



# How We Deal With Reports Of Faults

Cross Keys Homes undertakes to remedy any fault in line with the key performance indicators set by the Telecare Services Association. These are currently as follows:

- 90% of critical faults repaired or replaced within 48 hours, the remainder within 96 hours;
- 90% of non-critical faults repaired or replaced within 10 working days, the remainder within 15 working days

Critical faults are defined as failures of telecare equipment which could result in a life critical situation not being communicated to the alarm centre. Non-critical faults are those which reduce functionality but are not life critical for the user.

In order to speed the process of repair or replacement in areas outside postcodes PE1-7 we will normally send replacement equipment out by post and provide a pre-paid means of returning the faulty equipment to us. This is without cost to the service user.

All faults that prevent the proper use of the alarm service are recorded by staff in the control centre. However, it is the responsibility of the service user to report any faults with a telephone line to their telephone service provider, as we cannot be responsible for any repairs to a telephone line or the length of time your provider may take to remedy a fault to the line.

Clients who choose to rent the Lifeline equipment from Cross Keys Homes will not ordinarily have to pay for repairs to the machine. However, Cross Keys Homes does reserve the right to charge for any damage to the units, caused by the willful act

or neglect of the service user(s), or any family or visitors to the service users' home.

Those who choose to purchase Lifeline equipment direct from the manufacturer will be responsible for paying for any repairs that may be needed to the equipment direct to the manufacturer. The manufacturer must be contacted direct for any repairs. Their telephone number can be obtained by making contact with the control centre on **08453 130 190**.

**See the leaflet 'Your Lifeline agreement' about things we expect you to agree to regarding reporting faults to us.**



Telecare Services Association Member.  
Website: [www.crosskeyshomes.co.uk](http://www.crosskeyshomes.co.uk)

Holders of the Charter Mark accreditation (Dec 2006),  
in recognition of customer service excellence

Cross Keys Homes Limited is registered in the United Kingdom, registered number: 4557701

Cross Keys Homes Limited is a registered charity,  
registered number: 1104746 Ref. PST4

**JUST PRESS AND HELP WILL BE THERE**

**LIFE LINE**

A service provided by

