

JUST PRESS AND HELP WILL BE THERE

There are various ways of paying for the service

For Cross Keys Homes' tenants only, the Lifeline charges will become part of your gross weekly rent and you will receive a breakdown which will show this.

Lifeline charges for all other customers may be paid for as follows:

- **Weekly or longer** - paid in advance at any Cross Keys Homes' area offices
- **By Direct Debit** - from your bank or building society. Payments can be made monthly
- **By Post** - Cheques and postal orders should be made payable to CROSS KEYS HOMES LTD. We will make sure it is appropriately referenced when it is received. Please send payment to:

Incomes team
Cross Keys Homes, Shrewsbury Avenue
Woodston, Peterborough, PE2 7BZ

PLEASE DO NOT SEND CASH THROUGH THE POST

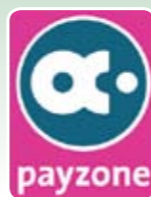
- **In person** - Payment can be made at any of the offices below:

Northern Area Office - The Old Farmhouse, Freston, Peterborough PE4 7EN

Southern Area Office - Shrewsbury Avenue, Woodston, Peterborough PE2 7BZ

Eastern Area Office - Scalford Drive, Welland, Peterborough PE1 4XG

- **Using a payment card** - This will be sent out to you on request and can be used in the Post Office or at any shop displaying the "Payzone" logo



- **Over the telephone** - Please ring us on **01733 385025**, Monday to Friday 9am to 5pm. Please have your debit card and account number ready when making payment

- **Using the Internet** - Log onto www.bilipayment.co.uk and make a payment using your debit card

All telephone queries regarding payments should be made to the incomes team, telephone: **01733 385025**. Please make sure you have your account number to hand.

If at any time you have difficulties paying the agreed amount you must contact us immediately to make alternative arrangements. Failure to make payment could result in recovery action being taken against you.



Information You Need To Know

How we deal with enquiries and applications for a Lifeline

When you make an enquiry about receiving the Lifeline service, we will arrange for you to receive an information and application pack to complete. We will be available for you to communicate with throughout the whole process from the moment of enquiry to the installation of your Lifeline equipment to make it as straight forward as possible. Simply call us on **08453 130 190**.

Anyone can complete an application for the Lifeline service, whether for themselves or someone else. If it is for someone else, however, that person must know the application is being made for them and be agreeable to it.

While we will still attend on site to install a Lifeline where that is absolutely necessary, our preferred method of supplying the unit is by post for you or someone assisting you to plug in. We will supply all the necessary information for successful installation in a clear and easily understood form. The charge to cover the postage is significantly less than our charge for on site installation and it is also possible to deliver the Lifeline to you more quickly, which means you should be able to start using the service much more quickly.

Who can be present at an installation

When we install a Lifeline on site the person(s) using the equipment should be present so that they can learn how to use the equipment. However, in exceptional cases this may not be possible. We will make suitable arrangements in such exceptional situations on a case-by-case basis.

Anyone can be present at an installation that the person we are installing for chooses to have present - family member(s), friend, neighbour, carer, etc.

Where we post out a Lifeline to you, you can have anyone you choose present to support and assist you when you install the Lifeline.



JUST PRESS AND HELP WILL BE THERE



Marketing and selling the Lifeline service

When marketing and selling our service to potential users, we always bear three principles in mind:

1. We want to enable our customers to remain safe and secure in their own homes as far as we possibly can. We will, therefore, always seek to tailor the equipment and service we provide to the needs of our customers, within the scope of the service Lifeline provides
2. Many of the customers we have are vulnerable by way of disability, age or frailty. At no time will any of Cross Keys Homes' staff seek to take unfair advantage of that vulnerability to conclude the sale of the service to any customer
3. We respect the right of individual customers to make choices for themselves in their own time. At no time will any member of staff pressurise a customer into making choices about the service they do not wish to make. There are parts of the service about which there is no choice.

Recognising any representative you may appoint

You may not feel confident dealing directly with the Lifeline service or it may be that someone has been legally appointed to represent you. We will quite happily communicate with any representative acting on your behalf and take steps to ensure that all communication with you is through that person. This does NOT include contact with you in response to any alarm calls you may make using the Lifeline to contact our control centre.

We will need you to sign a form or provide us with a copy of any legal document before we will recognise the person as an appointed representative. Any representative can make decisions on your behalf about the provision of the Lifeline service to you and we cannot be held responsible for decisions the representative may make with which you disagree.

You can cancel the appointment of a representative at any time by providing us with notice in writing. Your representative may also inform us at any time that they no longer wish to continue as your representative in writing. We will write and tell you about this if it should happen.



When we need to contact you - greeting you in your preferred language

Where you have expressed a preference, we will always seek to greet you in your preferred language. Where there may be difficulties in communicating because of language difficulties, we will use the LanguageLine interpreter service to communicate with you.

Introducing ourselves when we call you

When we call you, whether on the telephone or through the alarm system, the caller will use your name and will identify where they are from (Cross Keys Homes' Lifeline), who they are (by name) and why they have called you.

Agreement 'cooling off' period

If, within fourteen days of having a Lifeline installed, a customer decides that the service is not appropriate to their needs and they do not wish to use the service, they may request that the Lifeline be removed and they will incur no charges for rental or monitoring but will still be liable for the installation or postal charge.

The exception to this will be where, in those fourteen days, the service has been actively used by the customer to obtain assistance (accidental calls will be excluded), when they will become liable for the rental and monitoring charge for that period, as well as the installation or postal charge, but will be exempt from the requirement for four weeks notice of termination.

The alarm service procedures manual

The activities of the Lifeline service are guided and directed by the corporate policies of Cross Keys Homes and the procedures contained within the service's procedures manual. If you have a specific question about any procedure relating to the service's activities, or would like any further information about the procedures manual, please contact the telecare services manager on: **01733 385113**, who will be happy to answer your questions and/or make information available to you.

