

How much will it cost me?

To be able to use a Connect24 personal alarm you will need a working telephone landline and mains plug socket. This is what you will pay for your Connect24 personal alarm:

Personal alarm and button

£2.50 per week (plus 50p VAT if you have to pay this)

We accept payments monthly, or quarterly, in advance.

Or pay £110 up front for the whole year and save £20.50*

Installation of unit

Free, if you install it yourself

£55 + VAT if you would like us to install it

Purchase and installation of key safe (optional but recommended)

£58.33 + VAT

Many people who choose Connect24 personal alarms will not have to pay VAT due to their circumstances. We can tell you if you have to pay when you contact us.

If you change your mind and decide you don't want this service any more, you have 21 days from the date of installation to cancel this agreement. And you can also cancel your contract with us at any time by giving us just one month's notice.



Why choose Connect24?

Supplied and run by Wales & West Housing, our personal alarm service has been supporting independent living by providing personal alarms and telecare for 12 years.

We are accredited by the Telecare Services Association and based at our head office in Tremorfa, Cardiff. Our specialist alarm team currently support more than 4,000 households across Wales. These include individual customers living in their own homes, as well as residents of Wales & West Housing and several other housing associations.

We are confident that we provide an excellent service to the people who rely on us.



Additional security

Once you've got your alarm you might also be interested in these additional monitored products:

Monitored Smoke Detector
50p per week



Monitored Bogus Caller Alarm
50p per week



Monitored Carbon Monoxide Detector
£1.30 per week



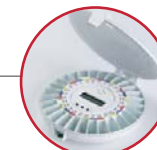
Monitored Intruder Detector
90p per week



Monitored Fall Detector
£1.10 per week



Monitored Pill Dispenser
£2.20 per week



Connect24 personal alarms can be used by people of all ages who would benefit from this type of monitored service.

*this is what you will save if you don't pay VAT.



Personal alarms and telecare

Reliable, affordable and installed at your convenience



Independence with peace of mind

We all value our independence but sometimes we can all do with a little extra help.

Connect24 personal alarms bring you help and support at the touch of a button. Our friendly and experienced staff are on hand to provide help and reassurance 24 hours a day, seven days a week, 365 days a year.

Part of Wales & West Housing, our professional team who are based in our Cardiff alarm centre can draw on 12 years of providing personal alarms and telecare in Wales using tried and tested equipment suited to your needs.

And all from just £2.50 a week.

If you need help at any time, simply press your alarm button and your alarm unit will automatically put you through to the experienced and caring staff in our 24 hour alarm centre. The alarm will work throughout your property and, in most cases, in your garden too.

Depending on how serious the problem is, we will either call a nominated contact, your doctor or the emergency services to come out and help you.

What to do next?

If you'd like to know more, or would like to sign up for your Connect24 personal alarm, please either:

Call freephone 0800 052 2526

or email: contactus@wwha.co.uk
or write to:

Connect24 Personal Alarms
Wales & West Housing
Association Ltd.,
FREEPOST CF3588
3 Alexandra Gate, Ffordd Pengam
Tremorfa, Cardiff, CF10 1YZ



It's so easy to use

We will provide you with an alarm button, which you can wear around your neck or your wrist.

You will also get a base unit with two connecting leads which you plug into the mains, and, a landline phone socket.