

HELP!

Community alarm service

When you need your call
for help to get through fast...
trust in a community alarm

New Forest District Council's Community Alarm Service can provide everyone with greater confidence and independence through the installation of a community alarm.

People who live alone, people with medical or health issues or older people can all benefit from this simple way to make their independence more secure.

What is a community alarm?

A community alarm is a two-way speech system linked to an emergency monitoring centre. A personal alarm button is provided for the user to summon help from anywhere in their home or garden without having to get to the telephone.

Who answers the call?

The alarm monitoring centre is located at Appletree Court in Lyndhurst and calls are answered by New Forest District Council staff, 24 hours a day and 365 days of the year. A trained operator will offer assistance and reassurance no matter what the problem is. Their first duty will be to reassure the caller while making contact with a relative, neighbour or any necessary emergency service required.

Even in the event of the user being unable to speak or be heard when an alarm call is made, the monitoring centre will be able to identify the user immediately by information supplied when the alarm is installed. They will know who the caller is and where they live without having to be told.

Alarm pendant



How much does it cost?

There are a couple of ways to obtain a community alarm:

OPTIONS

Option one: Rent an alarm

Weekly Rental Cost: £3.25 + VAT (if applicable)
Plus installation charge of £25.00

Includes call monitoring charge and the alarm remains the property of New Forest District Council.

Option two: Purchase an alarm

Initial purchase cost: £145.00 + VAT (if applicable)
Plus installation charge of £25.00

Plus a weekly call monitoring charge only of £1.53 per week. Unit remains the property of the purchaser with two year warranty.

Both of the above options are charged quarterly, in arrears.



Lifeline alarm

**GET
HELP**

For more information
or to get a Community Alarm
call 023 8028 5453/5523 or email
community.alarms@nfdc.gov.uk

The community alarm works by using your
existing telephone line in the property



Community Alarms Service
Appletree Court, Beaulieu Road,
Lyndhurst SO43 7PA



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