



Community Alarm Service



Pride in Our Homes, Proud of Our Neighbourhoods

What is the LMH Community Alarm?

The community alarm allows you to call for help in an emergency at any time, day or night. The community alarm connects to and uses your own telephone to contact a trained operator in our control centre, who can ensure someone responds in an emergency.

The benefits of having an alarm

By having one of LMH's alarms you have reassurance that in an emergency, you can contact someone for assistance. This gives you and your family reassurance that help is there for you if needed.

How does it work?

The alarm unit can easily be installed in your home. It comes with a pendant for you to wear. When the button on the alarm unit or pendant is pushed a call will go through to our control centre. Our operator will speak to you, offer reassurance and take immediate action to provide whatever assistance is required, whether it be an ambulance, a doctor or a relative.

Do I need to have a phone line?

No, we can either install a unit that works with your landline or a version that uses a mobile network. It is your responsibility to ensure the landline is working.

Will my alarm work in the garden?

Your pendant will work in all rooms in your home and in most small gardens. A demonstration of this can be carried out when we install the alarm for you.

What happens if I press the pendant by mistake?

If you press the pendant or the alarm unit by mistake and the call goes through to our control centre, simply tell the operator it is an accidental call. The operator will be pleased that the alarm has worked and that you are safe.

How much does it cost?

A **£25.00** charge covers the cost of installation during which the alarm unit will be fitted and demonstrated by an experienced member of the team. During the visit all your relevant details will be checked and any questions answered. The weekly rental charge is **£1.49**.

What happens if I no longer want the alarm?

If you do not wish to continue receiving the alarm service simply write to us giving 28 days notice. We will make arrangements to visit you and remove the equipment.

Modern Community Alarm Unit & Touch Pendant



The pendant has a range of wearing options
(including neck, belt and wrist)

Community Alarm Service Enquiry Form

Name _____

Address _____

_____ Post Code _____

Telephone Number _____

I am interested in finding out more about the
Community Alarm Service for:

Myself A friend A relative

Simply complete this form and post to us (no stamp required).

FREEPOST LMH



Please cut here

If you would like to apply for a Community Alarm or would like more information about the service.

Please contact us at:

Liverpool Mutual Homes
Clubmoor Housing Office
181 Townsend Lane
Liverpool
L13 9DY

email: communityalarms@liverpoolmh.co.uk

web: www.liverpoolmutualhomes.org

 **0800 678 1894**