

BERNIA

Community alarm services

Your guide to how the service works



Investing in
communities

Community alarm services

What is Bernicia's community alarm service?

Bernicia's community alarm service provides monitoring of alarms by our Contact Centre 24 hours a day, so you can be safe in the knowledge that should you need help in an emergency someone's always there.

The benefits include:



Help and advice at the touch of a button



Peace of mind for you and your family



Greater independence



24-hour service



The alarm

The alarm is a simple piece of equipment that works alongside your own telephone; it consists of a base unit and a pendant that can be worn around the neck or on a wrist strap. The alarm is simply plugged into an electric socket and a working fixed telephone line and is ready to use.

Available at a low cost to non Bernicia tenants too.

£3.55
per week*

Installation Fee of £40 Applies



Activating the alarm

When you activate the alarm we will speak to you through your alarm unit about the problem and where necessary arrange the help you need.

How will I receive help?

This may involve contacting your chosen key holder or family members and ask them to call in and check on you, or if necessary we will call the emergency services.

* Subject to change

Community alarm services

Our promise to you

Bernicia agrees to:

- Answer calls from your alarm equipment 24 hours a day 365 days a year
- Take immediate action to contact one of your listed key holders, a Doctor or the Emergency Services as necessary
- Repair or replace the alarm equipment should it develop a fault as soon as possible
- Update your personal information and contact details as soon as we receive them from you
- Test your equipment once a month to ensure it is fully operational
- Advise you in writing at least one month before any increase in charges
- Reserve the right to cancel the service at the discretion of the Service Manager in cases of non payment or in the case of misuse of the service.





You can help us by agreeing to:

- Ensure that key holders have been contacted and are willing to participate
- Inform our Customer Contact Team of any changes to personal circumstances or key holders' contact information
- Inform Bernicia of any planned absences away from home, for example hospital stays, respite care or holidays
- Take reasonable care of the equipment and be responsible for any damage or loss
- Test the equipment regularly to ensure that it is working properly
- Give 28 days notice of your intention to terminate the service
- Your information is shared with us in line with the European Union's General Data Protection Regulation and the Government's accompanying Data Protection Act that will follow
- Complete and return your client information review forms when received.

Bernicia will not:

Be held responsible for any failure of the service due to circumstances beyond its control for example; faults or interruptions with the clients telephone line, failure of the emergency services to respond, failure of the clients contactable persons to respond, faults with equipment due to adverse weather conditions.

Community alarm services

Everyone asks

How do I find out more?

If you would like to find out more about our Community Alarm Service you can complete the information request form included with this guide or contact us in any of the ways described on the back of this leaflet.

How does the alarm work?

The alarm works through your telephone line and a standard electric socket; it is activated by pressing your pendant or the button on the base unit.

Is there any electrical wiring?

No, all you need is a working telephone line and a standard electric socket no more than 6ft apart, once the unit is programmed it is simply plugged into the sockets and ready to use.

What happens when I activate the alarm?

You will hear the unit ringing the Customer Contact Team. Your call will then be answered by one of our advisors; we will establish why you have called us and arrange for the appropriate help you need this may be emergency service, GP or key holders.

What happens if I activate the alarm accidentally?

There is no need to worry, we will speak to you to make sure you are alright, if we don't get an answer from you we will contact a key holder from your contact list.

How do I pay for the alarm service?

We offer a variety of different ways to pay:

- Payment by cheque
- Direct Debit
- Standing Order
- Payment online at: **www.bernicia.com/mybernicia**
- Payment online at: **www.allpay.net**
- Payment at any Payzone or PayPoint outlet
- Payment by telephone using Allpay's automated facility **0844 557 8321.**



Contact form

Community Alarm Service Information Request Form

Please print clearly

Name (Title, First Name, Middle Name, Surname)

Address

Town

Postcode

Home telephone number

Mobile

- I would like more information
- I would like to arrange a home visit
- I would like to arrange installation of the alarm

Please return your form to:

**Bernicia, Oakwood Way, Ashwood Business
Park, Ashington, Northumberland, NE63 0XF**

BERNICIA

How to contact us



Online: www.bernicia.com



Email: contact@bernicia.com



Phone: 0344 800 3800



Letter: Bernicia Group
Oakwood Way
Ashwood Business Park
Ashington
NE63 0XF

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