



## **ABERDEENSHIRE LIFELINE COMMUNITY ALARM AND TELECARE**

### **CUSTOMER SERVICE AGREEMENT**

This Service Agreement is intended to clarify the responsibilities of Aberdeenshire Council and those who use the service.

### **RESPONSIBILITY OF ABERDEENSHIRE COUNCIL**

- The Council will loan, install and maintain Community Alarm / Telecare equipment in your home and provide a central control system (where required) to answer emergency calls 24 hours per day. In the event of the alarm being activated, assistance will be obtained from those you have identified as emergency contacts or the emergency services as necessary.
- Detailed instruction and demonstration on safe use of supplied equipment will be provided at the time of installation and where relevant, instructions will be left with you for reference.

### **RESPONSIBILITY OF THOSE USING THE SERVICE**

- To provide personal details – names, addresses and telephone numbers of three people, who have agreed, can be contacted in an emergency, also GP and next of kin. To notify the Regional Communications Centre or Aberdeenshire Lifeline of any amendments to aforementioned at the time of the changes.
- To inform Aberdeenshire Council if you change telephone supplier by contacting 01467 536161
- To inform Aberdeenshire Council if you have a pro-longed absence from your home i.e in hospital, holiday, staying with relatives by contacting 01467 536161
- To be aware that your details are shared with the Regional Communication Centre where a call response service is provided.
- Agree to any necessary voice recording by Technicians on supplied equipment.
- To test the Community Alarm unit and pendant worn on a monthly basis by depressing red button on the alarm unit and pendant worn around the neck or on the wrist.
- Where necessary, to purchase, install and maintain a key safe which will contain a house door key for access. Occupier to inform insurance company of installation.
- To give permission to Aberdeenshire Council and their duly authorised agents to enter your home, loan, install, maintain and replace Aberdeenshire Lifeline equipment and provide a central control and response centre to answer emergency alarm calls 24 hours per day.
- To indemnify Aberdeenshire Council in respect of any actions, losses or claims arising from such installation, removal or adaptations.
- To be aware that in the event of the alarm being activated assistance will be obtained from those you have identified as emergency contacts or the emergency services as necessary. Any contact nominated by you has been made aware of the potential impact and responsibility of agreeing to such duties. Emergency services may have to use any means necessary to gain entry into your home i.e if you have a door chain.
- To participate in annual reviews checking and amending if appropriate your personal details, GP, next of kin and emergency contacts.



**Aberdeenshire  
Health & Social Care  
Partnership**

- To inform Aberdeenshire Council as soon as possible of any loss or damage of equipment and any faults or malfunction. Please report faults immediately to 01467 536161 within office hours or call the Regional Communications Centre (RCC) on 01224 620610 outwith office hours.
- A charge will be made for replacement items lost or damaged. This will be invoiced at cost price.
- To co-operate with the Service to ensure our staff are in a smoke free environment when working in your home. As an employer we have a duty to protect staff at work.
- To ensure that our staff encounter no hazards gaining access to your property.
- To pay the current charge of £3.75 for Community Alarm and £3.75 for one or more Telecare devices.
- Confirm that at the time of installation the equipment was explained in a way that I understood

**I have read and understood the contents of this Service Agreement and have an adequate understanding of how the equipment operates**

Name: .....Signed:.....

Address:.....

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**Date:** ..... **Technician initials:**.....

