact us so that we can deal with the matter. The Association will provide you with a complaints policy along with details about how to complain to Supporting People who we report to on your alarm service.

How does the service work?

Each property is installed with community alarm emergency call equipment. This will either be a system of pull cords in each room or a special telephone system with a large button on it and pendant that is worn on your person. If you have an emergency, for example, you may fall or feel unwell and need a doctor, you should pull the cord or press the button on your pendant or telephone and you will be connected to the central control centre. They will have information about you, your medical needs, your GP and next of kin and will be able to alert help for you.

Who pays for the service?

You pay for the service as a support charge, which is included as a separate part of your rent. You may be entitled to receive a Supporting People Grant that would cover the cost, depending on your circumstances. If you are on full or part housing benefit, all your community alarm costs will be met by Supporting People grant.

We are committed to a policy of equal access to information.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Arabic نحن ملتزمون بسياسة المساواة في إتاحة الوصول إلى المعلومات .
إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

Bengali আমরা তথ্য সমানভাবে প্রবেশাধিকারের বা সকলকে জানানোর ব্যাপারে দৃঢ় প্রতিজ্ঞ।
যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Farsi ما متعهد هستيم به سياست دسترسي برابر به اطلاعات
اگر این مدرک را به زبانی دیگر یا در فرمتی دیگر میخواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

Punjabi ਅਸੀਂ ਸਭਨਾਂ ਨੂੰ ਬਰਾਬਰ ਜਾਣਕਾਰੀ ਦੇਣ ਦੀ ਪਾਲਿਸੀ ਦਾ ਪਾਲਣ ਕਰਨ ਲਈ ਵਚਨ-ਬੱਧ ਹਾਂ।
ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

Somali Waxaan ballan qaadnay siyaasadda ah in si siman loo helo wararka.
Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.

Urdu معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔
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۔

French Nous avons mis en place une politique d'égalité d'accès aux informations.
Si vous souhaitez consulter ce document dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Polish Wyznajemy zasadę równego dla wszystkich dostępu do informacji.

Jeżeli chciał(a)by Pan/i otrzymać ten dokument w innym języku czy postaci lub jeżeli potrzebuje Pan/i pośrednictwa tłumacza, prosimy o skontaktowanie się z nami.



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