

BERNⁿICIA



Community alarm service

Helping you live more safely in your home



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What is Bernicia's community alarm service?

Bernicia's community alarm service provider, monitors alarms 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 consists of a unit and a pendant that can be worn around the neck or on a wrist strap.

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 nominated emergency contact or if necessary we will call the emergency services.



What you can expect

We will:



Answer calls from your alarm equipment 24 hours a day
365 days a year



Take immediate action to contact one of your nominated
emergency contact(s) 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



Advise you in writing at least one month before any
increase in charges

You can help us by agreeing to:

- Fully comply with your annual client information review form when received.
- Inform us of any changes to personal details, emergency contacts or absences from your home by telephoning 0344 800 3800 during office hours, or by activating your pull cord.
- Take reasonable care of the equipment and report any faults to Bernicia.
- Your information is shared with us in line with the European Union's General Data Protection Regulation and the Government's Data Protection Act.



Frequently asked

How do I find out more?

If you would like to find out more about our Community Alarm Service, you can contact us in any of the ways described on the back of this leaflet.

What happens when I activate the alarm?

You will hear the unit ringing and your call will then be answered by an advisor. We will establish why you have called us and arrange for the appropriate help you need, this may be a nominated emergency contact or emergency service.

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 nominated contact from your information supplied.

How do I pay for the alarm service?

If you are a Bernicia tenant this will be collected with your rent charge.



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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