

Lifelink

24 Hour Community Alarm Service



Support, help and advice 24 hours a day

Today we all care about our personal safety and want to remain safe and independent in our own homes.

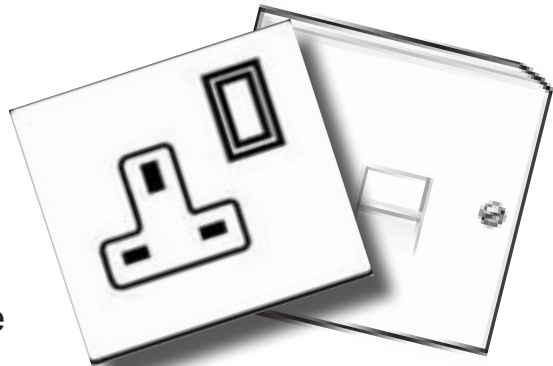


Lifelink is a service offered by Gloucester City Homes that aims to provide you and your family with support, help and advice 24 hours a day, 365 days a year, including public holidays.

We can all feel vulnerable or at risk regardless of our age or personal circumstances. We could have an accident, a sudden illness, be threatened by domestic violence, an intruder or a bogus caller in our own home. Children worry about parents, who in turn don't want to be seen as a burden to their children.

Our system is simple to operate and easy to install. All that is required is an active telephone point and a nearby power socket.

In most cases, alarms can be installed within two weeks.



If you would like a free no obligation visit, please contact us on 0800 408 2000

To use the service you press a button on the alarm unit or the pendant provided and within minutes you will be talking to one of our operators at our control centre. Even if you are unable to speak, we will know who is calling, have details of any special circumstances which may apply to you and can then summon appropriate help immediately.

When a call is received, we will either send one of our Community Lifelink Officers to visit you or contact the relevant emergency service, your doctor, relatives, friends or a keyholder.

Our Community Lifelink Officers can also supply and install a Keysafe on your property, as secure as your front door and Police approved, ask us for more details.

**For peace of mind and security, the
Lifelink service is available at a low
weekly charge.**

This includes:

- 24 hour monitoring
- Lifelink Duty Officer response service
- Faulty units – same/next day repair
- Service visits to check equipment / pendants.



How to contact us

Contact us by phone, text, email, online, or in writing:

Customer Services Team
Gloucester City Homes
Railway House
Bruton Way
Gloucester
GL1 1DG

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Customer Services Line: 0800 408 2000 or 01452 424344

Fax: 01452 833101 Text: 1778 148 2656

Minicom: 01452 396161

Email: lifelink@gloscityhomes.co.uk

www.gloscityhomes.co.uk

GCHTV on the Looking Local service on digital TV

If you would like any part of this document explained, translated, or provided in any other format such as large print, audio or Braille, please contact our Customer Services Team.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu