Community Alarms Service

ateb Community Alarms Service provides access to help in an emergency 24 hours a day, 7 days a week. A referral can be made by you, a friend or relative, social services or health care professional, as long as you are a tenant of ateb.

You need to have a BT landline at your property for a lifeline unit to be installed. If you don't have a landline, you will need to arrange for this to be set up first.

Our lifeline installer will contact you usually by telephone, when your referral is received. You will be asked to provide the following information:

- Your name
- Address
- Telephone number
- Date of birth
- Details of relevant medical condition
- Doctor's details
- Detail of person(s) to be contacted in an emergency

These details will be forwarded to the call monitoring centre and held on their database so that they can access your details if you make an alarm call.

Please always ensure that you inform us of any changes to your details.

How much does it cost?

There is a small weekly cost for the alarm service which will be included in your weekly rent. Details of the cost can be provided on request.

What happens next?

An appointment will be arranged for our installer to visit at a convenient time to install the equipment at your property.

Equipment

You will be provided with a Tunstall Lifeline base unit and a personal radio trigger. By simply pressing the radio trigger or the large illuminated button on the unit you can raise an alarm call from anywhere in your home.

Your personal radio trigger should be worn at all times. You can either wear the trigger around your neck on a neck cord, or on your wrist using a wrist strap. Your lifeline installer will ask you which option you would prefer.

Tunstall

MAKING AN ALARM CALL

Step 1
To raise an alarm call, press the radio trigger or the alarm button on the Tunstall base unit.

Step 2
The call goes through to the call monitoring centre and a trained member of staff will speak to you using your preferred name, usually asking you if everything is ok. They will be able to hear you 'handsfree' because the Tunstall base unit has a powerful speaker and microphone.

Step 3
The call centre operator will call the appropriate help from a carer, relative, friend or the emergency services if needed. The call centre will maintain contact with you until you get the help you need.

Cancelling an alarm call...

Don't worry if you press the button on your radio trigger or base unit by mistake. We really don't mind as it gives us a chance to check that everything is working properly.

What you should expect from us when we visit...

- Treat you courteously
- Make an appointment
- Show you an identity card
- Respect your home

Troubleshooting Tips

If your telephone line is faulty or becomes disconnected, your base unit will flash red on the LED status light and a warning announcement will sound saying "telephone line is disconnected" and will repeat every 30 seconds until the line becomes available. Check that the wires are plugged in correctly, if the warning continues then you need to contact your phone line provider.

If there is a power failure or if the unit becomes disconnected from the socket, your base unit will flash red on the LED status light and a warning announcement will sound saying "there is no mains power" and will repeat every 30 seconds until the power is restored. The base unit will continue to work for up to four hours without a mains power source.

If you are concerned your alarm unit is not working as it should please contact us on **01437 763688** and our lifeline installer will be able to assist.

Caring For Equipment

Your personal radio trigger is water-proof, which means you can wear it in the shower. However, it is not suitable for wearing in the bath.

Your lifeline base unit and radio trigger can be cleaned with a soft cloth which can be moistened with a gentle detergent if needed.

If you no longer need the alarm equipment, please call ateb on **01437 763688**.

Talking to us is easy.

Pop in and see us at:
Meyler House,
St. Thomas' Green,
Haverfordwest,
Pembrokeshire, SA61 1QP

Contact us on:
Tel → 01437 763688
Freephone → 0800 854568
Fax → 01437 763997
Email → hello@atebgroup.co.uk