



Exeter Home Call Alarm Service

To ensure that your Home Call alarm is installed in the correct position you will need:

- a modern (plug in type) telephone socket
- an electric socket on the same wall and close to the telephone socket. Wires must not trail across doorways or cause a risk of tripping

To ensure that there is always someone available to come to your assistance you will need:

- Two key holders who are able to attend to you in the event of an emergency. They should live within 20 or 30 minutes of your address, live at separate addresses and be available at any time of the day or night.

If we're unable to contact any of the key holders, we'll notify the Police if we know you need assistance.

If you don't have any key holders at all, we do now offer a **Key Safe Service**.

A sturdy, secure Key Safe can be fitted at your property and in the event of an alarm call where you require urgent assistance we will contact the emergency services and they alone will be given the Key Safe number to gain entry to help you.

The cost

- The cost of the alarm is £4.45 (£3.71 per week plus VAT 0.74p)
- If required, the Key Safe Service is £2.26 (£1.88 per week plus VAT 0.38p) payable quarterly in advance.
- The Key Safe can be purchased outright for £108.05 including VAT (there is no exemption for VAT if Key Safe is purchased) The Price includes installation.
- There are no installation or maintenance fee

You may not have to pay the VAT for the alarm if you have a disability
You can pay **cash**, by **cheque**, or **Direct Debit**.

For more information, book a demonstration or arrange payment, please contact us:

Exeter Home Call Alarm Centre
Exeter City Council
Civic Centre
Paris Street
Exeter EX1 1RQ

Tel: 01392 682349
email: homecall@exeter.gov.uk

What to do in an emergency?

1. Press the button on your pendant or the alarm.
2. Once you've pressed the button you'll hear a "bleep" and a reassurance light will flash on your alarm unit. The alarm unit is automatically programmed to call the control centre.
3. A few seconds will pass, the "bleeping" will change tone and then one of our operators will answer your call.
4. You can explain what the problem is and the operator will arrange whatever assistance is necessary.
5. Even if you can't hear the operator or they can't hear you, all your details are on our screen. They'll call one of your responders (key holders) to visit you and find out if everything is ok.
6. If the Operator can't contact any of your key holders and they're sufficiently concerned for your health, safety and well-being then they may contact the Emergency Services to attend your home and check everything is ok.

What if I press the alarm by accident?

Never worry about pressing the pendant or alarm by accident. We would rather know that you are ok. We will be pleased to hear from you and will log the call as a test showing that your equipment is working properly.

Testing the equipment

We encourage you to test your alarm at least once a month by simply pressing the button and speaking to the operator to ensure the alarm is working correctly. If there is a problem we will arrange for one of our representatives to visit you within 48 hours.

Safety information

All of our home call staff have had a criminal records check and work in accordance with the Council's Code of Conduct. If you have any worries or concerns please contact us.

We will only use your information for the provision of the service agreed in the Service Agreement. Your information will be held and processed in accordance with the Data Protection Act 1998.

All calls made to the Control Centre, by telephone or by using your alarm, are voice recorded for your protection and for training and monitoring purposes.