



How to arrange a visit to demonstrate the alarm units?

Please complete the details below, then cut off the slip and return it to us. If you would prefer a friend, or family member to arrange the appointment and possibly be present during the visit please also give their details below.

You may also contact us by phone or e-mail – see next page for details.

Please contact me to arrange a visit to my home:

Name _____

Address _____

Telephone _____ /
(please include dialling code)

Email _____

OR – please arrange appointment with:

Name _____

Relationship _____

Telephone _____ /
(please include dialling code)

Email _____

The personal information you provide will only be used by Rushcliffe Borough Council, the Data Controller, in accordance with the Data Protection Act 2018 to register your interest for a Home Alarm.

Your personal information will not be shared with any third party, other than our data processor.

For further details about how your personal information may be used or about your rights under data protection legislation see

<http://www.rushcliffe.gov.uk/privacy/>

Housing Support Service

Rushcliffe Borough Council
Rushcliffe Arena
Rugby Road
West Bridgford
Nottingham
NG2 7YG

Tel: 0115 981 9911

Email: homealarms@rushcliffe.gov.uk

Web: www.rushcliffe.gov.uk/homealarms

Home Alarm Service

Help and reassurance,
24 hours a day

Just a press away
Tel: 0115 981 9911

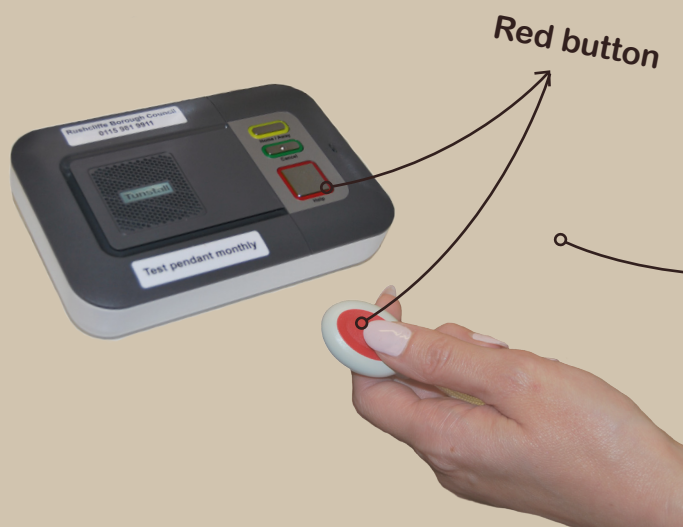


The service was set up in 1983 to provide an emergency alarm link for residents of Nottingham and Nottinghamshire. The Response centre is staffed 24 hours a day, every day of the year, by specially trained operators who respond to, and assess, all calls and arrange appropriate responses.



How does the alarm work?

An alarm call is made by pressing the red button on either the pendant or the alarm unit itself. The operator at the Response centre will see details of the call on their computer screen and will be able to speak to the caller. The operator will also have access to the personal details that have previously been provided .



Who will respond?

Not all calls will require someone to visit. Many callers only require advice, information or reassurance. Where a personal visit is needed, one of the neighbours, relatives or friends listed on the caller's record is contacted and, where necessary, the appropriate emergency service.



What if no contacts are available ?

In an emergency, if neighbours, friends or family are not available, the caller's doctor, or another appropriate service, will be asked to attend.

Who can have a home alarm and what does it cost?

Anyone who may benefit from a home alarm may have one.

For our current quarterly charges please see the enclosed leaflet.

For more details see overleaf.

